

*Join the 2020 Collective Impact Virtual Convening!*

**Online-Only Event | May 6–8, 2020**



**COLLECTIVE  
IMPACT FORUM**



**Virtual Office Hours**

**Managing Change in (Rapidly) Changing Times**

**April 2, 2020**



## Land Acknowledgement

We would like to acknowledge that this virtual coffee is presented and recorded on the traditional land of the Ohlone people, the Pottawatomie, the Coast Salish people, and the Duwamish people past and present.

We honor with gratitude the land itself and the Ohlone, Pottawatomie, Coast Salish, and Duwamish tribes.

Thank you.

# Welcome to the Office Hours

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- We want to hear from you! Share your **questions** in the question box on the right.
- A **recording** of today's discussion will be made available within 24 hours. We'll send you an email once it's online.
- Download a PDF of this presentation in the Handout Section on the right of your screen.



**Jennifer Splansky  
Juster**  
Executive Director,  
Collective Impact  
Forum

# Thank you for joining

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## Ways to Join the conversation

1

### Ask a question

Send questions via the Q&A box on the right of your screen.

2

### Share on Twitter

@CIForumtweets  
@FSGtweets  
#CollectiveImpact

## Technical assistance

E-mail Ask for assistance in the Question box on the right or email [info@collectiveimpactforum.org](mailto:info@collectiveimpactforum.org)

# Team Status Check: How are you doing?



**Red** = Imminent Overload. Main priorities only. Help and reprioritization needed to change status.



**Orange** = Very busy juggling many priorities. Difficult to add course corrections, new thinking, or additions.



**Yellow** = Busy. Lots of things to do, but managing. Keep an eye out for signs of **Orange**.



**Green** = Good balance of work. Feeling positive and productive, and have room to review and innovate.



**Blue** = Bored. Feeling unproductive and wishing for either more to do or more interesting work.



**Gray** = Listless and unfulfilled. Even if busy, your time does not feel positive and rewarding.

# Poll

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## How are you doing?

- A. **Red** – Hard to Focus; Feeling Overwhelmed, Immediate Needs Only; Need Assistance.
- B. **Orange** – Very busy/Lots to Manage – Difficult to make course corrections or consider new ideas
- C. **Yellow** – Hanging in there. Busy but not unmanageable.
- D. **Green** – Doing pretty good!
- E. **Blue or Gray** – Bored, listless, feeling unfulfilled or unhappy, feeling stuck

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# Managing Change in (Rapidly) Changing Times

# Things are not normal. It's OK to not be OK.

Posted on [March 23, 2020](#) by [Vu](#)

[Blog post](#) by Vu Le, author of Nonprofitaf.com



[Image description: A cute light-brown bulldog, lying on the ground, facing the camera, looking sad. This bulldog is all of us right now. [Pixabay.com](#)]

Hi everyone. It has been a long couple of weeks. I don't think many of us have experienced anything like this before. We've weathered awful things as a society, but this is something else, a threat not just to our physical health, but our livelihoods, our way of being, our groundedness, and our optimism for the

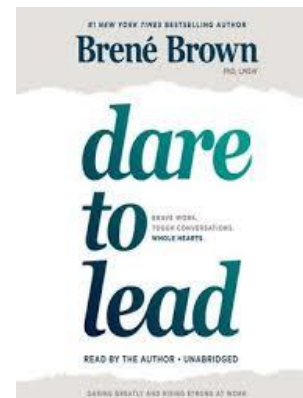


# Empathy

*Empathy is about connection not fixing. It is not about connecting to an experience, but about connecting to the emotions that underpin an experience.*

*It is about being with someone in their darkness, not racing to turn on the light so we feel better.*

- **See the world as others see it, perspective taking:** Understand others' mental models, leadership or personality styles, differing interpretations. Be aware of power and privilege.
- **Be nonjudgmental:** We judge where we are most susceptible to shame. We don't judge in areas where we feel a strong sense of self worth and grounded confidence.
- **Understanding another person's feelings:** Must be in touch with our feelings. Recognize and name emotions.
- **Communicate your understanding of another person's feelings:** "What I hear you say is..." Get under the surface. Become the listener and student, not the knower.
- **Mindfulness:** Pay attention, listen actively (body language and verbal cues, paraphrase back, ask questions, share what is coming up for you)





*Find some ways to get off the dance floor and on to the balcony*

*Be unapologetic about unplugging and practicing self care.*



# Collective Impact

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1. Guess what: You are going off plan and won't make performance measures and that is OK
2. How can you support any special needs your intended beneficiaries are facing now?
3. What special vulnerabilities might your intended beneficiaries face if they get the virus? How can you prepare and support them? Advocate for racial equity.
4. How will your work be impacted if you or your colleagues get the virus and are out for 2 weeks or more? What contingencies or support might you or colleagues need?
5. How can you support any of your partners overwhelmed by demand and/or facing financial crisis?
6. What do your local system leaders need? Can you help them facilitate, recruit, or manage partners for collaborative action? What assets do you have they can use?
7. Advocate for funders to release restrictions on granted funds for you and partners this year. Educate them on needs you are seeing among partners and populations.
8. How will you adapt your strategies and timeline to not lose ground once things settle? What will you learn from this experience you can apply to re-planning?
9. Become skilled at facilitating virtual meetings
10. Be empathetic and patient with colleagues' pace and productivity. Manage change. Communicate.

# Strategy Triage Tool

**Guiding Question/Line of Site:** What will it take to...?

Where are you heading? What are you trying to achieve?

## **Current Priority – Still Relevant, Continues Forward** (with modified approach)

These are items that are relevant and possible and will go forward, though perhaps not as planned. Make a few notes on likely modifications.

## **Pause & Resume when crisis is “over”** (assuming high uncertainty)

These items will be paused. They are either not feasible now, or they need to be paused to make room for emergent priorities. You don't really know for how long – maybe 6-9 months.

## **Emergent Priority or Existing but Newly Prioritized** (because of new conditions)

These items are new or newly prioritized items that are on the table (or front burner) because of current conditions. You are being asked to do them or you realize they are now more necessary or urgent.

## **Unknown Status/Approach** (need more data, too much in flux to know)

These are items that are either unclear or too much in flux to decide. You need to have more data, talk to others, or let the dust settle more before deciding.

## **Honor and Let Go** (not going to happen)

Conditions make these items impossible.

Q&A



2020 Virtual

# COLLECTIVE IMPACT CONVENING



MAY 6-8, 2020

## ***2020 Collective Impact Virtual Convening*** ***Online-Only Event | May 6–8, 2020***

The 2020 Virtual Convening will feature an array of keynote talks, case studies, how-to sessions, and tool sessions on topics such as community engagement, use of data, mental models, narrative change, policy change, building relationships, and systems change.

**Plus:** With the Convening being virtual this year, we're recording the sessions, and attendees will have access to *\*all\** the recordings after the event.

**Join us for the Forum's largest online learning event of the year!**

**[Learn more and Register](#)**



Now Streaming

# Collective Impact Forum Podcast

Sharing resources to support social changemakers  
working in cross-sector collaboration



We're excited to share the [Collective Impact Forum Podcast](#)! You can find each on **your preferred podcast-streaming platform**, including [Itunes](#), [Spotify](#), [iHeartRadio](#), and [Stitcher](#). Subscribe now!

## Podcast highlights include:

- **Getting Started in Collective Impact series**, with the Collective Impact Forum's Jennifer Juster and Robert Albright
- **john a. powell** – Operationalizing Equity in Collective Impact
- **Vu Le** – Equity, Inclusion, and Collective Impact
- **Liz Dozier** – Moving from Charity to Justice in Collective Impact
- **Marshall Ganz** – Community Organizing and Collective Impact
- **Office Hour sessions** – Now you can listen to these sessions after the live events.