



COLLECTIVE IMPACT FORUM



August 25, 2021

**Office Hours:
How to Lead through Uncertain Times**



Land Acknowledgement

We would like to acknowledge that this session is presented and recorded on the traditional land of the Ojibwe, the Potawatomi, the Menominee, the Ohlone, the Coast Salish, the Suquamish, and the Duwamish people past and present.

We honor with gratitude the land itself and the Ojibwe, the Potawatomi, the Menominee, the Ohlone, the Coast Salish, the Suquamish, and the Duwamish tribes.

Thank you.



Participatory Land Acknowledgement

Please let us know the indigenous lands that you are on in the chat!

If you are not sure whose land you are on, and are based in the United States or Canada, you can either:

- Enter your location here: <https://native-land.ca/>
- Text your city and state or zip code to **1-855-917-5263**

This text service is an open source project created by Code for Anchorage



Welcome!

- We want to hear from you! Share your **questions** in the Q&A section where the moderator can review them.
- A **recording** of today's discussion will be made available within 24 hours. We'll send you an email once it's online.
- When using the chat box, if you want all attendees to view your message, make sure to designate it “**All Attendees and Panelists.**”
- Share on Twitter at **@CIForumtweets** and **#collectiveimpact**

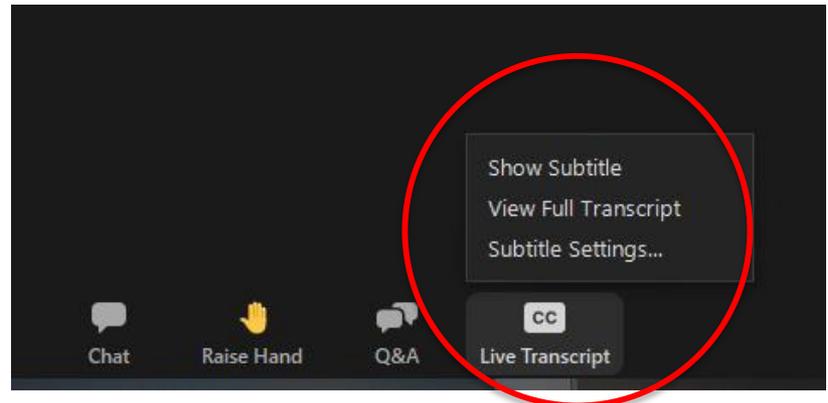


Live Captioning

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Live captions are automatically on.

If you wish to turn them off, go to **Live Transcript** in your webinar menu and choose Hide Subtitle. Click Show to see the captions appear.



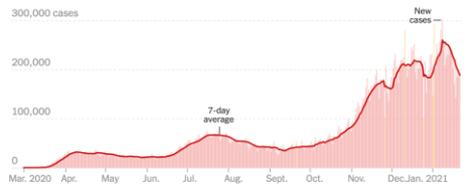
For Technical Assistance

Ask for assistance in the Question box or email tracy.timmons-gray@collectiveimpactforum.org

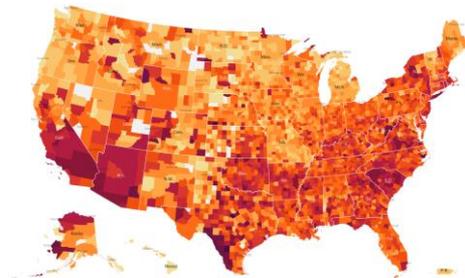


Coronavirus in the U.S.: Latest Map and Case Count

Updated January 22, 2021, 2:09 P.M. E.T.
[Leer en español](#)



	TOTAL REPORTED	ON JAN. 21	14-DAY CHANGE
Cases	24.7 million+	190,630	-21%
Deaths	412,049	4,142	+11%



Leadership in

2020 2021



Leading During a Pandemic

1. It's OK to not be OK
2. Lean into empathy at home and work
3. Practice self care
4. It's OK if you are off strategy (but have a path back)
5. Be an asset: address special needs of vulnerable populations
6. Advocate to ensure racial equity in response and recovery
7. Learn, adapt, and create new "normal"

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.

Empathy Skills

1. **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.
2. **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.
3. **Understanding another person's feelings:** Must be in touch with our feelings. Recognize and name emotions.
4. **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.
5. **Mindfulness:** Pay attention, listen actively (body language and verbal cues, paraphrase back, ask questions, share what is coming up for you)

Empathy Misses

1. **Sympathy vs Empathy:** Feeling for them instead of with them. "I feel sorry for you."
2. **Confirm their shame** by gasping or awkward silence.
3. **Knock them off their pedestal.** "I am surprised that someone like you could do that."
4. **Find someone to blame:** Who else can we blame? Judge and be pissed at someone else.
5. **Minimize:** "It's not that bad. You are awesome." Hustling to make it better so I can get out of my discomfort hearing it instead of hearing and connecting to their emotion
6. **Compare:** One up their suffering. You think that's bad...

Q&A





Upcoming Virtual Office Hours

Wednesday, September 1, 2021

How to Embed Equity into Collective Impact Initiatives

Date: Wednesday, September 1, 2021

Time: 3:00 pm - 4:00 pm ET

Guests: Jennifer Splansky Juster and Junious Williams

Wednesday, September 8, 2021

How to Manage Differences and Difficult Conversations

Date: Wednesday, September 8, 2021

Time: 3:00 pm - 4:00 pm ET

Guests: Jennifer Splansky Juster and Paul Schmitz

CHAMPIONS FOR CHANGE

Leading a
Backbone Organization
for Collective Impact

[Champions for Change 2021](#) is our annual workshop, designed for those new to collective impact.

2021 Format: Three-week virtual workshop

- Sept. 21 - Oct. 5, 2021
- Tuesday conference sessions
- Wednesday and Friday office hours

Who should join?

- Collective impact initiatives in the first 1 – 2 years
- Staff new to playing the backbone role

[Learn more and Register](#)



[Collective Impact Forum Podcast!](#)

You can find this ongoing series on **your preferred podcast-streaming platform**, including [iTunes](#), [Spotify](#), [iHeartRadio](#), and [Stitcher](#). Subscribe now and never miss a future episode!

30 Episodes so far released. Podcast highlights include:

- Getting Started in Collective Impact
- Collaborating during COVID-19
- Holding Hard Conversations and Moving Beyond Neutrality
- Building Trust among Partners and Sharing Credit
- What is the Role of the Backbone in Collective Impact?