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## A. Have a clear vision and mission for your organization.

If you don't know where you are going, you will end up somewhere else. The mission is why the non-profit has been given its tax exempt status; it is its reason for being and how it measures success. In order for everyone to be able to "walk the talk," provide opportunities for people to articulate the mission to each other so they will continue to be inspired by the vision and stay focused on the goals.

⇒**Tool 1:** Have individuals talk to each other and answer one of the following questions:

- a. What is our reason for being?
- b. Why do we do what we do?
- c. What is this organization trying to achieve?
- d. What is our purpose?

## B. Understand how the role you play is instrumental in carrying out the vision and mission.

⇒**Tool 2:** How does my contribution help accomplish the goal? Mission?

How does my role contribute to the organizations' purpose?

## C. Match individuals' talents - as instruments are matched in a melody.

⇒**Tool 3:** Matching individual talents to tasks requires 3 steps:

- a. Define in specific terms what jobs need to be done and the time line.
- b. Find out individual's talents and strengths.
- c. Play people's strengths by matching talents to jobs.

When working particularly with board and volunteers, if you want to retain people and motivate them, this principle is crucial. People like to do what they are good at and it enables you to field a strong team.

⇒**Tool 4:** On one, 3 x 5 card, have individuals write:

- a. On one side, 5 things I like to do
- b. On other side, 3 things I do not like to do
- c. Share this information with the group AND utilize each other's expertise.
- d. Collect the cards (optional) – with names on them

## D. Manage discord to ensure harmony.

Discord is inevitable. Discord or disagreement can foster problem solving and lead to better decisions. Therefore, it is important to use techniques that allow the negative to surface but not dominate the discussions.

⇒**Tool 5:** for group problem solving.

- a. Have the group brainstorm, what do we need to *Stop, Start or Continue?* The word *Stop* enables the negative to surface and the word *Start* encourages problem-solving positive ideas. Brainstorm in large or smaller breakout groups, listing all ideas.
- b. Then, give individuals a limited number of dots so they can essentially "vote" by putting their dots on the paper.
- c. Then focus the group energy on the priorities.

⇒**Tool 6:** for individual problem solving.

If a person is really angry, think of the word irate. Sometimes people are irate because he/she feels they don't rate. Ask the question: "What did we do that causes the person to feel not valued? What can we do to change it?"

## E. Work towards balance. While there are solos, all instruments carry the tune.

It is inevitable that some individuals will have bigger parts, but that does not have to diminish the significance of the vital yet smaller contributions.

⇒**Tool 7:** Have individual share what part they are playing and have others acknowledge its value.

## F. Positive Delegation.

⇒**Tool 8:** Explain the many jobs people can do. Then ask people what they like to do. Avoid “telling” people what they will do, especially in a group setting. Remember when you do positive delegation you are not dumping, but providing an opportunity for people to utilize their talents to accomplish goals. Keeping track does not mean micro-managing.

## G. Give constructive feedback.

It is “nice, ok and helpful” to tell people if they are doing something wrong. However, do it privately and focus on a behavior that can be changed.

⇒**Tool 9:** a possible script to use to gather your thoughts and focus on the issue.

D- Describe the behavior – when you \_\_\_\_\_

E- Express how you feel and the impact – I feel \_\_\_\_\_

S- Specify the change you want- What I would prefer is \_\_\_\_\_

A- Affirm the relationship – Then we will \_\_\_\_\_ or

C- Consequence, if it doesn't change

## H. Appreciate that diversity enhances what we can accomplish. No one instrument is better than another. It's just different.

Create a climate of inclusion and respect so new people feel included and have a chance to be heard. Frequently, people sit with people they know: groups cluster together by age, class, race or religion. Provide opportunities for people to understand and appreciate their different talents and backgrounds and remind them of their common goal-the mission.

⇒**Tool 10:** Cross introduction: It is easier to introduce someone else and it allows for everyone to participate and no one to dominate.

- a. Structure meetings and gatherings so people sit with people they don't know.
- b. Rather than people introducing themselves have them talk to the other person about a topic of importance:
  1. What part are you playing or hope to play?
  2. Tell something you have seen happen as a result of this nonprofit.
  3. What is something you would like to see us accomplish this year? etc.

## I. Have an *Attitude of Gratitude*- appreciate people's time and talent and don't be afraid to recognize.

⇒**Tools 11:** A simple formula is ASAP x3= as Specific, as Soon, as Sincere, as Positive, as Personable as Proactive as possible.

1. Don't wait to the end of the game to cheer. Recognition is an everyday process, can be anything from a smile to giving individuals significant work and acknowledgement.
2. When thanking someone, be specific. It means you have paid attention and people are more apt to repeat behavior that has been recognized.

## J. Each person has something to offer: Everyone can be instrumental in making communities work.

⇒**Tool 12:** A is for Attitude and Assumptions.

1. View each person as a gift. Indeed a volunteer is a human gift. Treat this gift with respect and discover what lies within to help move your mission forward.
2. Do not assume just because someone is old or young, rich or poor that they have nothing to offer.
3. Think of ways to connect because we are all connected and only by utilizing all our talents will we be able to overcome the many challenges our society faces.

*If you have any questions, about these tools, feel free to contact me.*  
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