

# How to be a Nonprofit Ops Pro

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# Step 1: Identify the Roadblock

What areas does it feel like you/others are spending a lot of time doing?

What feels inefficient?

What makes you say “There must be a better/faster way to do this!”

## Step 2: Review the Current Process

For each Roadblock, write down the steps of what you're doing now.

How many people are involved? How long does it take to complete the process?

What tools/processes, if any, are being used?

Who are the people and actions associated with each part of the current process?

## Step 3: Identify the Goals

For each Roadblock, list the purpose or goal.

What are you trying to accomplish?

Is it really necessary to do this thing?

Who are the *actual* stakeholders?

## Step 4: Brainstorm Solutions

For each Roadblock  
brainstorm some  
ideas to fix the  
problem

There may be  
multiple pieces of  
the solution

What people,  
software, change in  
task assignment,  
etc. would help?

## Step 5: Document the Process

Start at the beginning

Step by Step Format

Write in Action language

What tasks need to be done to setup the process?

Keep asking  
“What happens next?”

Review with stakeholders and revise as necessary

