2024 NONPROFIT LEADERSHIP CONFERENCE

May 8, 2024
Minneapolis
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MINNESOTA COUNCIL OF NONPROFITS
Capturing Participant Voice in Nonprofit Decision Making

ffen Essentials

2024 NONPROFIT LEADERSHIP CONFERENCE May 8, 2024 Minneapolis
About Us: FFEN

Offering consultation, technical support and education to food shelves across Minnesota

Mission
Reshaping the Minnesota Hunger Relief System.

Vision
A hunger-relief system all shoppers trust to predictably offer healthy food options and a dignified experience.
About Us: Basic Needs

Cottage Grove, MN

Thrift Store, Daily Food Market & Satellite Food Pantries

Food Market opened in late 2023
Participant Voice Definition

- Centering the **unique perspectives** and **lived experiences** of participants
- Honoring participant voice is a process that should be **ongoing, evolving, intentional, and transparent**
- Prioritizing participant voice **challenges historic power dynamics**, and empowers clients to participate in **shaping organizational culture**
Empathy & Transparency

- **What is empathy?**
  - Why does it matter?
  - How to practice empathy

- **What is transparency?**
  - Why does it matter?
  - How to practice transparency
Silent Reflection

- How are decisions currently being made at your organization?
  - Who makes these decisions?
  - When are organizational decisions usually made?
- How are you currently incorporating feedback from your clients in organizational decisions?
- What policies might prevent clients from receiving equitable service?
- What judgements/assumptions might your clients have about you?
- What judgements/assumptions might you have about people who utilize your services?
Tool Overview

- Community Meals
- Focus Groups
- 1:1 Conversations
- Moderated Town Hall
- Educational and Reflective Materials for Leaders
Focus Group Overview

- Decision Points
- Key Considerations
- Facilitation Tips

“You have to care about the feedback and you have to want to change for the better....if I could preach to other food shelves considering shopper focus groups, I would say, ‘just take the blinders off and listen and, you know, follow up.’”

- Chris Jungwirth, Basic Needs Food Market Manager
Focus Groups: Basic Needs

• Process: What we did
• Results: What we heard
• Follow Up: What we are doing

“You want to create a really healthy culture, and that really depends on your clients and their perception [of your organization]. And to me that’s just so important.”

-Vickie Snyder, Basic Needs Executive Director
SMART Goals

- **Specific**: Clear and concise.
- **Measurable**: Quantifiable to track progress.
- **Achievable**: Attainable to remain motivating.
- **Relevant**: Aligned with your larger wellness vision.
- **Time-bound**: Encased within a timeframe.

Practice creating your own SMART Goals for gathering participant feedback!
Thank you!

We appreciate your time with us today!

Learn more about our organizations:

www.FFEN.org
www.BasicNeedsMN.org