Effective Teams
Practices for Lead & Members

The following outlines the practices of effective nonprofit consulting teams. In our commitment to provide excellent service to nonprofits we adhere to high professional standards. This list reflects lessons learned from previous engagements and proven approaches that result in higher impact for nonprofits. Lead and team member practices put SVP values into action (see end of document).

Effective Teams:

- **Work with the nonprofit for the entirety of the consulting engagement.** All members maintain engagement with the team throughout the duration of the project, meeting regularly with one another and the nonprofit in the effort to achieve the organization's intended outcomes until the project is completed.

- **Make communication a priority.** They know which mode of communication works best for what members i.e., text, phone, email. Team members respond within 24 hours, acknowledge receipt of messages, and let one another know if they will be unavailable for longer periods of time such as vacation or travel. The Lead and members cc' the entire team and assigned SVP staff on ALL communications with the nonprofit and among themselves. If a member of the team meets separately with nonprofit staff on a sub project, they update the entire team, especially the Lead, on their progress toward the overall project outcomes. We recommend sharing individual meeting notes with all team members.

- **Establish a regular cadence of meetings with the nonprofit.** We recommend bi-weekly meetings with the nonprofit and all SVP Partners in attendance. This allows for leadership and the team to work on projects in-between. These meetings are opportunities to share progress and drive forward momentum.

- **Establish a regular cadence of meetings with the SVP team.** We recommend bi-weekly meetings on off weeks from nonprofit meetings with all SVP Partners in attendance. <u>We require a minimum of one internal team meeting per month throughout the engagement.</u> Team meetings allow for transparency and alignment among team members and create better outcomes for the nonprofit with stronger thought partnership.

- **Work with SVP staff to place additional team members.** Teams are placed by aligning Partners' skills and interests to the needs of the nonprofit. If existing team members do not have the necessary skills to help the nonprofit achieve its outcomes outlined in the

Scope of Support, the Lead Partner requests an additional placement from SVP. An opportunity email is shared among our membership and every attempt made to place a high-fit team member. Lead Partners and/or team members should not invite individual Partners to join the team outside of this process.

- **Approach nonprofit projects with openness and curiosity.** The Kickoff Meeting is integral to developing relationships with the nonprofit's leadership. Consultants let the nonprofit lead the conversation and LISTEN to understand.

- **Develop a Scope of Support using SVP's format.** The Scope of Support document drafted by the Lead Partners and team members follows SVP's template (on the Teams Page of the Partner Portal). Adherence to this format ensures alignment between SVP and the nonprofit on project expectations, outcomes, and timelines.

- **Provide mentorship to executive directors.** Successful Lead Partners offer weekly coaching calls to their nonprofit's leader. Teams with regular executive coaching experience greater satisfaction in consulting engagements. Regular check ins help to motivate leadership and empower them to work toward project goals.

- **Deal with conflict directly, and with tact.** If a team experiences interpersonal challenges or dissatisfaction with the quality of support from one or more members we recommend the following course of action.

    1. Team Lead attempts to navigate the situation directly with the other team member.
    2. Team Lead consults with staff for input or assistance in remedying the situation.
    3. If challenges persist, Team Lead reports to staff and the issue is elevated to the board member representatives.

- **View learning as a continual process and see one another as teachers.** If a team member has questions or does not know how to complete their given assignment, they ask! The team does the work together.

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VALUES

COMMUNITY

IF I TRULY VALUE COMMUNITY, I WILL ACTIVELY CREATE RELATIONSHIPS BETWEEN PARTNERS AND WITH OUR INVESTEES

- Take time to develop meaningful connections
- Increase impact by leveraging skills, networks, and dollars through SVP
- Celebrate success

TRUST

IF I AM TRULY TRUSTWORTHY, I WILL BE SOMEONE THAT CAN BE RELIED UPON TO RESPECT THE INTERESTS OF OTHERS

- First, seek to understand
- Encourage and accept differences of opinion
- When issues arise, address early, directly and with tact
- Be sensitive to the dynamics of power relationships

EXCELLENCE

IF I TRULY VALUE EXCELLENCE, I WILL ACT WITH INTEGRITY, RESPECT AND PRODUCE HIGH QUALITY WORK

- Inspire myself and others to stretch
- Leave things better than when I started
- Encourage organizations to operate with high standards

CONTINUOUS LEARNING

IF I TRULY VALUE CONTINUOUS LEARNING, I WILL SEEK INCREASED KNOWLEDGE TO HAVE GREATER IMPACT FOR PARTNERS AND THE COMMUNITY

- Invite the development of innovative ideas
- Take informed risks
- Share what I learn to increase group knowledge
- Learn by doing, do to learn

PERSONAL ACCOUNTABILITY

IF I TRULY VALUE PERSONAL ACCOUNTABILITY, I WILL BACK UP MY WORDS WITH ACTION

- Step up and take on responsibility
- Offer my time and finish what I start
- Be a protector of SVP's reputation and values