



CONVERSATION STARTERS

Book It and Ship It

FOR CHIEF EXECUTIVES

1. How much time do you spend focused on your team's implementation work versus their strategy development? How do you promote the need to move ideas and action plans forward?
2. How comfortable are you with not having perfect information when making decisions? How does that impact your ability to take risks?

FOR STAFF TEAM MEMBERS

1. What slows down or blocks your ability to make decisions?
2. How do you manage the consequences of decisions that have been made, monitoring them once in action? How do you assess whether course corrections are needed?

FOR BOARD MEMBERS

1. What processes and systems are in place to monitor the implementation of the board's earlier decisions and actions?
2. What is your tolerance for not having "perfect information" to inform the board's decision-making?

FOR INDIVIDUAL DONORS

1. How do you go about assessing whether a nonprofit is successfully implementing its strategic plan? What additional tools or information can you use?
2. What specific types of information do you value and reference when considering where to make a donation or to volunteer your time?

FOR INSTITUTIONAL PHILANTHROPIES

1. When considering grant requests, what emphasis do you put on a nonprofit's projected plan versus its implementation of past plans?
2. How does the quest for perfect information impede your ability to work efficiently with grantees? How can you control risk without perfect information?