

THE HIGH PERFORMANCE NON-PROFIT

March 26, 2001

Jon Fine's Concluding Remarks

I. INTRODUCTION

- Talk needs good beginning/good ending/they need to be close together/I'll try to accommodate
- I'd like to say a few things about today and its importance and where we go
- William Ryan "Blindfolded child seeking a ghost."

II. REITERATE TODAY'S IMPORTANCE AND WHY

- Partly because it's required – donors/move towards accountability (UW, for example)
- Competition pushes you towards it – you can lose by comparison
- Is an opportunity – satisfy stakeholders/attract people and financial resources
- Right thing to do – serves clients/enhances our value

III. WON'T GO AWAY/IS NOT A FAD

- Can be a burden – requires more/creates pressure
- Can be a compliment – sign of our importance and maturity

IV. WHERE WE GO

- Will be complicated – measures include financials, people, service, governance, cultural competency, stakeholder relations, collaborations
- Don't let complications stop you:
 - Have sense of urgency and patience
 - Seek organizational buy-in
 - Use what you learned today in big and small ways
 - Seek further knowledge and resources (Volunteer Center at United Way, for example)
 - Is a constant journey
 - Seek feedback and maintain vigilance
 - Not enough to be well-intentioned/need to seek success

V. CONCLUSION

- I do have confidence we will succeed/wonderful collaboration of academic and practical today
- Enormous talent and potential resources/people want meaning/want to join us
- Our work is extremely important/critical that we succeed/I know we will/good luck!

3/29/01