

THEORY OF CHANGE (2017-2023)

STRATEGIES



SHORT-TERM OUTCOMES



Shared Insight increases knowledge about different kinds of listening practices

More U.S. nonprofits have a high-quality feedback practice and intentionally address issues related to client feedback

A greater number and variety of funders, nonprofits, and social sector organizations value, promote and actively support/use high-quality feedback

More U.S. funders promote high-quality listening and feedback for nonprofits and themselves

Shared Insight funders use feedback, support nonprofit feedback practice, and share lessons to promote feedback

MID-TERM OUTCOMES

More nonprofits embrace high-quality listening and feedback practices that advance equity

More funders use feedback or other high-quality listening practices to incorporate the perspectives of people and communities impacted by their decisions; and support nonprofits to do the same

High-quality listening and feedback practices that advance equity become an expected standard among foundations and nonprofits

LONG-TERM OUTCOMES

Foundations and nonprofits are more meaningfully connected to the people and communities most harmed by structural racism and other systemic inequities, and more responsive to their insights and feedback

Power shifts between constituents, nonprofits, and foundations

The people and communities we seek to serve, especially those most impacted but often least consulted by philanthropy and nonprofits, are better off in ways they define for themselves