Center for Effective Philanthropy
National Conference 2017

FUND FOR SHARED INSIGHT BREAKFAST

@4sharedinsight

LISTEN for GOOD

Advancing the practice of feedback loops in the social sector

An initiative of Fund for Shared Insight

April 5, 2017

FUNDING PARTNERS

Core Funders

Bill & Melinda Gates foundation

the David & Lucile Packard FOUNDATION

Einhorn Family Charitable Trust

FORD FOUNDATION

GORDON AND BETTY MOORE FOUNDATION

The James Irvine Foundation

THE JPB FOUNDATION

liquidnet

RITA ALLEN FOUNDATION

The ROCKEFELLER FOUNDATION

WILLIAM + FLORA Hewlett Foundation

W.K. KELLOGG FOUNDATION

Additional Funders

Barr Foundation

MacArthur Foundation

OMIDYAR NETWORK

Rockefeller Brothers Fund

Fund for Shared Insight

LISTEN FOR GOOD CO-FUNDERS

THIS MORNING

1. Bringing the work to life (a short video)

2. Listen for Good – updates and early lessons

3. Q&A

VIDEO

LISTEN for GOOD

Advancing the practice of feedback loops in the social sector

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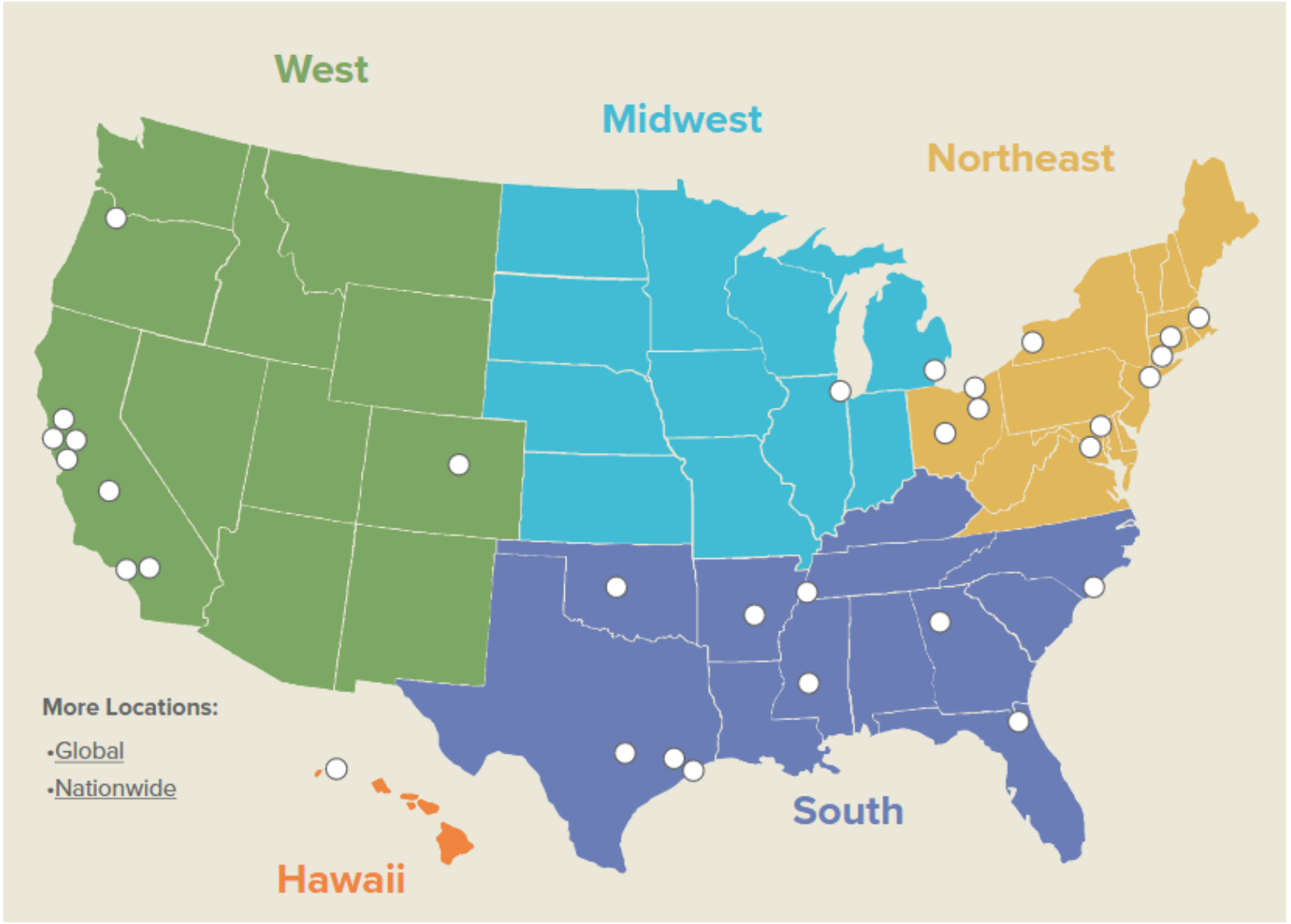
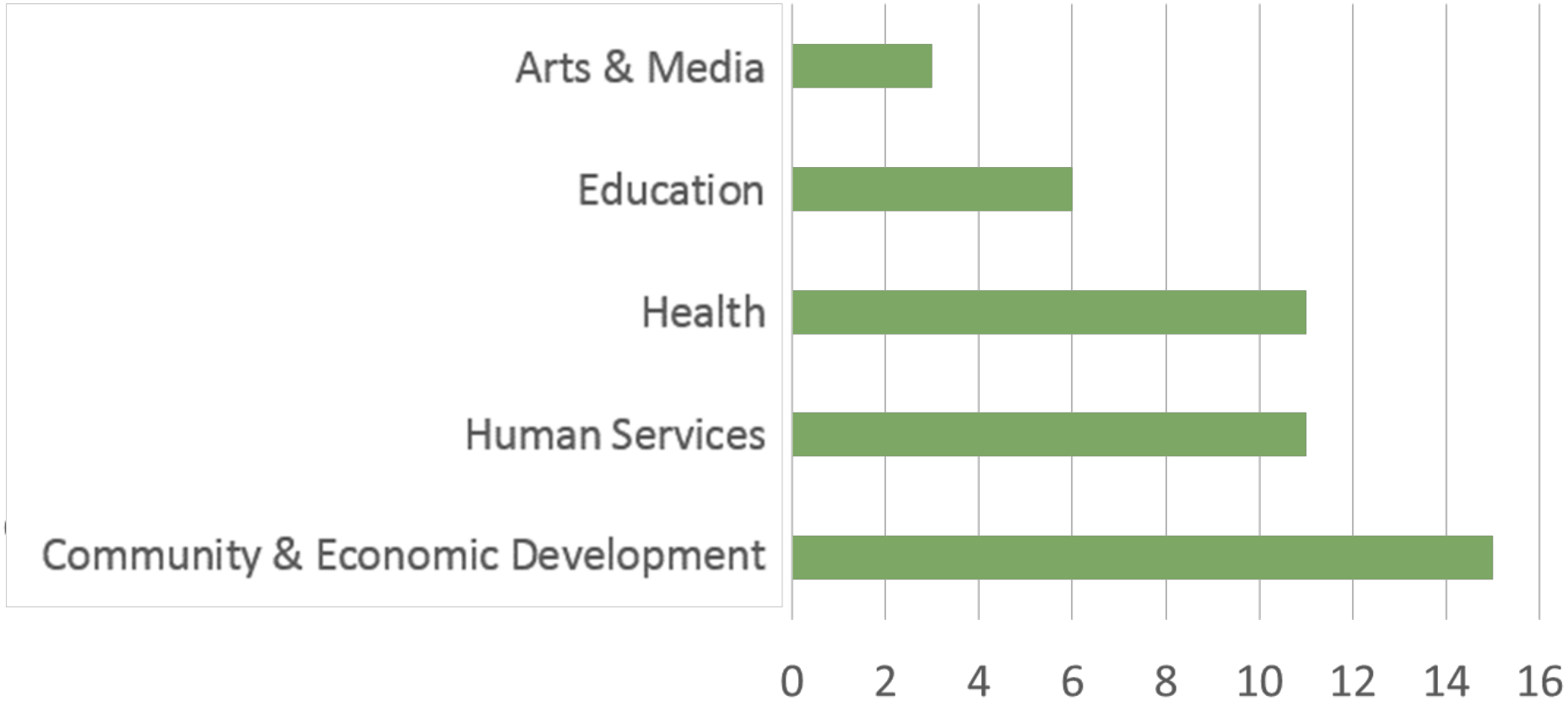
LISTEN FOR GOOD NATIONWIDE



LISTEN FOR GOOD GRANTEES BY ISSUE AREA



KEY CHARACTERISTICS OF LISTEN FOR GOOD

1 — 6

1.
Simple, standard question set

2.
Partnership with SurveyMonkey

FUNDING
2:1

3.
Matched funding

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LISTEN FOR GOOD QUESTION SET[1]

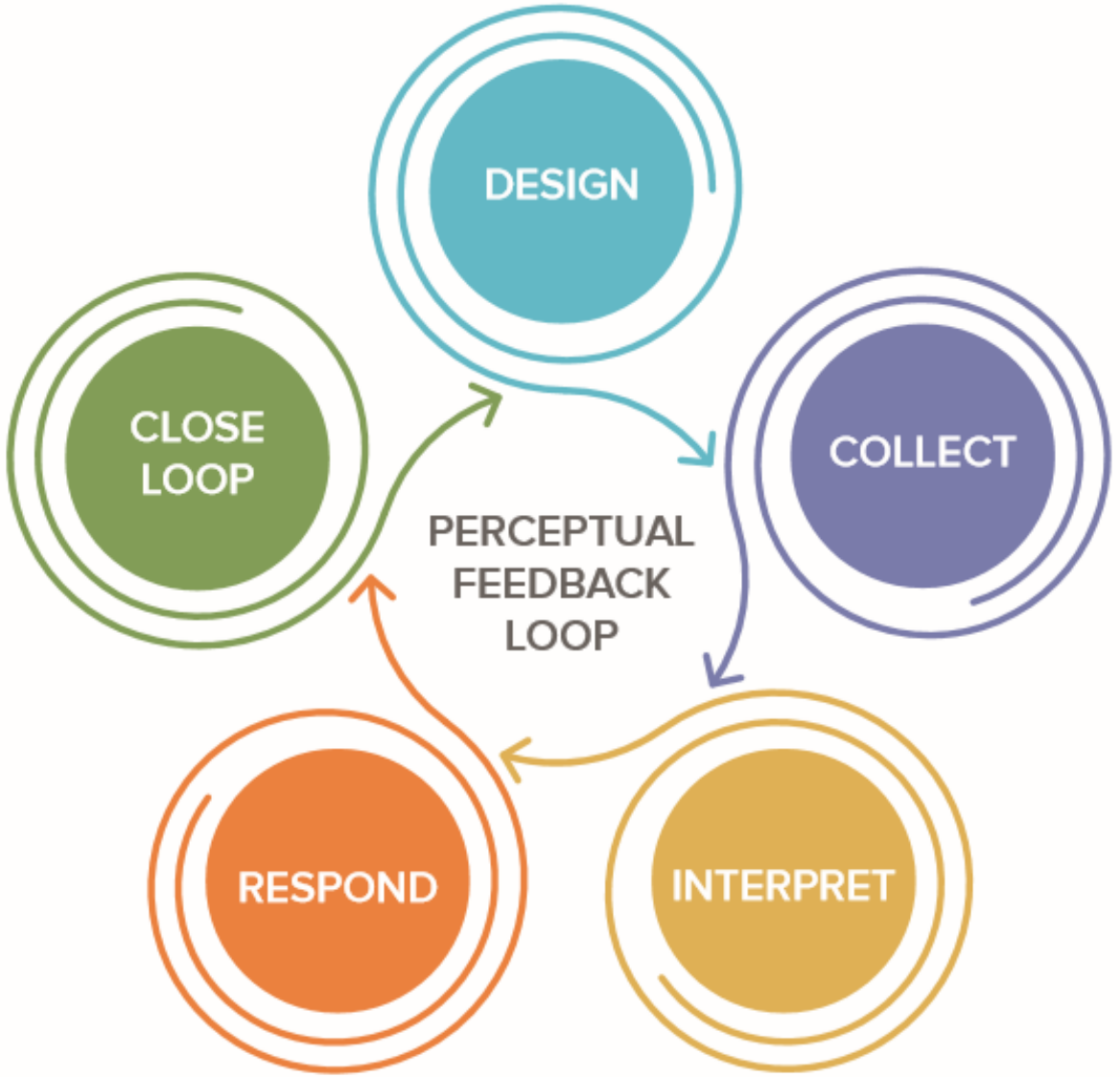
1. How likely is it that you would recommend *[X organization]* to a friend or family member (in a similar situation as you)?
2. What is *[X organization]* good at?
3. What could *[X organization]* do better??

Adaptation of the Net Promoter System℠ (NPS)

4. How much of a positive difference has *[X organization]* made in your life?
5. Overall, how well has *[X organization]* met your needs?
6. How often do staff at *[X organization]* treat you with respect?

1. Listen for Good Question Set, ©SurveyMonkey

TECHNICAL ASSISTANCE FOR HIGH QUALITY FEEDBACK LOOPS



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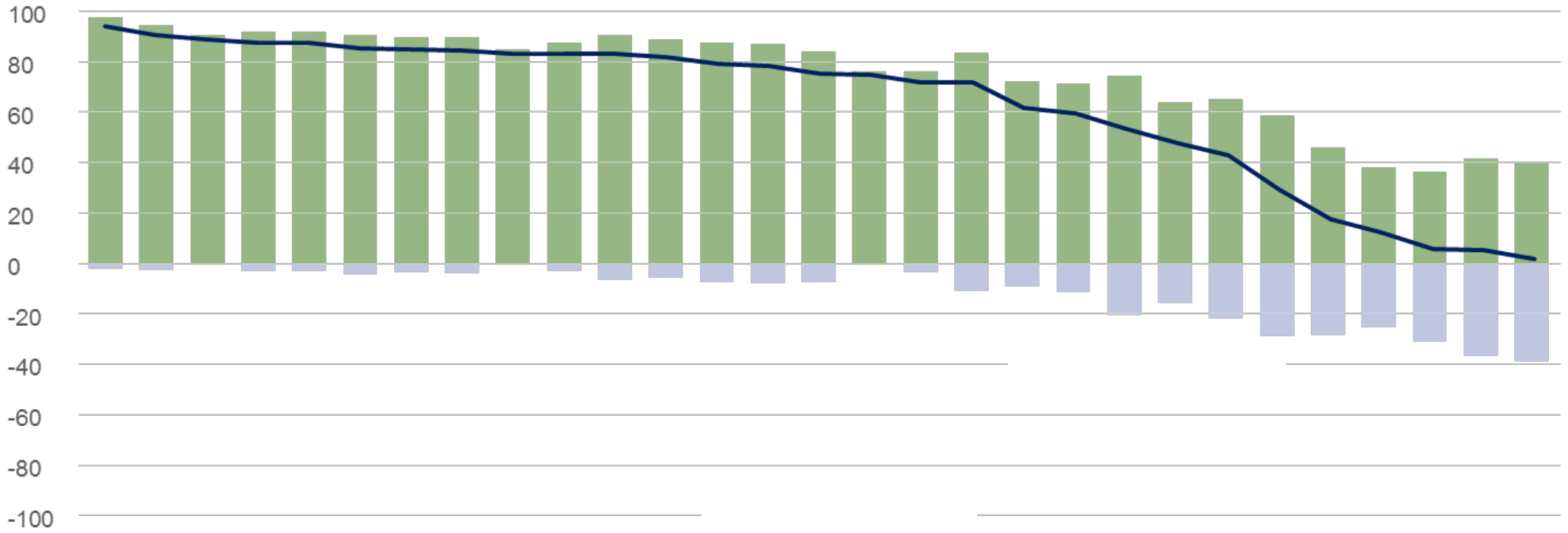
EARLY INDICATORS OF SUCCESS

1. Question set appears technically sound
2. Nonprofit ownership of implementation
3. Data are actionable

THE FULL SCALE IS BEING USED

Variation in Net Promoter Scores



SIGNIFICANT CORRELATIONS BETWEEN QUESTIONS

EARLY INDICATORS OF SUCCESS

1. Question set appears technically sound
2. Nonprofit ownership of implementation
3. Data are actionable

CLOSING THE LOOP

All about the survey	Things that PACE could do better	Things that girls like	Things that girls want	PACE environment
100	100	100	100	100
200	200	200	200	200
300	300	300	300	300
400	400	400	400	400

Team 1

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Insight

CLOSING THE LOOP

All about the survey	Things that PACE could do better	Things that girls like	Things that girls want	PACE environment
100	100	100	100	100
200	200			200
300	300	300	300	300
400	400	400	400	400

PACE may not be gourmet, but improving this would make PACE girls very happy.

Correct Response Continue

Team 1

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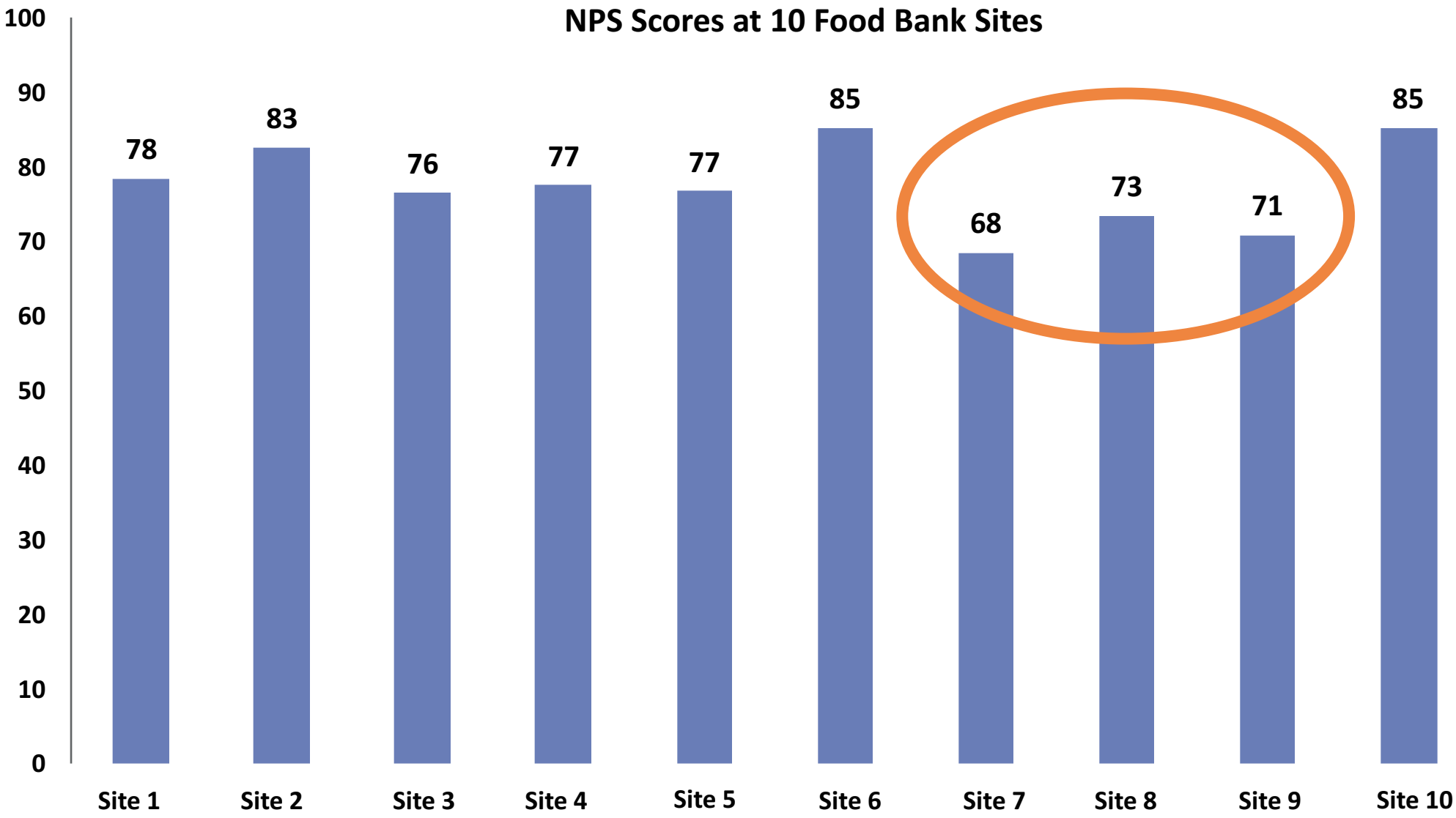
Insight

EARLY POSITIVE INDICATORS OF SUCCESS

1. Question set appears technically sound
2. Nonprofit ownership of implementation
3. Data are actionable

FROM DATA TO INSIGHT



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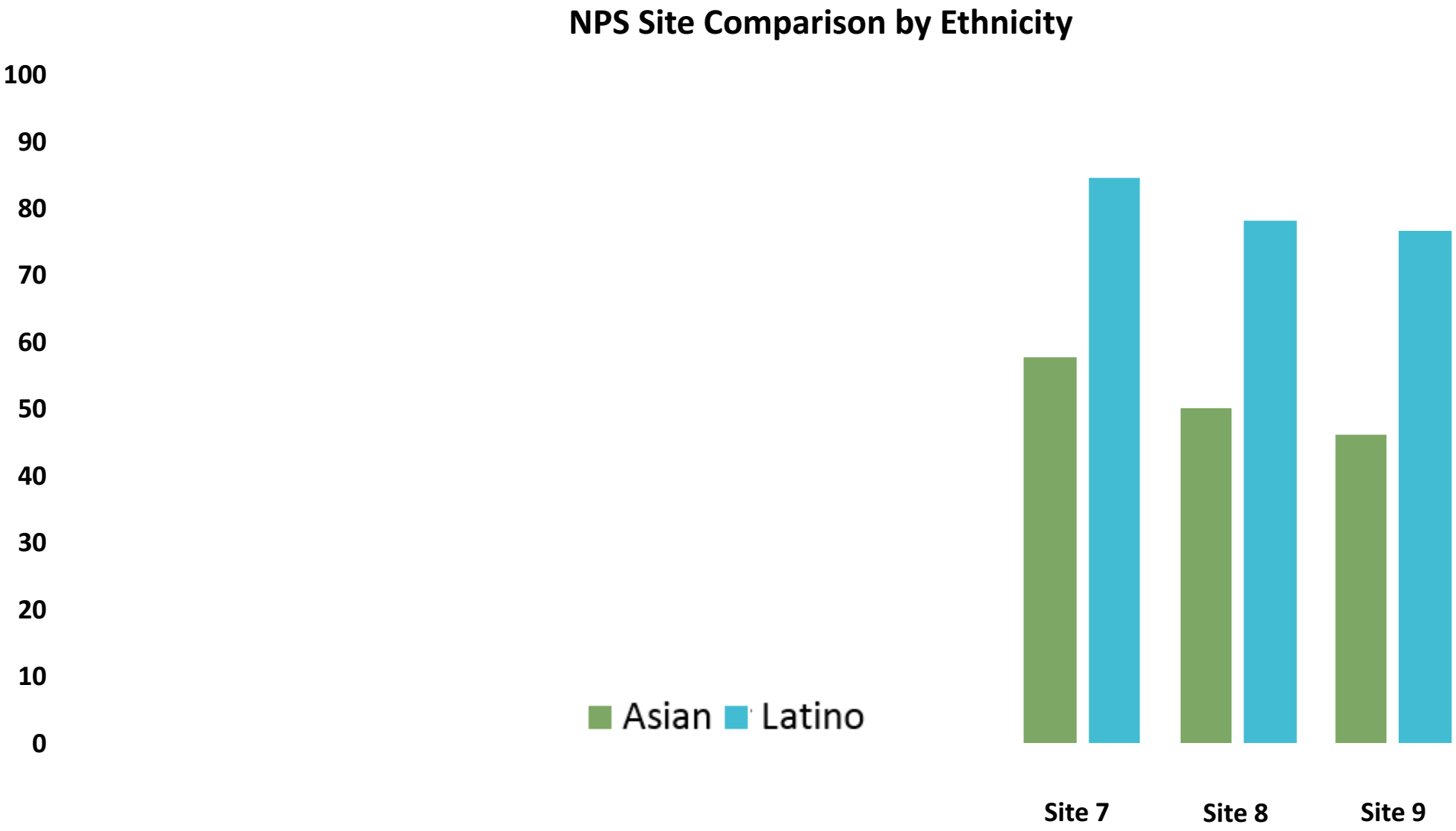
FROM INSIGHT TO ACTION



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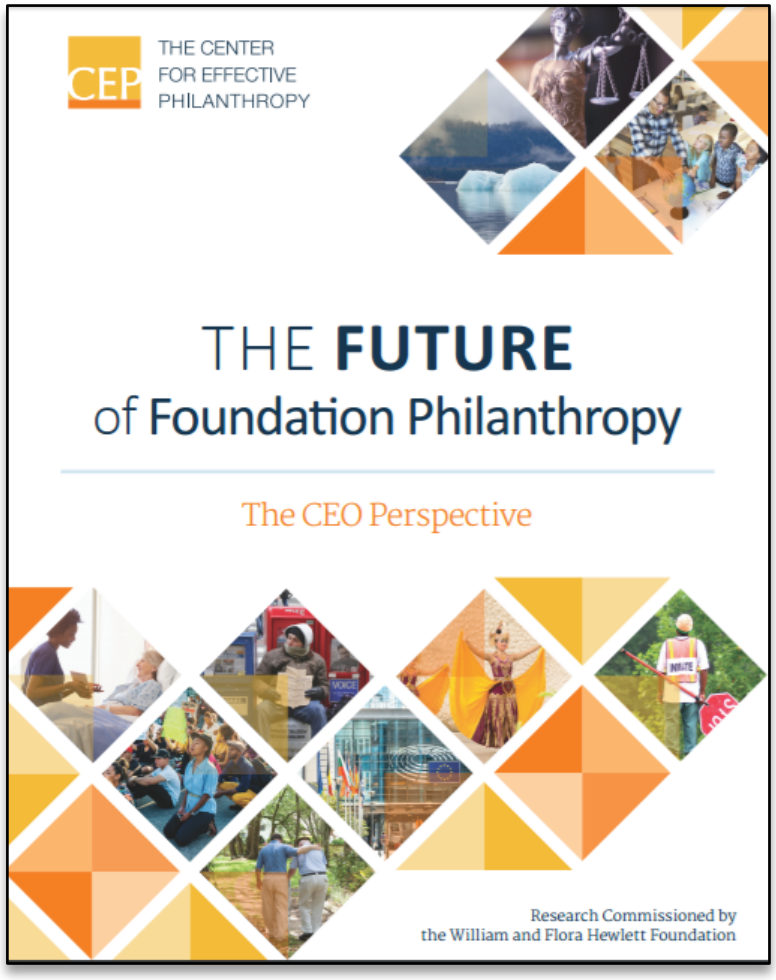
NEW RESEARCH FINDING



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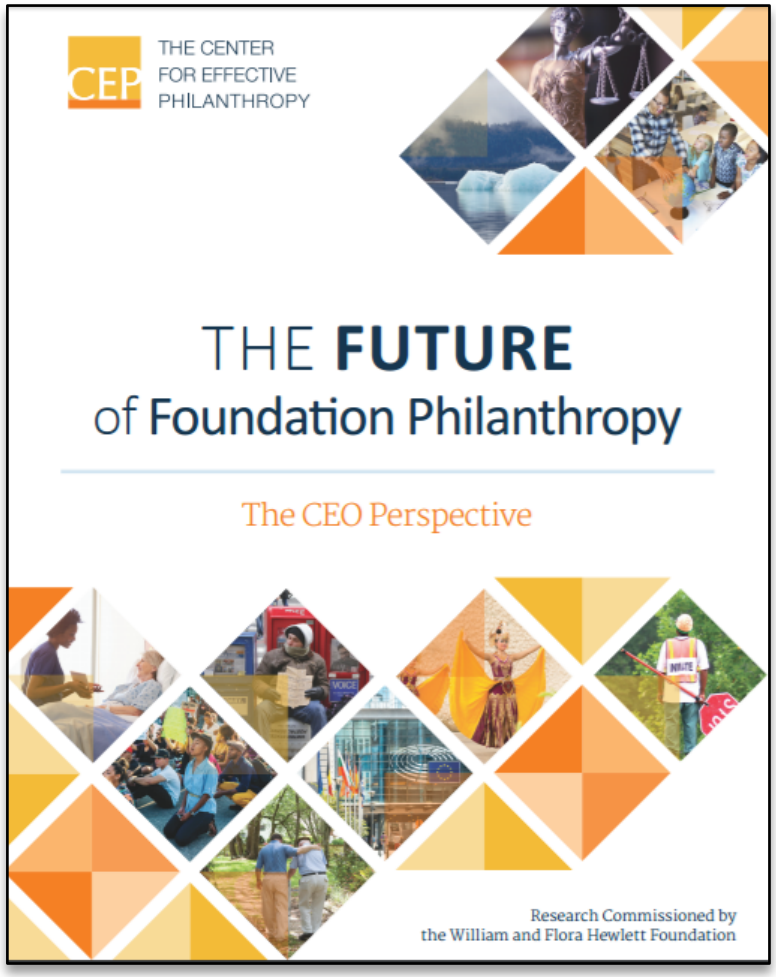

Practices **most** frequently seen by CEOs as holding a lot of promise for increasing foundations' impact in the coming decades

Foundations seeking to learn from the experiences of those they are ultimately trying to help	69%
Foundations seeking to learn from the knowledge or experiences of grantees	67%
Foundations taking more risk	64%
Foundations collaborating with one another	59%
Foundations simultaneously collaborating with other foundations, business, government, and nonprofits	59%

Fund for Shared Insight

NOMINATE NONPROFITS TO L4G 2017

- **$15,000** per nominee, **matched 2:1** by Fund for Shared Insight
- **Nonprofit application deadline** - May 26
- **Grant decisions** - September 7
- Then… **we listen & learn together!**

www.fundforsharedinsight.org

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