



Resilience and Center Sustainability

Kathy Alm, CEO

Topics

- 14 Attributes of a Thriving Nonprofit
- Resilience
- Emotional Intelligence



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The 14 Attributes of a Thriving Nonprofit

From Joan Garry's book *Guide to Non-
profit Leadership*



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14 Attributes of a Thriving Nonprofit

- Workplace of Choice
- Public Champion
- Financial Stability
- Balanced, Diverse and Sophisticated Fundraising
- Board Diversity
- Clarity of Board Roles
- Mission-Centric Programs



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14 Attributes of a Thriving Nonprofit

- Impact is Understood
- Clear, Strong, Compelling External Presence
- Intelligent, Integrated Marketing Strategy
- Regular Assessments for Board and Staff
- Strong Leadership Pipeline
- Strategic Planning
- Board Chair/ED Strong Partnership



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The 14 Attributes of a Thriving Nonprofit



Resilience



Resilience

From *The Secret* to
Building Resilience by
Rob Cross, Karen Dillon
and Danna Greenberg

Harvard Business Review



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Resilience

Building a network
of healthy
relationships



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Resilience

4 Ways to Cultivate Resilience

By Emily Sohn

New York Times



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Resilience

Exercise



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Resilience

Step 1

Identify Your Top Resilience Needs



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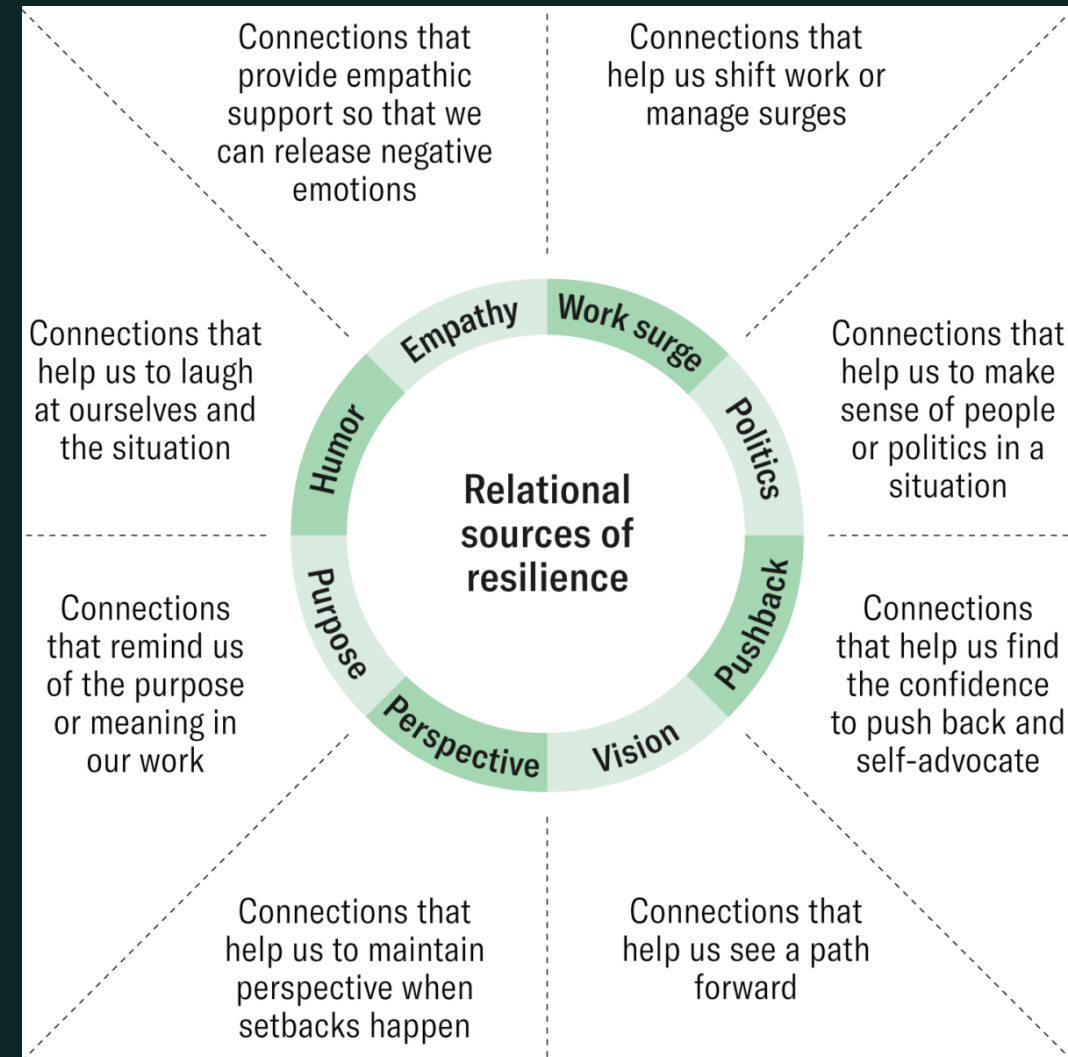




Resilience

What Are Your Top Relational Sources of Resilience?

A well-developed network of relationships can help you rebound from setbacks. Identify the spheres that are most important to you. Are you falling short in some categories?



Source: Rob Cross, Karen Dillon, and Danna Greenberg

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Resilience

Step 2

Reflect

Broaden

Initiate



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Resilience

Optimism and Humor



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Resilience

Energy Management



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Resilience

Energy Management Audit



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Emotional Intelligence

What is it?

How do you get it?

Why it matters



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Emotional Intelligence



Emotional intelligence, more than any other factor, more than I.Q. or expertise, accounts for 85% to 90% of success at work... I.Q. is a threshold competence. You need it, but it doesn't make you a star. Emotional intelligence can.

(Warren Bennis)

izquotes.com



What is Emotional Intelligence?



- Authentic Engagement – is a thoughtful and profound way of showing up in life. A way that informs your relationship to yourself, others and the world
- It's an awareness and understanding of your emotions as they occur and can evaluate the emotions as appropriate or not, before responding to a situation or another person

Why do we need Emotional Intelligence?



- Builds resilience and compassion
- In today's climate organizations are experiencing change and transition due to shifting priorities affected by external societal demands – so it's not enough to be technically sound – you must be emotionally intelligent and culturally competent
- As a leader, you need to excel beyond technical or hard skills like decisiveness, charisma, integrity, strategic thinking and communications

How do you get Emotional Intelligence?



- Cultivate the following:
 - Self Awareness
 - Self-management
 - Curiosity
 - Empathy
 - Vulnerability
 - Social Awareness
 - Relationship Management

Why Emotional Intelligence Matters



- Builds networks, builds resilience
- Prepares you to address difficult circumstances and challenging times
- Authentic engagement promotes safety, trust and a positive culture



Emotional Intelligence

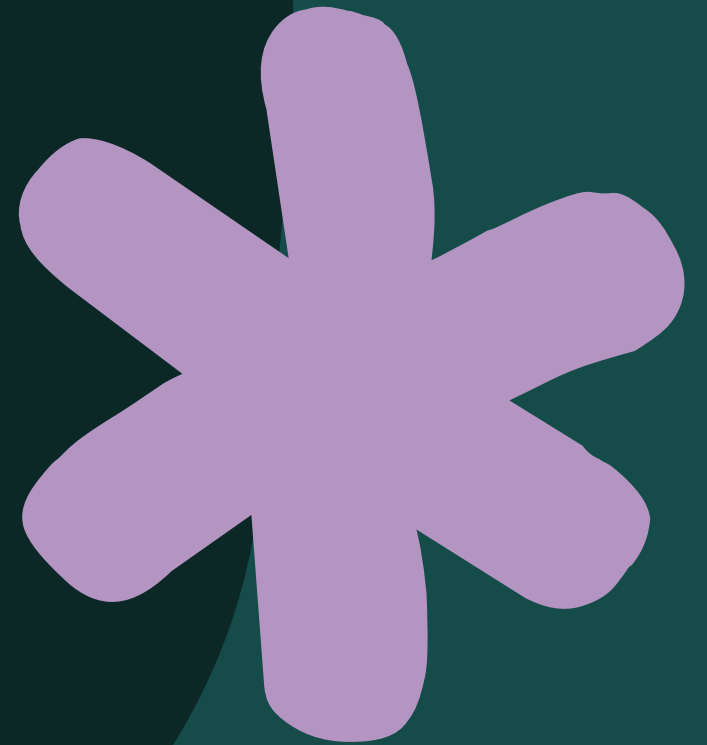
Quiz



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Enhancing Your Emotional Intelligence

Engage in regular habits that strengthen the communication between the rational mind and the emotional mind





Themes and Connections



Questions?

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