

Results Framework

Before a nonprofit can effectively put results first, it needs to have a framework that is supported both by staff and by systems. These systems need not be complicated or expensive and focus on the four elements of the framework:

Results and targets. Results are the domains in which improvements are intended. Targets are the specific aiming points for how many people get to what level of improvement. We start with your programs and workplans and ask, “So What?” to get to the consequences of work steps. If a group prepares a plan, the end point is a document. The result must be that the plan is used to improve performance. We help groups to shift from goals and aspirations to specific aiming points for a one- or two-year period.

Milestones. These are the progress points for those who must do something differently for success. In programs we shift the focus from program steps to what participants get out of them. In internal operations we shift from deliverables to predictors that the results will be achieved—whether in fund-raising, communication, morale, or anything else. We provide tools for tracking in the powerful management tool of milestone management.

Verification. How do you know when a result is achieved? Both you and your investors want to know the actual difference you have made. This shift is from evaluation to verification. The evidence must show not just what participants gain relative to a target but that this success would not reasonably have happened without you. Included is a method to turn testimony into results stories viewed as data, not anecdote.

Communicating. Results do not speak for themselves. They need people with the skills to provide the numbers and bring them to life with both examples and clarity on how long gains are sustained after a program. We look at both spoken and written formats as the extent to which gains are sustained.

This framework is an essential starting point. Without it, the products we offer have little meaning. You cannot design programs to achieve results you have not stated. You cannot bring in strategy until you know the achievement it is needed to bring about. You cannot raise more money based on participant results you do not know or cannot clearly state.

This product is generally for individual organizations and our guidance takes two to three months. Total time and costs vary depending on the number of programs and organizational functions included in the framework.

The Results Framework is most often packaged with our Strategy and Innovation product to take the place of conventional strategic planning processes.

RESULTS



For more information about this or any of our products or to schedule a consultation, visit Results1st.org, email info@results1st.org, or call [941-479-2714](tel:941-479-2714).