



BWF Client Partner Series

Jeff Hilperts and Katrina Klaproth



- Welcome! We are glad you have joined us.
- Use the Q&A Feature to ask questions.
- Any unanswered questions will be addressed individually after the webinar.
- Share your thoughts with us by using **#bwfwebinar**.
- For technical challenges, support is available by emailing bwf@bwf.com.

Upcoming Webinars



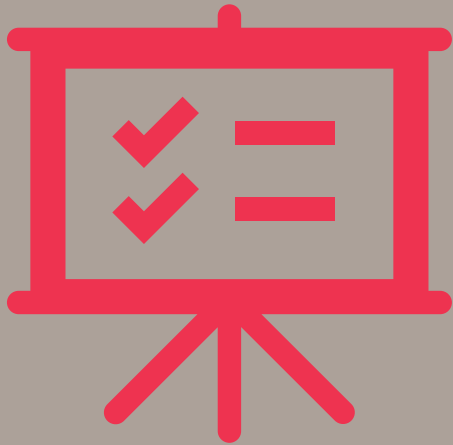
All webinars are at 2pm EST/1pm CST.

- Monday, March 30: ***Sustaining Optimal Board Leadership in Times of Crisis***, hosted by Dennis Prescott and Jan Cady.
- Wednesday, April 1: ***Reviewing Philanthropic Priorities and Alignment with the Current Marketplace***, hosted by Mark Marshall and Josh Birkholz.
- Thursday, April 2: ***Understanding Your Engagement Index: Priming Your Organization for Current and Future State***, hosted by Alex Oftelie.

The Remote Development Office *Maintaining the Mission*



Today's Topics



- Maintaining Mission Momentum
 - Our missions may be more important now.
- Effectively Working Remotely
 - Strategies for maximizing productivity.
- Facilitated Question and Answer
 - Follow up email, discussion starter for additional Q&A.

Maintaining Momentum

Need is as great, or greater today. Be clear and proud of that.

- **Our galvanizing reality.** Healthcare is on the forefront and needs resources. It is a galvanizing reality.
- **People support people.** Students, faculty, and staff have existential needs.
- **The common good in uncommon times.** Our communities will lean on us now more than ever.

Key Lesson: Donors want to help. Authentic needs attract philanthropy.

Donors are Still Giving

Giving hasn't stopped. Some donors are digging deep.

- Colorado School of Mines: \$4.5M from Mike and Kelly Beck
- CSU Bakersfield: \$1M from Chevron Corporation
- Colby College: \$16M from Marieke and Jeff Rothschild
- Henry Ford Health System: \$25M from Chris and Lisa Jeffries
- Animal Humane Society: \$50K from Betty in Minnesota
- California State University, Northridge: \$30K for scholarship endowment

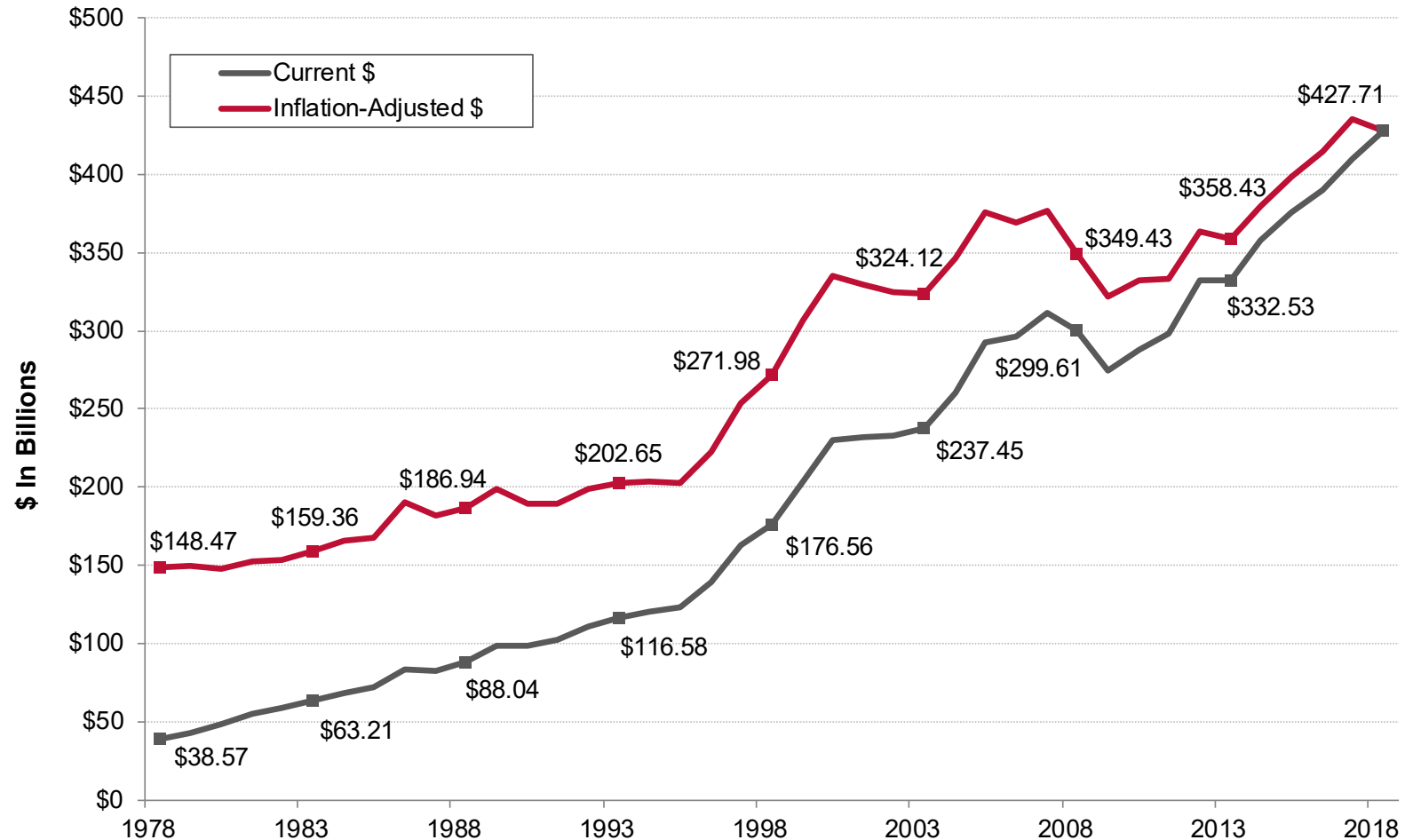
Not our First Rodeo: Lessons Learned

Black Monday, Dot Com, 9/11, and the Great Recession

- Philanthropy doesn't just stop.
 - 2008–2009 saw a 15 percent decline...meaning that 85 percent of giving still occurred.
- Americans still support causes that:
 - Are near and dear to their hearts.
 - Stay close to them.
- Rebounding in three years or less.
 - At or above previous levels in fewer than three years. Potentially faster now.

Key Lesson: Don't stop fundraising.

Total Charitable Giving, 1978–2018



Organizations that Bounced Back Did This...

Stayed close to donors and kept asking.

- Don't make assumptions. Engage and ask donors.

Authentically linked mission to current challenges.

- How are you helping NOW? Why is it relevant?

Took the time to plan.

- What lessons from today should shape our business in the future?
- What proved to be irrelevant or inefficient?
- What lessons did we learn about effectively working remotely that should factor into long-term planning?

Other Keys to Mission Momentum

Stay Flexible.

- Decisions we made 14 days ago may need to be reviewed.

Give yourself permission not to have all the answers.

- No one has ever done this before. Give yourself and your team grace.

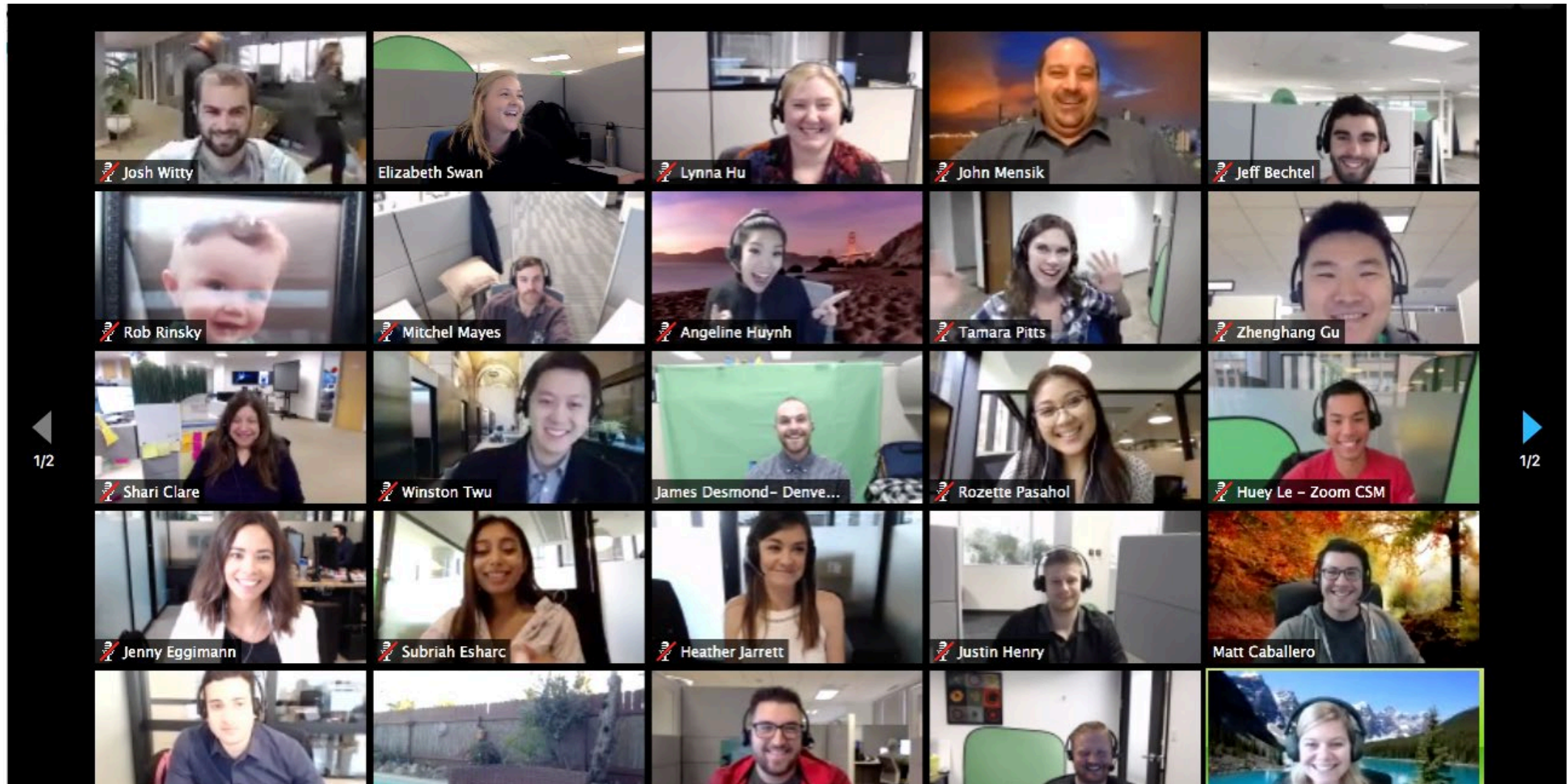
Frame (and reframe) how we talk to and with donors.

- Pulling away is the wrong strategy. Be there for them. Say thank you. Reiterate relevance.

Working Remotely...*Effectively!*



Your New Normal?



Our New Normal

Success can be achieved.

- Discipline
- Balance
- Technology
- Community

Key Lesson: Be Intentional.

Discipline

The dog. Dishes. Netflix. Distractions abound. Focus matters.

- Set a schedule.
 - Evaluate your work style. Set schedule that supports your style.
 - Consistent start and stop time.
- Dedicate a workspace.
 - Doesn't have to be a whole room. It does have to be consistent.
 - Reflect your in-office workspace as much as possible.
- Dress for success.
 - Signals your brain that it is time to work.
 - Routine.
- Set expectations.
 - When can you be disturbed, when can't you?

Find Balance

Work any 80 hours you wish! Protect yourself...and your organization.

- Remember that schedule? Stick to it!
 - Humans thrive on consistency.
- Set boundaries.
 - Stress makes us eager to say yes!
 - Don't overextend yourself.
- Be mindful of transitions.
 - The joy (and peril) of a 12-second commute.
 - Create transition time between work and home.



Embrace Technology

The new norm. Skills for now. Skills for later.

- Utilize collaboration and video platforms.
 - There's science behind why we like them.
 - Increased focus on core business.
- Over-communicate, efficiently.
 - Digest emails.
- Be overly inclusive.
 - FOMO is real and impacts productivity.
 - Assume nothing but positive intent.
- Death by a 1,000 emails.
 - Slack, Microsoft Teams, etc.
 - Go old school: pick up the phone.



Microsoft Teams



GoToMeeting



slack



zoom

Find Community

We're all in this together! Be intentional about staying connected.

- Remote work can be isolating.
 - Work hard to stay connected to colleagues.
 - Use the same technology.
- All work and no play...
 - Nurture relationships just like in the office.
- Be creative!
 - Lunch time with colleagues.
 - Virtual happy hours.
 - Birthday parties.



Honorable Mentions

Taking Breaks

- 10 minutes every hour.
- Mix business with pleasure.

Redundant Materials

- The Case of the Wandering Phone Charger.
- Efficiency and limiting distractions.

This Can be a Hard Transition to Make

- Ask for help.
- It's never perfect, and everyone is in the same boat!



What's on Your Mind



Thank you!

Katrina Klaproth and Jeff Hilperts

Additional Resources Found At:

[Bwf.com/CurrentResources](https://bwf.com/CurrentResources)

