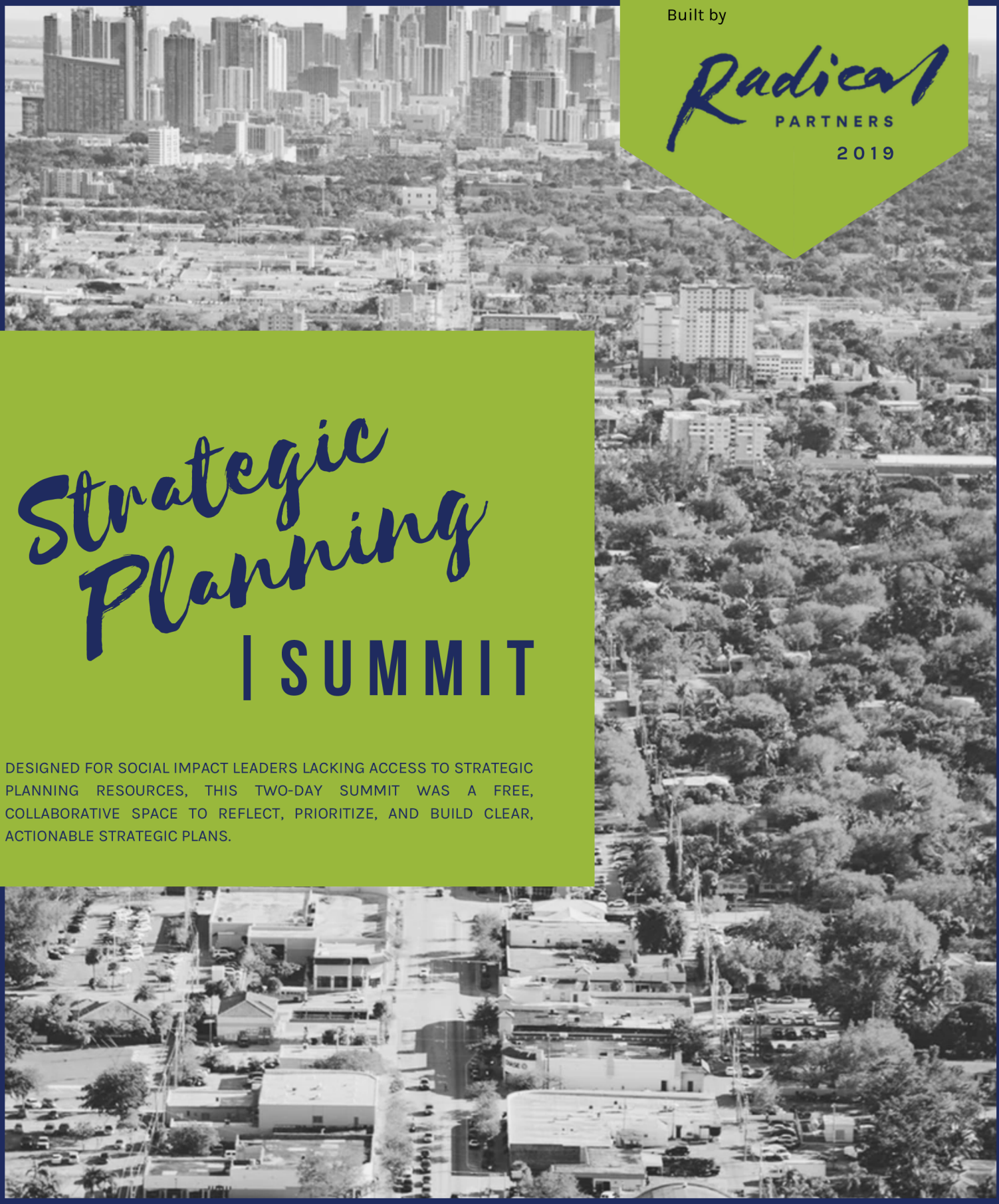


Built by Radical Partners 2019

Strategic Planning | SUMMIT

DESIGNED FOR SOCIAL IMPACT LEADERS LACKING ACCESS TO STRATEGIC PLANNING RESOURCES, THIS TWO-DAY SUMMIT WAS A FREE, COLLABORATIVE SPACE TO REFLECT, PRIORITIZE, AND BUILD CLEAR, ACTIONABLE STRATEGIC PLANS.

This was made possible thanks to the leadership and support from Citi Foundation, Knight Foundation, The Miami Foundation



Session 2 of 7
Current Service Model

Go to bit.ly/TMFResourceBank to access accompanying Strategic Planning Summit Resources.

Go to bit.ly/RPOfficeHours to book Office Hours for additional guidance or support in applying these materials.

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Session 2:
Current Service Model

Directions: As a group, discuss and capture your current service model below.

CURRENT SERVICE MODEL

WHERE
CURRENT GEOGRAPHIC AREA

AREAS THAT WE SERVE:	WHERE ARE WE HAVING THE GREATEST IMPACT? HOW DO WE KNOW?
AREAS WHERE WE DO NOT SERVE BUT WOULD LIKE TO:	AREAS WHERE WE STRATEGICALLY DO NOT TO SERVE:

Go to bit.ly/SPSServiceModel to access a digital version of this workbook and other relevant resources.

Session 2:
Current Service Model

Directions: As a group, discuss and capture your current service model below.

CURRENT SERVICE MODEL

WHO
CURRENT CUSTOMERS

WHO ARE YOUR CURRENT CUSTOMERS?	WITH WHOM ARE WE HAVING THE GREATEST IMPACT? HOW DO WE KNOW?
CUSTOMERS WE DO NOT SERVE BUT WOULD LIKE TO:	**CUSTOMERS WE STRATEGICALLY DO NOT SERVE:**

Go to bit.ly/SPSServiceModel to access a digital version of this workbook and other relevant resources.

Session 2:
Current Service Model

Directions: As a group, discuss and capture your current service model below.

CURRENT SERVICE MODEL

WHAT
CURRENT PROGRAMS

WHAT PROGRAMS AND SERVICES DO WE CURRENTLY OFFER?	WHAT PROGRAMS ARE HAVING THE GREATEST IMPACT? HOW DO WE KNOW?
WHAT PROGRAMS AND SERVICES DO WE NOT OFFER BUT WOULD LIKE TO:	**WHAT PROGRAMS AND SERVICES WE'VE STRATEGICALLY DECIDED TO NOT OFFER:**

Go to bit.ly/SPSServiceModel to access a digital version of this workbook and other relevant resources.

Session 2:
Current Service Model

Directions Discuss and capture your answers below.

CURRENT SERVICE MODEL

CURRENT SERVICE MODEL REFLECTION

1. WITH WHOM ARE YOU HAVING THE GREATEST IMPACT?
2. WHERE ARE YOU HAVING THE GREATEST IMPACT?
3. WHAT ARE YOU DOING THAT IS HAVING THE GREATEST IMPACT?
4. WHAT FUTURE CONSIDERATION COULD YOU EMPLOY THAT WOULD HAVE THE GREATEST IMPACT ON YOUR WHO, WHAT, AND WHERE?
5. WHAT FUTURE CHOICES COULD YOU MAKE THAT WOULD INCREASE YOUR IMPACT? (CONSIDER WHO YOU SERVE, WHAT YOU DO, WHERE YOU DO IT)

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Session 2:
Current Service Model

Directions: Discuss and capture your answers below.

SESSION 2
PARKING LOT

KEY TAKEAWAYS

1. WHAT ARE YOUR BIGGEST TAKEAWAYS FOR THIS SESSION?
2. WHAT QUESTIONS WERE LEFT UNANSWERED?
3. IF YOU COULD RETURN TO THIS CONVERSATION IN A FEW DAYS, WHAT ELSE SHOULD BE DISCUSSED?

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