

Core Principles of High-Quality Listening and Feedback

High-quality listening and feedback:



1. Share power with the people most affected by our work

High-quality listening and feedback processes recognize the power and expertise constituents have and support greater equity by shifting foundations and nonprofits from holding decision-making power over the people at the heart of their work to holding it with them.



2. Center the voices of people who are least heard

High-quality listening and feedback mechanisms are designed to be accessible to all and prioritize hearing and acting on feedback from people who are historically underrepresented in listening efforts and most affected by inequities.



3. Commit to action

While nonprofits and foundations may choose not to change in response to every individual piece of feedback or input, they recognize their overall responsibility (and commit) to acting on what they hear from constituents.



4. Protect constituents

High-quality listening and feedback processes are safe for constituents, ensuring their confidential information is protected and they aren't put at risk of repercussions by participating.



5. Lead to continuous reflection, learning, and improvement

Systematically listening to, understanding, and acting on feedback and input as part of regular, on-going operations creates a culture of responsiveness and learning that leads to improvements as defined by people at the heart of the work.



6. Are transparent and participatory

High-quality listening and feedback processes make clear how input will be used and involve constituents in designing the process and interpreting what's heard rather than extracting information without meaningful engagement.



7. Report back to constituents

Nonprofits and foundations "close the loop" with constituents as part of high-quality listening and feedback efforts by sharing what they heard from constituents and how they will act in response.



8. Are systematic

High-quality listening and feedback processes are integrated into internal systems and align with other efforts by nonprofits and foundations to center the voices of the people at the heart of their work in order to advance the systemic changes they seek.