

Ensuring Quality



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HOW?

Quality starts at the beginning: with the Volunteer understanding core values and mission

- recruitment, on boarding, training, engagement
- Project Manager and Team Assignment

Communication with Client

- Discovery, Scope, Midterm and Final Report, Client Evaluation, Follow-up

Consultants / Coaches

- Core Training
- Project Manager Update meetings
- Team / Project Critique (ESCC team de-brief)

ESCC's Core Values

We have the courage to help shape a better future:

- **Volunteering** - *the passion and dedication of our volunteers are key to our unique, high-quality affordability*
- **Expertise** - *we possess the life experiences and knowledge needed for each situation*
- **Commitment** – *we finish what we start and deliver on our promises*
- **Accountability** – *we feel a sense of shared ownership with our clients and partners for positive measurable results*
- **Coaching/Guiding** - *we teach clients better methods*

ESCC's Core Values (cont'd)

- **Learning/Growing** - *we pursue and promote continuous learning and growth both personally and professionally for our volunteers and clients*
- **Collaborating** - *together we can do more, connecting and mobilizing community resources to attain common goals*
- **Leading** - *we practice, teach and nurture strong leadership of ESCC, our volunteers, nonprofit clients, and community investors*
- **Inclusive** – *we serve all nonprofits regardless of sector, mission or demographics*

What core values resonate most with the client?

From Client testimonials and comments:

- ✓ Expertise
- ✓ Commitment
- ✓ Accountability

- ✓ Collaborative approach
- ✓ Coach/guide style
- ✓ Volunteering: “A passion for our passion”

With the volunteer?

- ✓ Commitment
- ✓ Accountability
- ✓ Volunteering
- ✓ Collaborative approach
- ✓ Coach/guide style
- ✓ Learning / Growing

Quality – how to ensure we deliver on our promise?

Current:

- Client comments:
 - Projects: Scope, Midterm and Final Reports,
 - Leadership Development graduates' testimonials
- Team / Project Critique
- Project Manager Update Meetings
- Surveys (client and volunteer)
- Follow-up calls or meeting with client
 - Feedback
 - Requests for next project

Future:

- Impact Studies (for selected projects)
- Increased training offerings for volunteers

FINAL REPORT

- PM and team prepare and review with client and celebrate success at final project meeting
- PM forwards report and any comments to ESCC
- ESCC follows up with client to ask to answer the three questions and to provide comments

What we promised: direct excerpt from signed contract, stating purpose and deliverables

Summary and Conclusions: short narrative of what happened and key results

Recommendations: List next steps, future project needs

Request Client Review and Comments (Three client questions, plus request for comment):

“I received high quality services from ESC.”

“Working with ESC helped our organization operate more effectively.”

“I would work with ESC again if our organization had a need in the future.”

Project Manager Update Meetings

- Opportunity to share experiences with other PM's
- Learn new approaches or techniques
- Case study discussions



ESCC TEAM / PROJECT CRITIQUE

- Team meets to review what worked well and what didn't
- Summarize learning
- Provides information to ESCC for files and for use in volunteer feedback and evaluation and for future training

The ESCC team (Project Manager and the volunteer consultants) convene a meeting (coffee, lunch or conference call) to evaluate the team's experience in working on this project.

What did we do well on this project? What worked?

What could have been better? What have we learned?

A short report is submitted to ESCC for internal review and use only

FOLLOW-UP CLIENT CONTACT

6 to 9 months after project completion

Three Objectives:

- Check client's progress on the plan - if satisfactory or if adjustments needed
- Ask for real outcomes
- Ask the client if additional help is needed (current or new project)

What's next in Cincinnati?

- Impact Study for selected projects (after the training wheels come off)
- Full slate of Volunteer consulting and coaching training (over 140 hours offered in next 15 months, consisting of core workshops, outside speakers, elective courses; total 38 offerings)
- Development of toolbox resources (best practices and examples)

Questions???

Our mission:

We strengthen nonprofits to reach bold community goals.

We provide effective yet affordable consulting, coaching and training services using a volunteer workforce of highly skilled professionals to assist our clients and community leaders to attain their goals.

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