The Nonprofit Communication Habit Checklist

Seven simple habits that keep boards, staff, partners, and donors informed

THE HABITS

- ☐ Say specific thank yous. Name what the person did and why it mattered. Skip the generic "thanks for everything."
- ☐ Don't go quiet. Silence reads as a problem, even when nothing is wrong. A short update beats no update.
- ☐ Use honest holding phrases. When you don't have an answer yet, say so and give a timeline for when you will.
- ☐ Close the loop. Circle back once a decision is made or a task is done, even if the other person didn't ask.
- ☐ Match the medium. Save email for anything that needs a record. Use a call or a text for anything urgent or sensitive.
- ☐ Over-communicate during transitions. Leadership changes and staffing shifts are when people need the most reassurance and the least guessing.
- ☐ Follow up in writing. A short recap after a conversation protects everyone's memory of what was said.

COPY AND PASTE PHRASES

"I'll get back to you by ___."
"Still working on this, expect an update by ___."
"Thank you for ___. We'll use it to ___."
"I want to think about that before I respond. I'll follow up by ___."

WANT THE FULL STORY BEHIND EACH HABIT?

Read the full blog post, "Back to Basics: The Communication Habits Your Nonprofit Can't Skip" at staceywedding.com.

Connect with us to help your team stay on track!

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