

# Operation: Outcomes

## HOW DOES OPERATION: OUTCOMES WORK?

Operation: Outcomes is a 12-month capacity-building program that offers the training and coaching your team needs to *build your own* performance measurement tools and strategies. Six monthly, half-day workshops equip your team with the knowledge and tools you need to define measurable outcomes and build manageable measurement strategies. Monthly coaching for your team leaders between workshops provides them with individualized feedback and support to help your team tailor what they've learned to your organization as you build your own tools step-by-step. An additional six months of follow-up coaching supports you as you implement your plan and build your culture of learning. There are two ways organizations can experience Operation: Outcomes.



### SMALL GROUP COHORT

A cohort of 4-8 nonprofits each select two team leaders to participate in the workshops and learn with and from each other.

### PRIVATE COURSE

Your organization's entire team – an executive-level Champion, two leaders, and a team of staff – participate in private monthly workshops.

## BUILD SKILLS

### MONTHLY WORKSHOPS

- Translating Intentions into Impact
- Meaningful & Measurable Outcomes
- Manageable Measurement Strategies
- Data Beyond Outcomes
- Using Data for Learning & Improvement
- Sustaining through Systems, Cultivating Culture

### MONTHLY COACHING AS YOU DESIGN & IMPLEMENT

- Outcome Statements
- Measurable Indicators
- Logic Models
- Measurement Tools
- A Performance Management Plan
- A Culture of Learning and Improvement

## STRENGTHEN STRATEGIES

- Clearly articulate your program's design and intended impact
- Measure your program's performance in meaningful and manageable ways
- Use data for learning and improvement
- Report to your stakeholders
- Make program improvements

## INCREASE IMPACT

- Tell your story in a more compelling way
- Satisfy reporting requirements with less stress and burden
- More effectively compete for funding
- Increase mission impact

### EXPERIENCED PRACTITIONERS

As Social Workers, The IllumiLab's consultants understand the realities, complexities, and ambiguities of the problems you seek to solve, the populations you serve, and the conditions and constraints within which you work.

### UNIQUE APPROACH

The IllumiLab's unique approach to this work is guided by our commitment to provide services that are:

- Accessible
- Relevant
- Engaging
- Empowering

### INTUITIVE PROCESS

Setting aside jargon and impractical expectations, Operation: Outcomes guides your team through asking and answering intuitive questions that form the basis of a meaningful and coherent performance management system.