

# TAP Talk Summary Evaluation

April 2015

Theme: FailureFest – A Celebration of Learning

Framing Question: What will it take to turn failure be turned into learning?

Number of Participants: 75-85

Presenters: Jerimiah Smith, Everybody’s Consulting

Evaluation Response: 35 individuals responded to the overall survey. Of the 35 only 31 completed the survey. The information here-in reflects the 31 completed surveys.

Desired Results: We hope participants walked away with...

- Recognizing the value of continual learning to improve their organization's work
- Making a connection with another participant
- Believing they are an important part of a larger network of change agents in our community
- Understanding how embracing “learning” can benefit how my organization thinks about and experiences "failure".

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## Desired Results

<i>Evaluation Questions</i>	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>NA</i>
I have an increased awareness about the value of continual learning to improve my organization's work.	24	4	0	0	2	0
In the next three months, I intend to contact someone I met or with whom I reconnected at the TAP Talk.	19	7	3	0	1	0
I have an increased awareness and/or feeling that I am part of a larger network of change agents in our community.	22	6	0	0	1	1
I believe that I will be able to use the information and insights I gained during this TAP Talk to help my organization accomplish its mission.	21	8	0	0	1	0
I recognize that failing is part of the learning process.	24	5	0	0	1	0
I recognize that failure is subjective, determined by how I interpret the situation.	18	9	2	0	1	0

### *What is your biggest "aha" or "take away" from this TAP Talk?*

- How badly this can go wrong and yet still the learning experience makes it all worthwhile
- The value of reflection/debriefing on successes/challenges came up a few times and that is something I strive to do regularly, but I don't know how much I'm documenting such feedback in order to apply it/ avoid it in the future. I really want to incorporate this into a new endeavor our team has been working on.
- Biggest "aha" was the divergent opinions and experiences voiced by the participants. Is there a simple solution? I don't think so.
- Fail forward and fail fast
- How much you can learn and the opportunities that present themselves even when you are "less than successful" in your endeavors.
- Communication and model/demonstrate the behavior you would like to see in others
- Failure is ok and provides a unique learning opportunity for the organization.
- can really learn from failure
- The Mayo Speaker - Organizational cultures that are punitive to staff/members that share failures and problems can significantly slow down path to success.
- imbedding "finding the problem" as part of organizational culture and not just recognizing outstanding results
- Failure doesn't mean 'failure' but a learning experience....it's all how you define 'failure'.
- That failure is not failure, it is a learning lesson on what doesn't work.
- Failure is an opportunity to learn--not a disaster. All people and all organizations fail at some point.
- I am pleased to see that "failure" has become acceptable to discuss openly, even by "too big to admit it" organizations like United Way and the Mayo. With giants like them leading the charge and making it safe for others, I am optimistic that others will examine their cultures, encourage staff to become inquisitive rather than fearful and use their goofs to get better and better.
- It was easy for to relate to the stories and that failure is part of learning, if you actually learn a lesson.
- My biggest take-away was the importance of building a culture of learning and how fragile that culture can be when it is just beginning.
- What amazing work is going on within the non-profit world! It was great to recognize that change comes from all levels of the organization, and failure is a teachable moment.
- The research Jeremiah talked about having to do with how children responded when they were told they had good effort vs being really smart. When we applauded for working really hard, we work even harder. Also the Mayo Clinic example about applauding and celebrating finding things that were not working so that they could be fixed.
- Failure is a given in a successful program.
- My biggest aha moment was how genuine the failures were and the encouragement was a major aha moment.
- That what I perceive as failure is just another opportunity to grow and learn and improve.
- The best was the discussion on "What is necessary to turn into learning" I have used this survey with 2 boards of directors and I am getting great feedback.
- Knowing that other NFP have interesting challenges encompassing many topics/issues..
- The diversity of different non-profits that are so willing to contact and develop lasting relationships in order to collaborate on future endeavors.

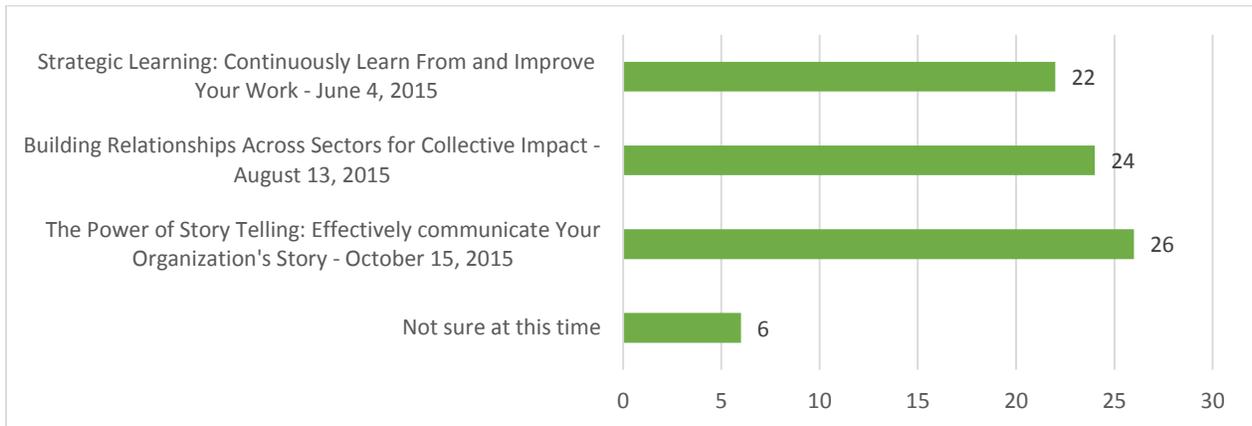
- That failure can be a building block.
- There was huge interest among participants in talking about failures and lessons learned. I noticed that the table conversations could have gone on much longer and people continued to raise hands for "report outs" when it was time to close the meeting.
- Failure fest is already part of our agency operations. For this talk, it is about the resources we gather!
- Being awarded the Failure Award
- Everyone and every organization fails at some point. Learn from the failure and move on to create success.
- What I need to do to get feedback from my team.

*What will you do different as a result of what you have learned? How will that positively impact your organization?*

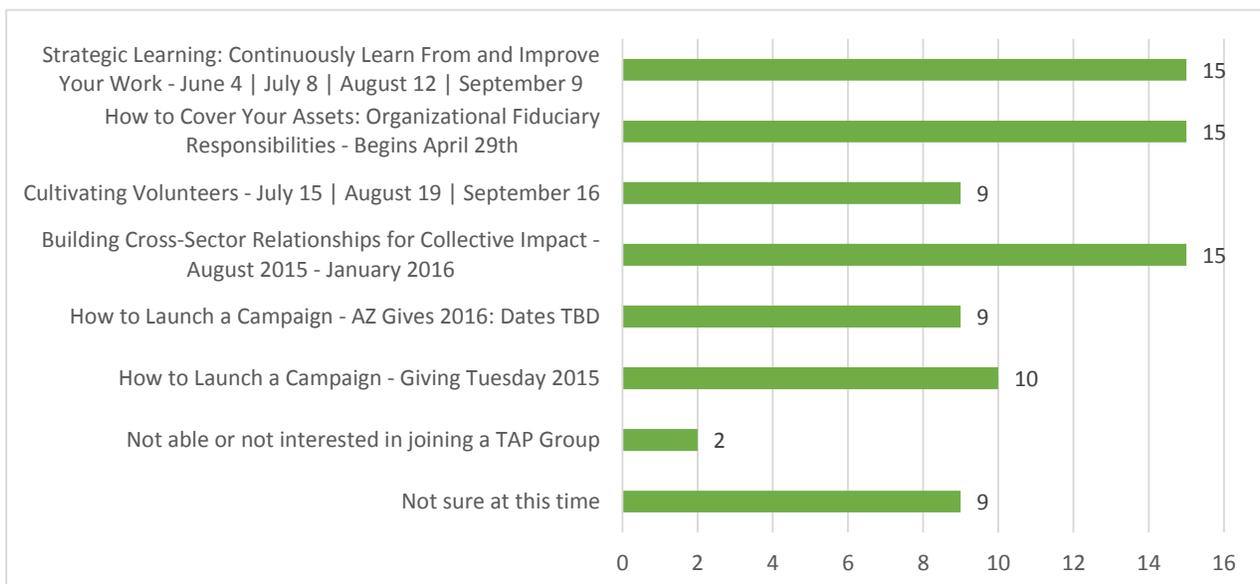
- I'll try my best to not give up on situations that seemed doomed for failure yet try to look at it from the framework of it can be turned around for a successful outcome
- As mentioned, I will incorporate reflection at the end of our team meetings. I also want to create a distribution list similar to the one included in our folder with all the guests, for our program's advisory board.
- Be a better listener. That is a real art we many times forget about.
- Be comfortable talking about failure as an opportunity to learn and grow
- Be more open to learning and sharing.
- Demonstrate and model positive behavior.
- Embrace failure in new ways that I did not envision.
- encourage more safety in discussing failures
- Encourage the sharing of failure and problems in executing our programs/fundraisers so we can improve success.
- focus on unintended messages to staff that target individual "mistakes"; root out processes and policies that encourage fear and lack of transparency about "failure"
- Have a sense of humor when things don't go as planned...and realize I am having an opportunity to be enlightened and come out with even better results.
- I have already set up a dynamic to evaluate our events, on what was positive, and what needs improvement, and what to change for next time.
- I now have a positive and empowering context for failure going forward.
- I will continue to encourage my clients to use every opportunity to evaluate and learn from their less-than-perfect outcomes. I aspire to do the same for myself.
- I will continue to seek help from others who are able to assist in forward thinking.
- I will continue to speak from a strengths based approach about the learning gained in a process that could be seen as a failure.
- I will ensure that everyone knows that if they learn from mistakes, then they are not wasted.
- I will make more of a conscious effort to learn from the things that don't seem to go so well for me.
- I will not do the same thing over and over and expect a different result. Need to learn to take the negative and restructure it to a positive outcome
- I will step out, hit the pavement again and meet the right people who have the same passion as I do and serve the community.

- More methodical in my project planning and have a backup plan for major projects when I begin to perceive things are not going as expected.
- My challenge is having my boards work as a team and not individuals.
- No comment.
- Not hesitate to ask others for support whether dealing with failures or finding future sponsorship.
- Not shy away from failures, but embrace them and build on them.
- Peter and I (this is Sharon) were paying close attention to what we could learn and apply to the June TAP Talk. A big take-away - people want information, but even more, they want the chance to talk with peers. This will impact our design.
- Reinforces that we are on the right track even though we are so young. I also took note of who WAS there as well as who wasn't for future reference!
- Spend more time focusing on Failure as positive feedback
- The difference and positive impact is having an empowering context for failure.
- To be more positive

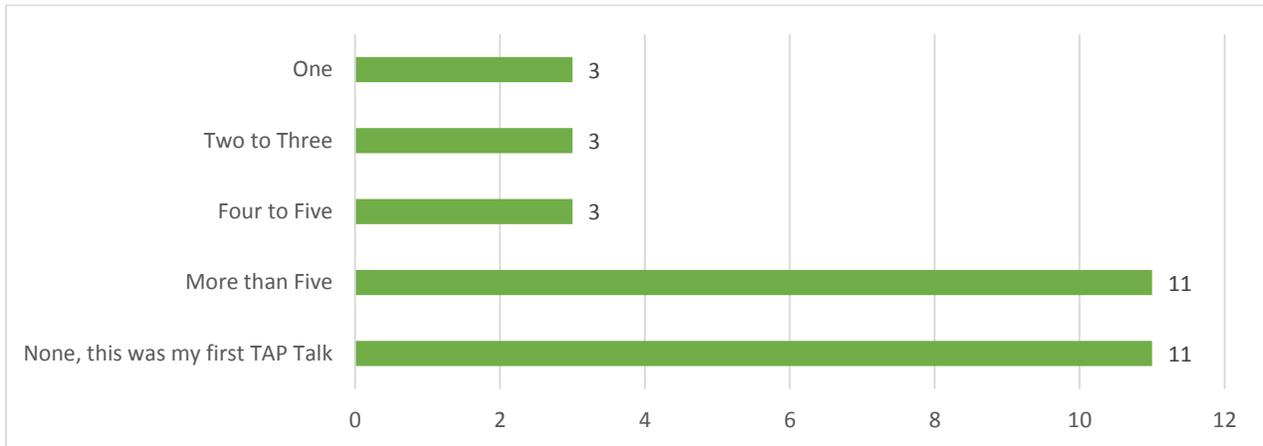
### Future TAP Talks – Probable Attendance



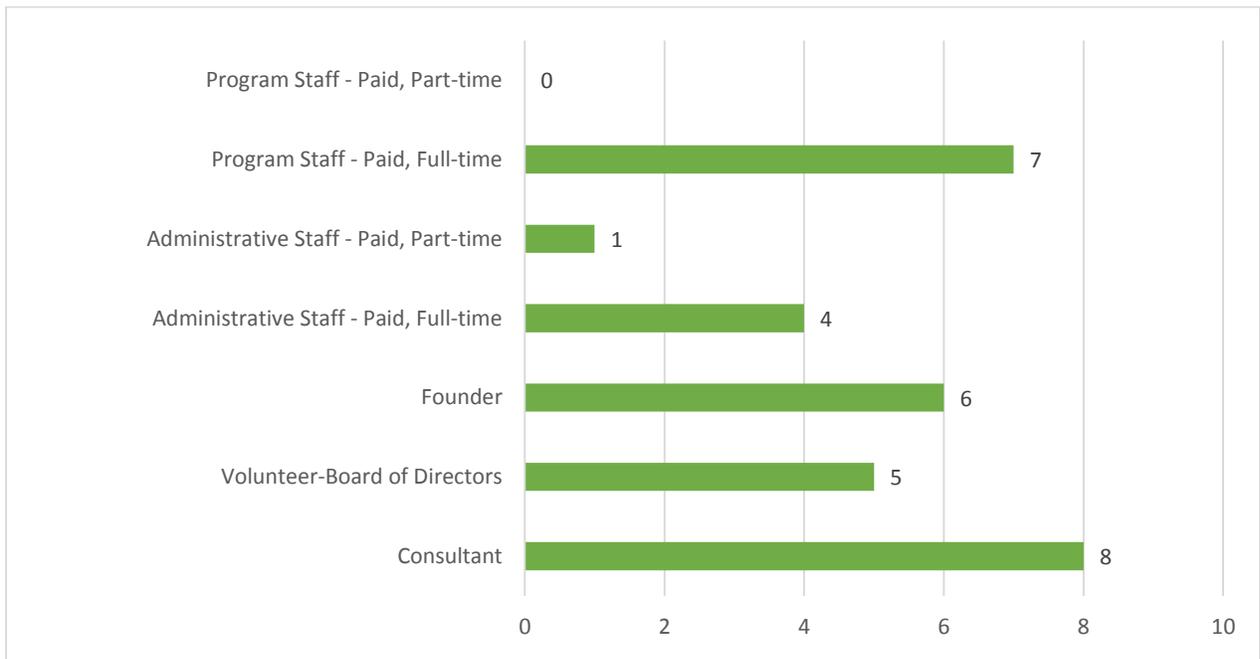
### Future TAP Groups – Probable Attendance



### How many TAP Talks have you attended?



### Demographics



### Final Comments

- Thank you for allocating your resources to provide educational opportunities to non-profits that improve our community!
- The TAP presentations that I attend always are a benefit to me and the organizations I represent.
- Thank you for all you do to inspire me and others to succeed and fail in meaningful ways! I hope I did not intrude when I lead the Failure Cheer after being recognized as one of the top Failures. Afterwards I felt I went too far and really felt like a failure. That being said, I did salvage my self-esteem.
- I really appreciated this opportunity! I was able to network, and hope to continue to do more. Can you invite a more diversified group as well, my organization is Youth centered around the Arts, and I would love to incorporate those areas as well.

- Thanks for your support of our community.
- Thanks very much for these opportunities, learning, and networking. It's been very valuable and I'm just beginning to take advantage of the offerings.
- I really appreciated the work that went into the presentation.
- Excellent job and thanks for providing the opportunity to share with peers and non-profits alike.
- THANK YOU for having these! We are a small agency. These groups have been wonderful for us!
- Thank you all for the wonderful work that you do.
- Great experience as usual.....fun and very worthwhile. Anxious to participate in the next one.
- I would love to see a group where seasoned persons guide newbies through the processes of setting up and running successful non-profits! If a group comes together soon, I would LOVE to be tutored in this as we start our new non-profit organization! Learning what to do, and learning from others' mistakes, cannot be over-valued!! Please let me know.....
- While I have had much benefit from 37 years in non-profits, in knowing WHAT needed to be done St Luke's TAP has allowed us to speed through the growth process by showing us the HOW, with both efficiency and speed. We have served 11 of 15 counties in Arizona over the last 2 years! We have gained so much from St Luke's TAP from the mentoring format, to the group work to the tools. From the Social enterprise class who's tools saved us several times, to the volunteer class that showed us what holes we had to the grant class that has helped us understand this critical process all outstanding in their own way. I am so grateful for the agency review we had which allowed me to ensure that while we had a very unorthodox nonprofit, we were indeed headed in the correct direction, legally, morally and within agency mission/vision. (Still want to do an evaluation on this if ever one comes available)! This year, TAP has outdone themselves! Without the Arizona Gives Class, I doubt we would have had the stamina or the faith to proceed. The first year without doing anything, we did \$800. Last year we did ZERO with me stumbling around doing stuff. THIS year, we did \$1750 even though we were placed in the category of mid-size nonprofits instead of small nonprofits (because we are so good in gathering donations and giving them to the Arizona community - \$665,000 on \$20,000 donated cash) and there were SO many problems with the platform. The most dramatic example of the success of TAP's effect could be found with the recent class on Non-Profit Effective Lobbying. This year, in the shortest legislative session, Agriculture (Cattlemen;s Association) saw an opportunity and got a bill (HB 2150) though the House and the Senate, so fast that the Community that supports animals didn't have a chance to react. Suddenly, Gov. Ducey was all that stood between this law which prevents local city/counties from protecting animals with local laws. We were able to rally over 19,000 calls, emails and letters to ask for a VETO. We could not have acted so fast if we were not already preparing to do a more effective job within the law for lobbying for non-profits. He vetoed the Bill. We now ask for people to sign up to vote, to make a difference for animals (and other things – g), at our 200+ events that we do (a year). Thank you, thank you, thank you. If you wish to expand your services, I would be glad to offer my webinar services so that other non-profits to be able to attend and benefit from TAP education in their cities in Arizona!
- Too many consultants. (Not necessarily a negative though....)
- Great speakers
- Excellent content and presentations! A summary of the day's learning objectives as a transition to the table exercise would have helped the exercise to be more meaningful for participants. Not enough time at table exercise.