

# Achieving Operational Success During Uncertainty

2023 Christian Leadership Alliance Outcomes Conference

## Session Description

In a rapidly changing environment, it is critical to understand the importance of creating and implementing a prioritized operating plan that supports your strategic plan and aligns your staff, vision, and mission for maximum impact.

## Learning Objectives

- Discover how to create an operating plan that aligns with your “True North” strategic plan
- Demonstrate organizational alignment through a line-of-sight implementation
- Identify how to provide clarity, simplicity, and dashboards organization-wide that align with the strategic plan

## Key Takeaways

### 1. Developing a “True North” Operating Plan

- Start with a foundation of the organization’s vision, mission, and values
- Keep your strategic goals in view
- Demonstrate excellence in both client-facing and back-office roles and responsibilities

### 2. Evaluating and Assembling an Effective Team

- Evaluate your current staff
- Determine potential knowledge or skill gaps
- Talk through the options for filling those gaps
  - Webinars and online courses
  - Specialized certifications
  - Reallocate responsibilities
  - Outsource certain tasks

### 3. Implementing Technology Solutions

- Analyze your current technology solutions every 2 – 3 years
  - Ask for a demo of new features on existing platforms
  - Learn about new products available
- Research available integrations and automations

Additional nonprofit resources, including articles, blog posts, and recorded webcasts, are available at [capincrouse.com](https://capincrouse.com)

## Questions? Contact:

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