THEORY OF CHANGE (2017-2023)

**Core Funders Walking the Walk**
- More U.S. funders promote high-quality feedback and listening for nonprofits and themselves
- More funders use feedback or other listening practices to incorporate the perspectives of people and communities they seek to help in their work; identify and address equity, diversity, and inclusion issues related to client feedback; and support nonprofits to do the same

**Build Foundation Feedback and Listening Practice**
- More U.S. nonprofits have a high-quality feedback practice and intentionally address issues related to client feedback
- A greater number and variety of funders, nonprofits, and social sector organizations value, promote and actively support/use high-quality feedback

**Build A Feedback Field**
- More nonprofits embrace high-quality feedback practice as a way of listening and are identifying and addressing equity, diversity, and inclusion issues related to client feedback
- High-quality feedback and listening practices that reflect equity, diversity, and inclusion considerations become an expected standard among foundations and nonprofits

**Build Nonprofit Feedback Practice**
- Shared Insight increases knowledge about different kinds of listening practices
- More nonprofits have a high-quality feedback practice and intentionally address issues related to client feedback

**Experiment and Innovate**
- Shared Insight funders use feedback, support nonprofit feedback practice, and share lessons to promote feedback

**Short-term Outcomes**
- Foundations and nonprofits are more meaningfully connected to the people they seek to help and more responsive to their input and feedback
- Power shifts between constituents, nonprofits, and foundations

**Mid-term Outcomes**
- The people and communities we seek to help, especially those whose voices are least heard, are better off in ways they define for themselves

**Long-term Outcomes**
- A greater number and variety of funders, nonprofits, and social sector organizations value, promote and actively support/use high-quality feedback
- More funders use feedback or other listening practices to incorporate the perspectives of people and communities they seek to help in their work; identify and address equity, diversity, and inclusion issues related to client feedback; and support nonprofits to do the same

For more information about our Theory of Change visit fundforsharedinsight.org