

WHAT TO DO WHEN THINGS GO WRONG

SYMPTOMS	PROBLEM	SOLUTIONS
<ul style="list-style-type: none"> • Failure to plan • Failure to act • Delays • Frustration 	Lack of focus or direction	<ul style="list-style-type: none"> • Clarify vision, mission & goals • Develop Action Plan • Monitor progress
<ul style="list-style-type: none"> • History or past grievances surface • Unequal sharing of resources • Disruptive meetings • Hidden agendas • Lack of trust 	Turf battles & competition	<ul style="list-style-type: none"> • Recommit to vision for community • Develop value statements • Prevent or openly address conflict • Promote face-to-face discussion to reveal partners' concerns & needs • Use informal conciliation • Use 3rd party mediation
<ul style="list-style-type: none"> • Member & leader burnout • Unreasonable demands on staff • New members fail to engage in work • Frustration • Resignations occur • Imbalance in power among organizations 	Unequal sharing of power, decision-making & responsibility	<ul style="list-style-type: none"> • Develop written responsibilities & roles for staff, leaders & members • Create MOUs for all member organizations • Meet with CEO/Director of each organization yearly to clarify expectations • Review Action Steps at meeting's end & at start of next meeting • Hold annual coalition retreat to orient/train members on team building & delegation • Each organization gets 1 vote
<ul style="list-style-type: none"> • Members are uninformed about meetings/events • Infighting erupts • Members & community don't see results from their efforts 	Ineffective Communication	<ul style="list-style-type: none"> • Promptly distribute minutes • Send monthly Enewsletter & items for partner newsletters • Develop/distribute 1-page Organizational Message • Hold annual State of the Coalition address to recap progress & future plans
<ul style="list-style-type: none"> • Dominance by professionals • Some community sectors aren't well represented • Coalition isn't respected or known in community • Community groups do not support coalition & its work 	Poor links to the community	<ul style="list-style-type: none"> • Conduct gap analysis to build diverse representation • Engage in a serious recruitment campaign • Hold meetings & events in accessible, neutral sites • Speak about coalition opportunities at community events • Support activities of other community partners

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<ul style="list-style-type: none"> • Ineffective work groups • Ineffective steering committee • Failure to develop, maintain or rotate leadership • Poor attendance • High “dropout” rate • Lack of ongoing training • Inadequate funding • Lack of results 	<p style="text-align: center;">Ineffective coalition structure or function</p>	<ul style="list-style-type: none"> • Conduct strategic planning to realign mission & goals with structure & function • Build organizational chart • Conduct annual retreat & orientation for leaders • Institute 1-2 year leader term limits & annual elections • Commit to effective meetings & reporting • Have veteran leaders & members mentor new ones • Develop Resource Development or Steering Committee to develop budget, resources & funds
<ul style="list-style-type: none"> • Poor or inconsistent attendance • Lack of follow through on tasks 	<p style="text-align: center;">Time & Loyalty Conflicts</p>	<ul style="list-style-type: none"> • Use surveys & discussions to find best meeting times & fit between talents & tasks • Annual review of Commitment Letters • Ask organization to send new representative with more time to offer coalition • Follow-up by Chairs of non-attenders & those who fail to finish tasks
<ul style="list-style-type: none"> • Coalition is not recognized by media or key community leaders • Coalition doesn’t receive grants or funding from proposals • Recruiting members & leaders is difficult • Expected outcomes don’t occur • Community problems are unresolved 	<p style="text-align: center;">Lack of Outcomes</p>	<ul style="list-style-type: none"> • Develop logic model, action plan & evaluation plan • Collect data & consistently monitor short, intermediate & long-term outcomes to hold partners accountable & help align efforts • Coordinate each partners’ activities via an agreed upon Action Plan • Use 1-page Organizational Message & social media to broadcast successes to current & prospective members & leaders • Contact foundations & funders to explore funding opportunities