

Area of Belonging	What	Systems	Action
You feel understood	Listen	Do you have enough people to listen?	Set up buddies/small groups/ team leaders Come to Organising Your Supporters on Wed 6th May
		Do you practice deep listening?	Offer team leaders training on this
		Do you show understanding / act on what you hear?	How do you respond? Do you change and adapt?
You feel valued	Reward	Do you show people the difference they make?	Messaging. Keep it simple.
		How do you say thank you?	Immediately, mid-term, long term.
You feel safe	Consistency	Do people get the same experience each time?	Acknowledge and prepare for changes
		Are people hand-held where needed?	Focus on the journey you provide
You have control and ownership	Delegate	How can people get involved?	Can tasks be broken down?
		How are tasks shared?	Come to next week's session: Big Impact Keep it Small
You know people there	Familiarity	Are people named?	Badges?
		How are people introduced?	Training
		How are groups arranged?	Set up buddies/small groups/ team leaders
You feel part of something others aren't	Knowledge	Do you share with people 'inside information'?	This could be anything.
		Do you tell people your story?	Share your organisational story
It is part of your identity	Choices	How does your organisation provide options?	Can people choose how they engage? Participate? Support?

