TRANSCRIPT

Determining Working Norms

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Considering how difficult a year 2018 was when we sat down for strategizing 2019, what we had to acknowledge was that we really jumped too soon into scale in 2018. We need to focus on preparing ourselves for readiness for scale in 2019. And that was the core strategy for the year. And that made us ask **how do we want each of the team members to show up to this goal so that we feel confident about scaling by the end of 2019.**

That's how we landed at our three working norms. One is self-care, two is resource mobilization, and three is learning and capacity building. And we practice this throughout the year with a lot of intention.

This was seen when we referred to mental health on a daily basis at work, acknowledged that work-life balances are important, and rituals that allowed people to prioritize physical, mental, emotional spaces. And we also focused on building processes and protocols that helped us decide on how much resources are spending on what so that we felt more confident about the financial status within the organization. And lastly, we became far more intentional about connecting with our mentors, advisors and organizing boot camps within the organization so that we are able to learn and move together, to feel confident about the goals that were to come.

That fortunately helped us land in a place where we were feeling more connected with the organization. We felt motivated; we felt secure to be able to achieve the ambitious goals that we had in the following year.