

Community Story Harvesting & Listening Sessions

03

Structured listening that produces evidence, not just goodwill

FORMAT	Multi-session engagement · 1–3 months
BUILT FOR	Nonprofits, foundations, government agencies, coalitions, higher education institutions, corporations, and organizations seeking a deeper understanding of the experiences and needs of the people they serve or employ
CHALLENGE	Feedback gets collected but never absorbed into how decisions get made. Organizations end up with input they cannot act on and stakeholders who feel consulted rather than heard.

WHAT WE DO

- Gather community perspectives, expertise, and lived experience
- Surface barriers, opportunities, and community strengths
- Identify themes across individual accounts
- Build trust among stakeholders
- Ensure stories are gathered with consent, context, and community benefit — never extracted
- Translate qualitative insight into actionable recommendations

WHAT PARTICIPANTS LEAVE WITH

- A supported setting in which to share lived experience
- Stronger connections with peers and community partners
- Shared understanding of common challenges and opportunities
- Greater confidence as their expertise is recognized and elevated in organizational and community change

HOW THE ENGAGEMENT RUNS

- 01 Design a culturally responsive engagement approach that is strengths-based and non-extractive
- 02 Co-create psychological safety and trust
- 03 Facilitate story-sharing and listening sessions
- 04 Capture community experience and insight
- 05 Identify emerging themes and patterns
- 06 Synthesize findings into recommendations
- 07 Support the organization in applying what it learned

DELIVERABLES

- Facilitated listening sessions
- Community expertise and insights summary
- Key themes and findings report
- Action-oriented recommendations
- Stakeholder engagement documentation

IN PRACTICE — CALIFORNIA DEPARTMENT OF SOCIAL SERVICES — STOP THE HATE INITIATIVE

Facilitated a statewide storytelling and listening experience with more than 70 nonprofit leaders from over 30 organizations. Participants surfaced lived experience of hate incidents in their communities and connected it to broader patterns visible in statewide data.

Structured story-sharing and facilitated dialogue identified common challenges, community strengths, and openings for advocacy — turning individual experience into collective insight and a foundation for continued engagement and systems change.

70+

NONPROFIT LEADERS
FROM 30+
ORGANIZATIONS
STATEWIDE