

### Welcome!



Kirsten Farrell
Director
(she/her/hers)

# O the CID goodman center

where do-gooders learn to do better

The Goodman Center is a communications training and coaching firm dedicated to helping you reach more people with more impact.

# **Community Agreements**

- We believe interaction makes for a better webinar, so we call on people occasionally. If your learning style is to observe and *not* be called on, please direct message Kirsten Farrell in the chat box.
- The ability to multitask while on Zoom can be tempting. We encourage you to stay strong. **Avoid temptation!**
- Anything you'd like to add? (Please use the chat box.)





Stories are your single most powerful communication tool.

They help us remember, shape our identity, and influence how we see the world. Learn how to use stories in advocacy, development, recruiting and every aspect of your internal and external communications.

2023

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**AMERICAS PROMISE ALLIANCE** 

### BILL&MELINDA GATES foundation





Robert Wood Johnson Foundation

#### **FORDFOUNDATION**

American Heart (u) Association®

supportive housing





#### Bank of America

# Op PRINCETON UNIVERSITY







**MICHIGAN STATE** 





















Why are stories a uniquely powerful form of communication?

What are the structure and qualities of memorable and persuasive stories?

What kinds of stories should your organization tell?







Why are stories a uniquely powerful form of communication?

What are the structure and qualities of memorable and persuasive stories?

What kinds of stories should your organization tell?





Doctors w work as har save me What



100,000 people await lifesaving organ transplants

Every minutes another person is added to the waiting list



ainst ch people will



people die each day while waiting for a transplant









# **USNews** NEWS

News

**Opinion National Issues** 

**Special Reports** 

Cartoons

**Photos The Report** 

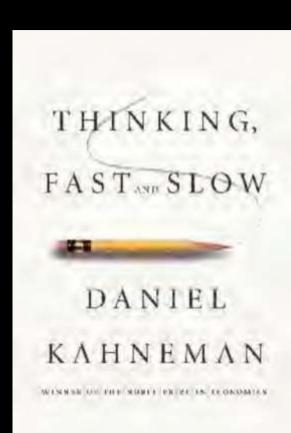
**Ken** Walsh's Washington

Newsgram Washington Whispers At the Edge Data Mine The Run 20

# **Thousands of Brazilian Soccer Supporters Become 'Immortal Fans'**

An organ donation campaign from one of Brazil's biggest soccer clubs is slashing transplant waiting lists.

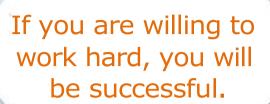




"No one ever made a decision because of a number.

They need a story."





Racism is a thing of the past.

Your situation is determined by your individual choices.

The problems in our community are too big. There's nothing I can do.







Why are stories a uniquely powerful form of communication?

What are the structure and qualities of memorable and persuasive stories?

What kinds of stories should your organization tell?

# "Reunion"







**WHAT DOES SHE WANT?** 



Suman

**WHAT DOES SHE WANT?** 

Reunite her grandfather and his old friend, Yusuf

WHAT STANDS IN HER WAY?







Suman

#### WHAT DOES SHE WANT?

Reunite her grandfather and his old friend, Yusuf

#### WHAT STANDS IN HER WAY?

Locating Yusuf, bringing him to India

#### **HOW DOES SHE RESPOND?**



Suman

#### WHAT DOES SHE WANT?

Reunite her grandfather and his old friend, Yusuf

#### WHAT STANDS IN HER WAY?

Locating Yusuf, bringing him to India

#### **HOW DOES SHE RESPOND?**

Uses Google

WHAT HAPPENS AND WHAT DOES IT MEAN?



Suman

#### WHAT DOES SHE WANT?

Reunite her grandfather and his old friend, Yusuf

#### WHAT STANDS IN HER WAY?

Locating Yusuf, bringing him to India

#### **HOW DOES SHE RESPOND?**

**Uses Google** 

# WHAT HAPPENS AND WHAT DOES IT MEAN?

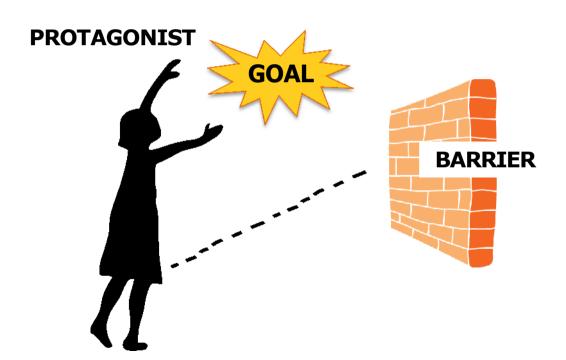
Reunion accomplished... Google is awesome

## **Story Structure**





## **Story Structure**



## **Story Structure**

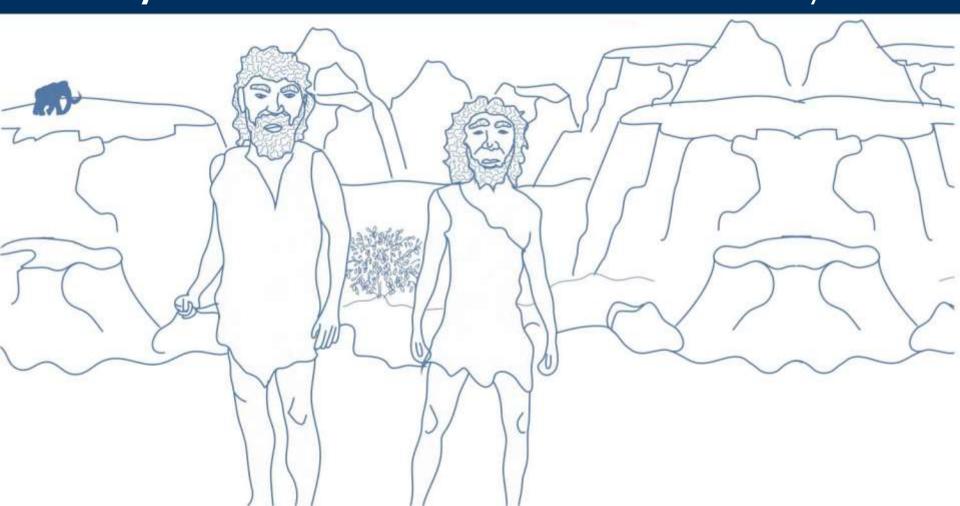


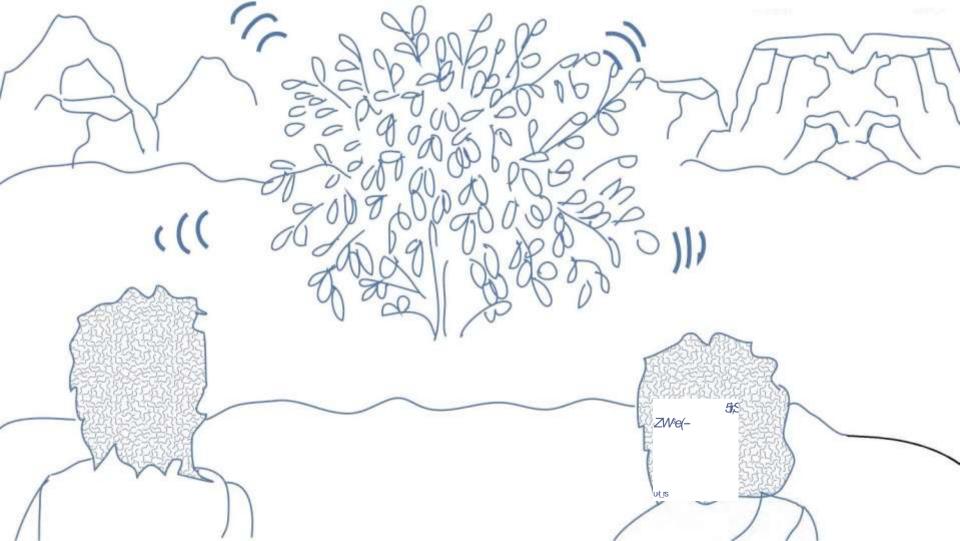
"I worship at the altar of intention and obstacle. Somebody wants something and something is standing in their way of getting it.

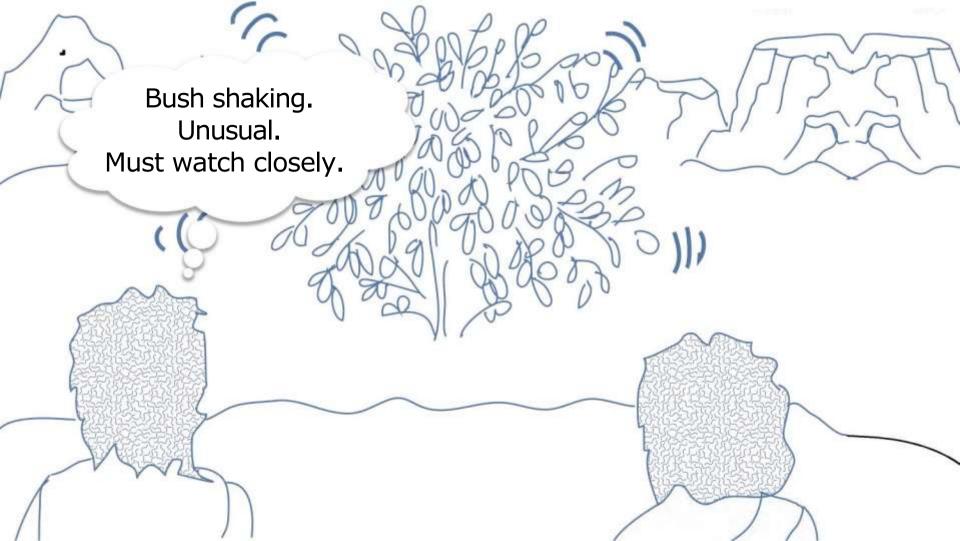
The obstacle...has to be formidable, and the tactics they use to overcome that obstacle are what shows us the character.

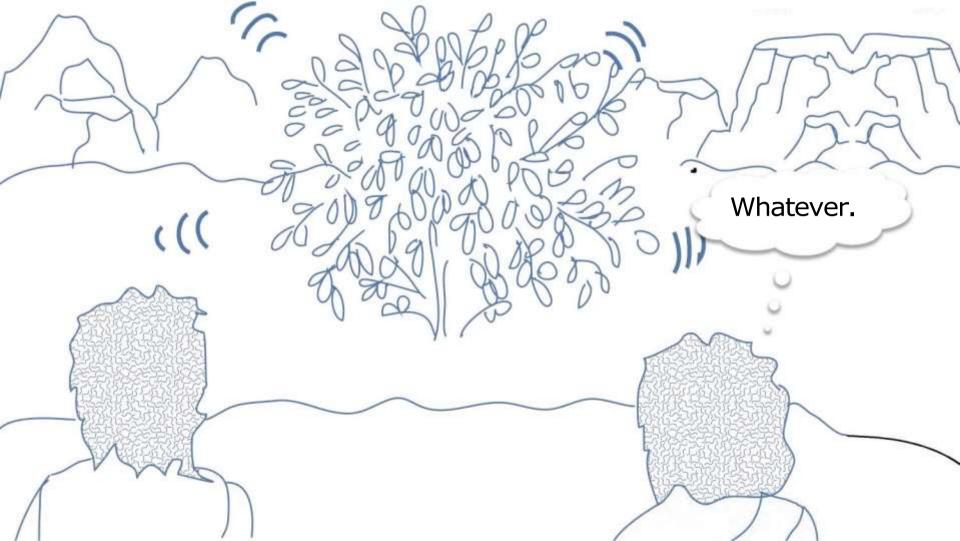
**Aaron Sorkin** 

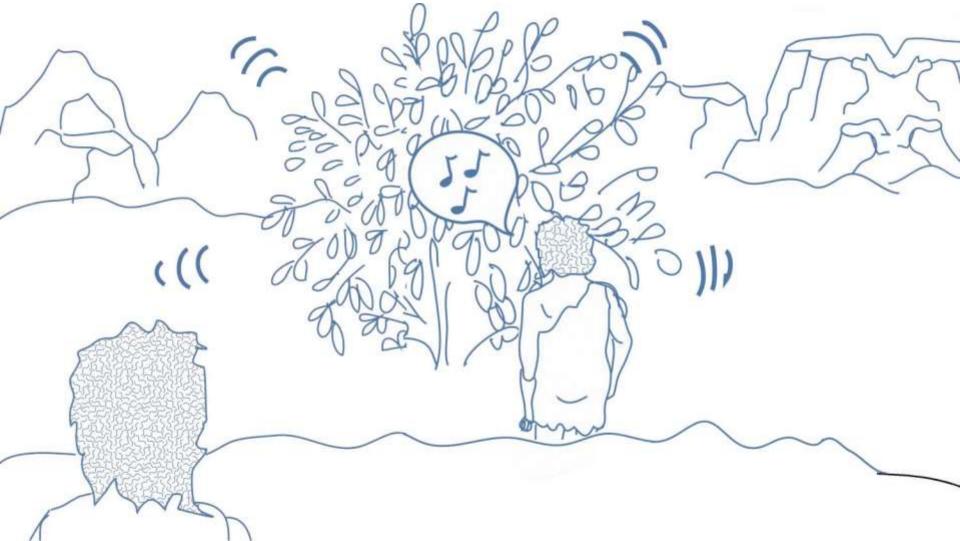
# **Story Structure:** A Short Course in Human History



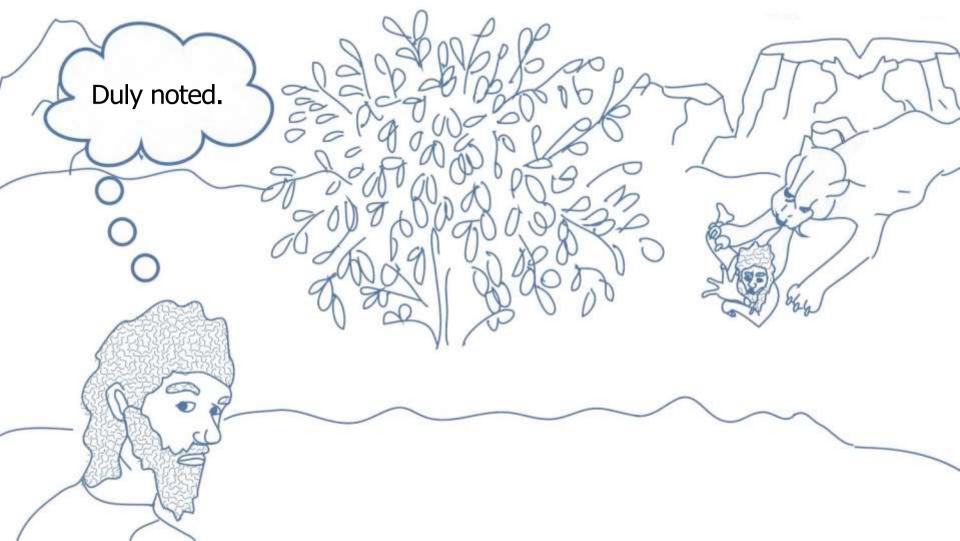




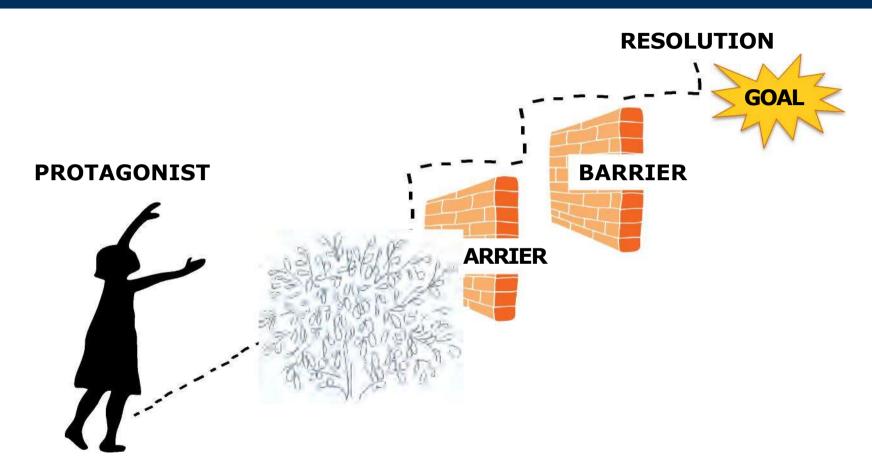








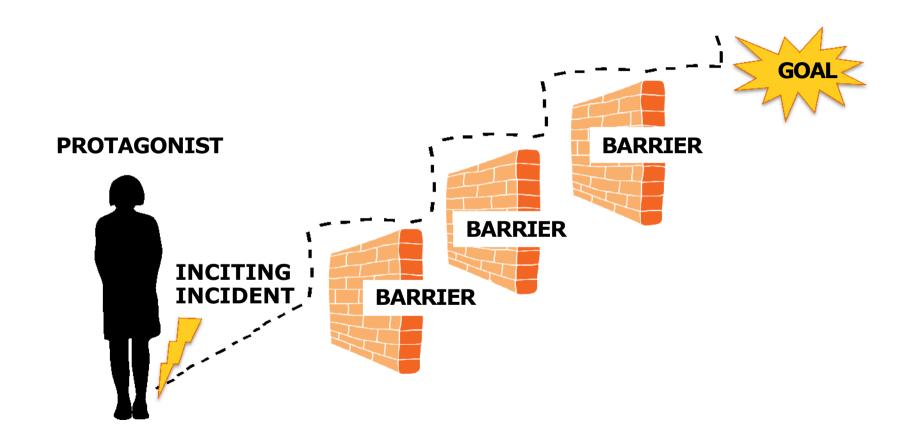
## **Story Structure**



## **Story Structure**

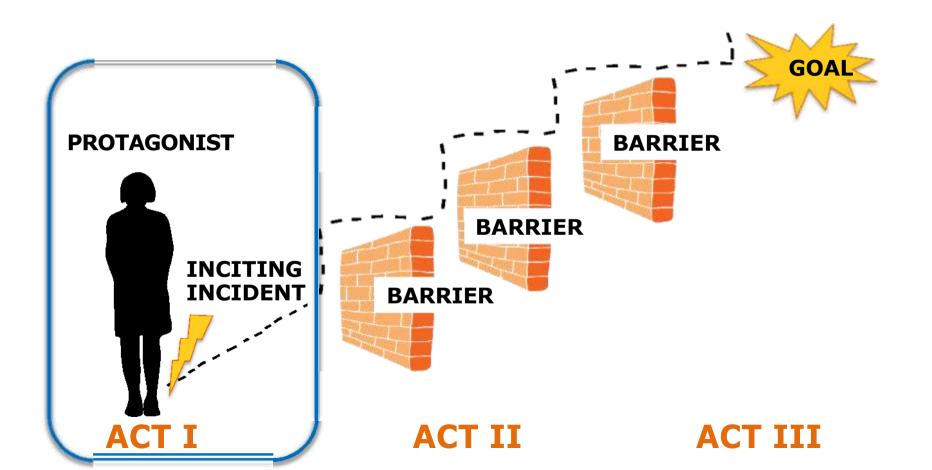
### **RESOLUTION**

## ACT I ACT III ACT III



## **Story Structure**

#### **RESOLUTION**



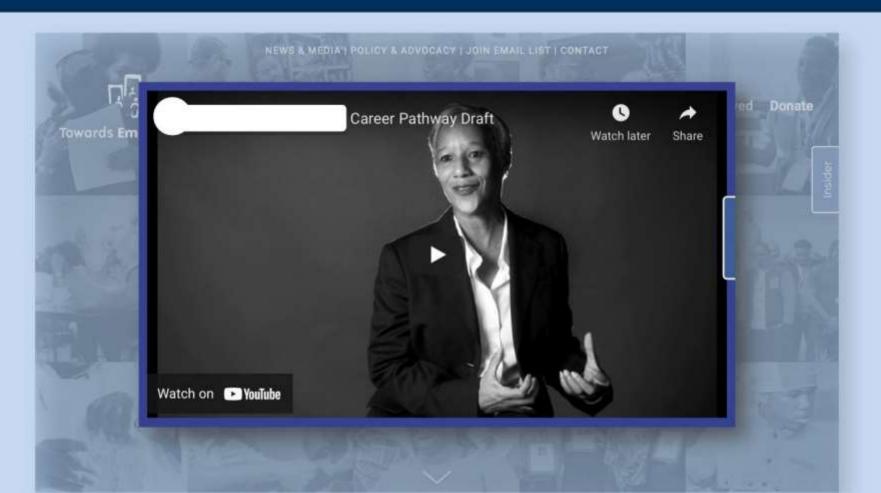
## "Broken Person" model of storytelling







## **Telling Stories Ethically**





What words do you remember as each person describes themselves? (Please put your answer in the chat box.)

## "Broken Person" model of storytelling









What words do you remember as each person describes themselves? (Please put your answer in the chat box.)

## **Telling Stories Ethically**



"prison, felon"



"bad cycle of addiction"

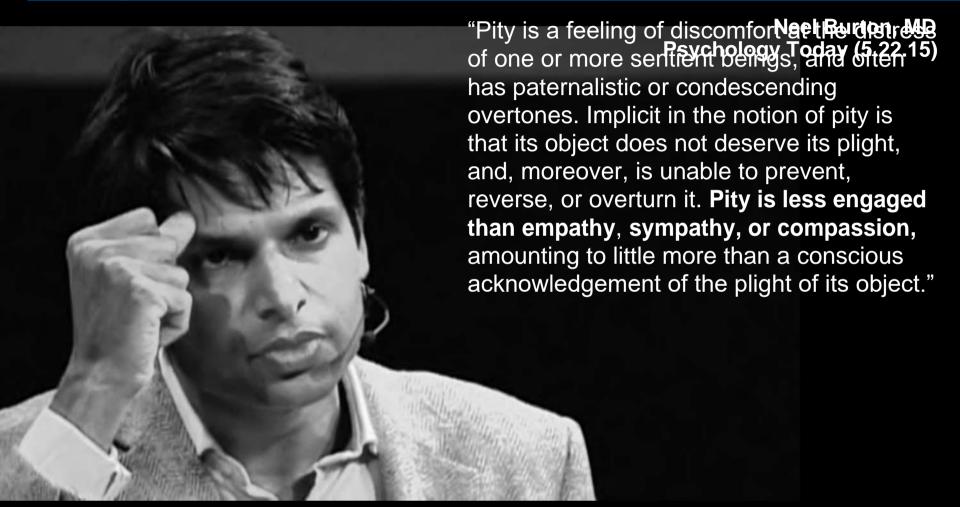


"truancy"

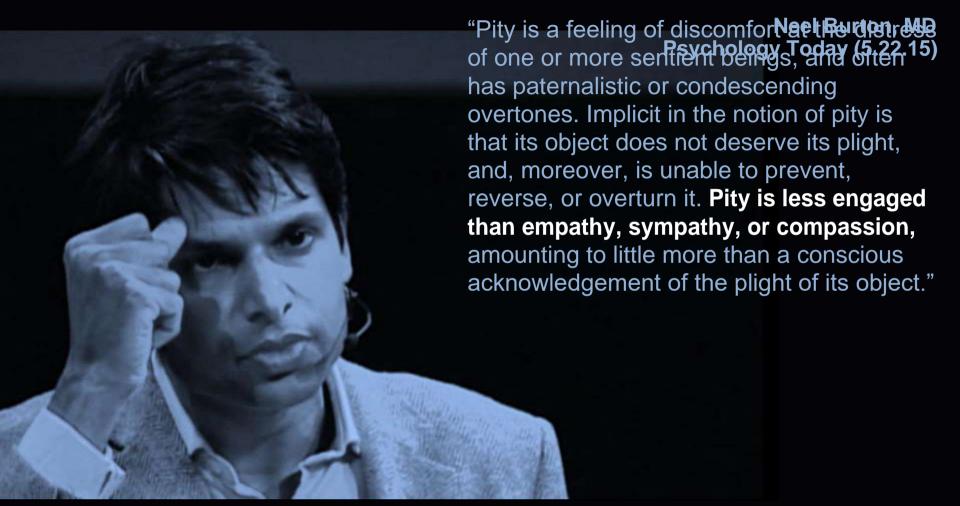


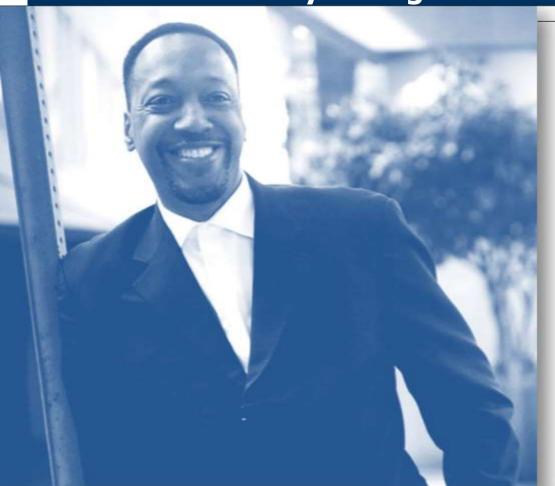
"horrible person"

## Telling Stories Ethically: Pity vs. Empathy

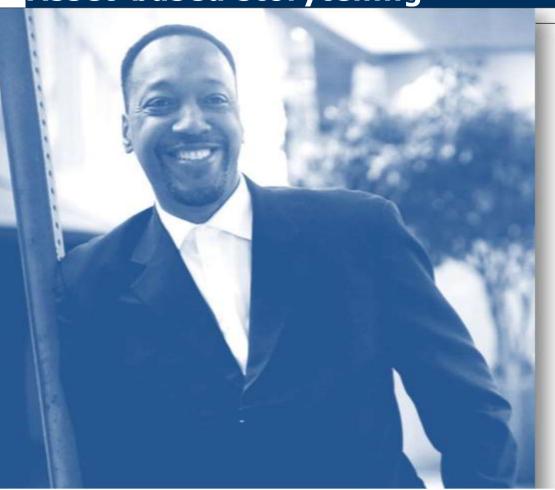


## Telling Stories Ethically: Pity vs. Empathy



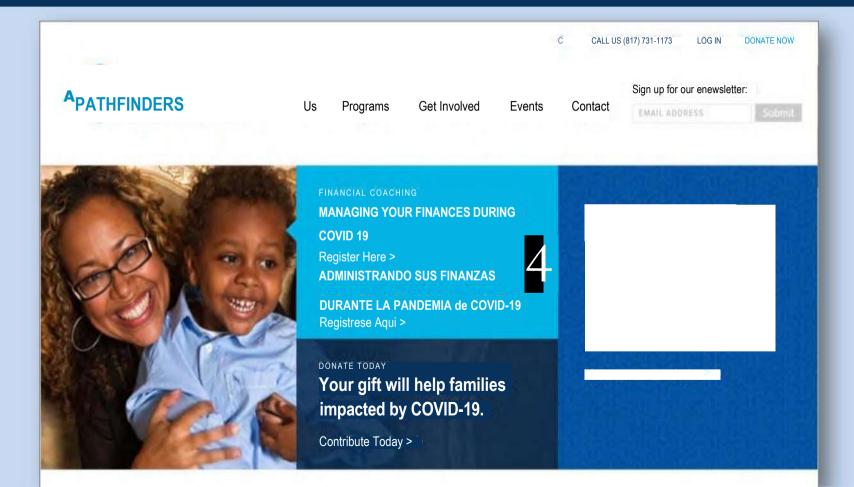


**Trabian Shorters**CEO & Co-Founder, BMe



"Asset framing is not about ignoring problems. In fact, the working definition is to define people by their aspirations and contributions before noting their challenges."

**Trabian Shorters**CEO & Co-Founder, BMe







What words do you remember as Yolanda tells her story? (Please put your answer in the chat box.)



hard worker triathlete

honors student

scholarship

graduated

college served 8

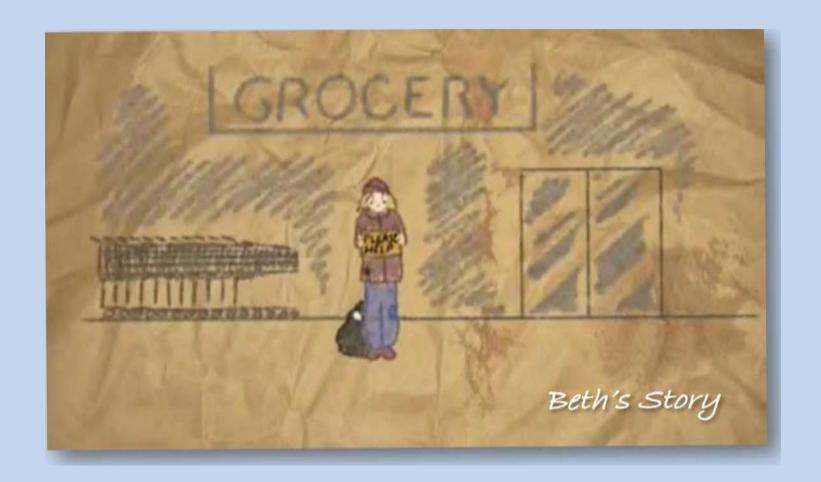
years mother

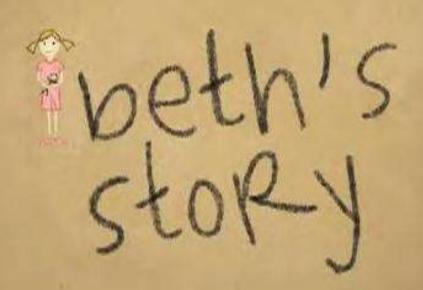
never wanted handouts





## **Good Structure in Action**



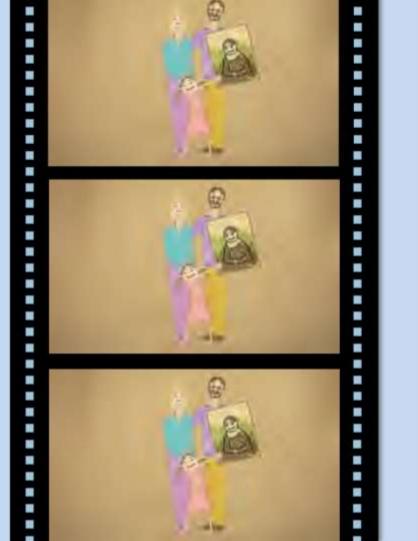






WHO IS THE STORY ABOUT Beth

**WHAT DOES SHE WANT?** 

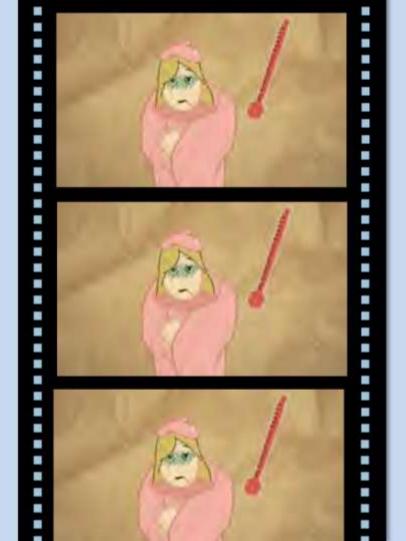


Beth

#### **WHAT DOES SHE WANT?**

To grow up and become a famous artist

**WHAT STANDS IN HER WAY?** 



Beth

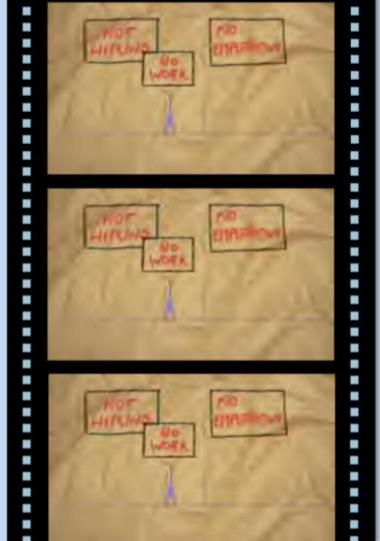
#### **WHAT DOES SHE WANT?**

To grow up and become a famous artist

#### WHAT STANDS IN HER WAY?

Becomes ill, loses her job and apartment

#### **HOW DOES SHE RESPOND?**



Beth

#### **WHAT DOES SHE WANT?**

To grow up and become a famous artist

#### WHAT STANDS IN HER WAY?

Becomes ill, loses her job and apartment

#### **HOW DOES SHE RESPOND?**

Looks for work but finds none

WHAT HAPPENS AND WHAT DOES IT MEAN?







Beth

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To grow up and become a famous artist

#### WHAT STANDS IN HER WAY?

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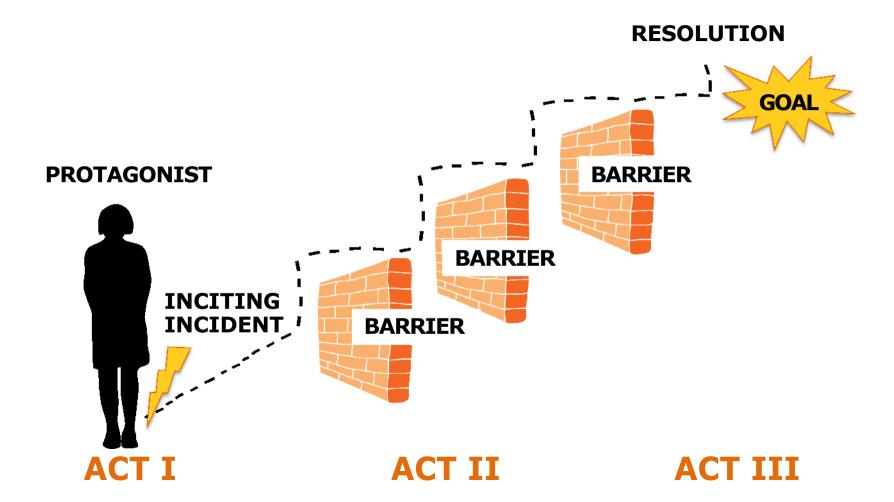
#### **HOW DOES SHE RESPOND?**

Looks for work but finds none

# WHAT HAPPENS AND WHAT DOES IT MEAN?

Becomes homeless, stops seeking help. What will you do about it?

## Asset-based storytelling is better storytelling!



## **Telling Stories Ethically**



## **Telling Stories Ethically**

#### MEDIA CONSENT FORM understand that my story, photo and voice is my own and hereby grant my permission to [ °HEIDI, ALL THAT APPLY I Record my voice n Interview me Take pictures of my image □ Videotape me I understand that the information I provide may be edited and shared both immediately and in the future with organization's audiences on websites, in videos, and on other public online forums (email, social networking sites, newsletters, etc.) I consent under the condition that the following requirements are met C-1E," ONE ☐ My image is used without ☐ My real name can ☐ My voice is used being obscured. without masking. My voice is masked to A pseudonym is used Mv image is obscured so as not to reveal my to protect my identity protect my identity. identity. I understand that media shared on the internet is subject to sharing and is accessible globally. I have the right to retract my consent after the production Ohre video, website, etc. My interview, picture, voice, or video can be used by [media outletll for: ( 01,01, ONE Up to one year One time only for 11 Up to one month OTHER CONDITIONS\_ CLIENT SIGNATURE GUARDIAN WITNESS ORGANIZATION SIGNATURE DATE

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#### **MEDIA CONSENT FORM**



understand that my story, photo and

voice is my own and hereby grant my permission to t

[ CHECK ALL THAT APPLY

7 Interview me

Record my voice

Take pictures of my image

Videotape me

One time on Lf
Up to one mor

OTHER CONDITION,

#### MEDIA CONSENT FORM

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	I understand that the information I prov	vide may be edited and shared both	immediately and in the future with
	organization's audiences on websites. ir	n videos, and on other public online for	rums (email. social networking sites,
	newsletters, etc.). I consent under the	condition that the following require	ements are met:
	[ CHECK ONE ]	CHECK ONE ]	CHECK ONE ]
	My image is used without being obscured.	My real name can be used.	My voice is used without masking.
	My image is obscured	A pseudonym is used	My voice is masked to
	so as not to reveal my identity.	to protect my identity.	protect my identity.

DATE

ORGANIZATION SIGNATURE

#### MEDIA CONSENT FORM understand that my story, photo and verve is my own and hereby grant my permission to (i) Record my voice El Take pictures of my image El Videotape me organization's audiences on websdes, videos, and on other public online forums (email, social networking l understand Mat the information I provide may be edited and shared both immediately and in the future with sdes, newsletter I understand that media shared on the internet is subject to sharing and is accessible globally. I have the ■ NAY inA"L beinallbscurt right to retract my consent after the production of the video, website. etc. My interview. picture, voice, or My image isr SO as not to II Identity video can be used by [media outlet] for: I understand that me night to retract my co video can he used I [ CHECK ONE ] D One time onl One time only for 17 Up to one year U Up to one MI OTHER CONDITIOA Up to one month I I Other: \_\_\_\_ CLIENT SIGNATURE DATE GUARDIAN WITNESS

#### MEDIA CONSENT FORM

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Why are stories a uniquely powerful form of communication?

What are the structure and qualities of memorable and persuasive stories?

What kinds of stories should your organization tell?

# The 6 Stories Organizations Must Tell The "Why We Do What We Do" **Stories ORG**

URISE VENTUKES-

HOME

AROUT

LEADERSH

DONATE

OMNI PRINT PLUS

MORE





HOME

BOUT

LEADERSHIP

DONATE

OMNI PRINT PLUS

MORE S'

#### **Did You Know?**

#### 18K

Students enrolled in Hartford School District

#### 60%

Teens who want to start their own businesses

#### 100%

Teens who deserve the opportunity!





24-Hour Hotline: 860-838-8467 English 1844-831-9200 Spanish

DONATE

QUICK ESCAPE



EENGLISH

DOMESTIC VIOLENCE v ABOUT v SERVICES v

EVENTS v GET INVOLVED v

RESOURCES v

,C)





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Founded in 1977, Interval House is the largest agency in the state of Connecticut dedicated to ending domestic violence. From its inception in the basement of a Hartford church by women who wanted to help those who were suffering in silence, Interval House has long been committed to empowering its clients, providing a nurturing and encouraging environment for victims to heal and acquire the tools to move on. Interval House offers immediate and compassionate support to about 6,500 victims of domestic violence per year in 24 cities and towns both East and West of the Connecticut River—all at no charge.

The hotline and Safe House provide a lifeline to those in urgent need of safety, and Interval House's advocates provide guidance for clients facing legal and financial obstacles as a result of leaving a violent home. Interval House's robust network of partnerships connects clients with community resources aimed at helping them pursue higher education, start careers and Live productive, self-sufficient lives in safety. Striving always to help all those in need, Interval House has reached nearly 250,000 people over four decades. Download our brochure for more information.



About Programs

Justice Dance Performance Project

JDPP

Moving for Change

Get Involved

Donate



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Programs

Justice Dance Dnr{n rf,11-11^1,0

**JDPP** 

Get Involved

Donate

#### **Our Impact**



5

-Person Pe-forma in 2022

7

7 Online Perforinances

1075

1075 Virtual Parlitioarr.s

1385

1385 in-person and eri:\_e/pdr ticipants

6

6 Residencies in Schools and Prisons

3

3 Virtual Classes





ABOUT

**PROGRAMS** 

**SERVICES s, CONTACT US** 

**0 DONATE NOW** 

Change a life, Change the world

## Making assistant the community

Chanaina

CI Every day. 'Nr

Q DONATE

O CONTACT



#### — Yazmin Perez

"My journey through the desert was just the beginning of my quest and my hopes of achieving the American Dream."

My name is Yazmin Perez. I was born in the town of Cardonal in central-eastern Mexico. With an intense desire to accomplish something in life, I decided to move to the United States, looking for a better economic opportunity I walked two hours to school and two to return home; there were no roads nor was there electricity in my town. To enter the United States, I, at the age of 15, walked four days and nights through the desert. For the first two days, we had no food or water. An abandoned cooler with sodas we found at a ranch gave us the strength to continue walking for another half day. It was very challenging, but because of my motivation to come to this country, I kept walking. A farmer then offered to help us on our journey. A group of 15 of us climbed into a van.

After arriving in Phoenix, we took a flight to Connecticut, where we have lived in South Windsor for four years. After my first child was born, I didn't have enough information about resources to meet his needs. I started studying on my own with inexpensive books my husband bought for me; I learned a little bit at a time. Someone connected me to the Hispanic Health Council, where I learned about other resources. Along with finding resources, I realized that as parents we had to remain involved and motivated if we were to help our children with schooling and other needs.

Having only completed eighth grade, I realized how much more I needed to learn. I decided to volunteer at my son's school, where I learned about programs offered at the Center for Latino Progress. There I completed both the ESL and Customer Service programs. At The Center, I learned that I qualified as a DREAMER and wasted no time. With The Center's guidance, I took the necessary steps to apply. At The Center learned about how to get my high school diploma. I needed a General Education Diploma (GED), which I completed in three months. Afterward, I continued learning English at the Adult Education Center, while working a full time job. In 2013, The Center recognized my achievements with the STARS (Student-Teacher Achievement Recognition Salute) award via VOCAL organization.

I have volunteered at my children's school for the last five years and currently am registered at Capital Community College in the hopes of earning an Associate's Degree in Child Development. I also am studying in preparation for my driver's license exam.



Home MPox **Get Services** Find Out Volunteer Contact Privacy Learn Donate



## Welcome to HGLHC



IIP

Click for our latest MPox updates

Syphilis Alert: Read More Here

Be Well. Be Yourself.

Learn More

| | artford Gay & :: rid | Health C







- We are committed to providing client centered quality services and programs consistent with professionally accepted standards of care.
- We celebrate and embrace the commonalities and differences of all persons touched by our organization.
  - We treat all persons with dignity and respect.
  - We encourage and support professional growth and development.
  - We strive to create and maintain a physically and emotionally safe and
- programs and services. We aspire to be a positive and influential leader in all aspects of our service to the

inclusive environment that runs seamlessly through all aspects of our

- community. We are advocates for mental and physical health in our community and
- encourage and support all in making healthy choices for their lives.





United Way of Salt Lake City Fail Forward Fest Story













We must make just and liberated futures irresistible.

-Tony Cade Bambara

Home



Neighbors • Empowerment • Economics • Together



#### Vision:

- We envision a city where residents are engaged in improving the quality of life in Hartford;
- We envision a city where residents participate in decisions that affect their neighborhoods;
- We aim to create an inclusive environment for all neighborhoods and all residents;
- We will build and expand on existing assets, working to benefit anyone who lives, works, worships, learns, or recreates in Hartford;
- We are a unified and collective voice and connector of the Hartford community;
- · We represent all of Hartford's residents and neighborhoods; and,
- We tie together all of the diverse interests across the Hartford community.

#### Neighbors • Empowerment • Economics • Together







## Pre-Workshop Assignment



#### **Telling Our Stories**

The Hartford Foundation • Pre-Workshop Assignment

Please complete the information below and email this document to Kirsten Farrell (<u>kirsten@thegoodmancenter.com</u>) by **Friday, September 22nd.** 

our Nam. Organizatio

To prepare for the storytelling session on September 29th, think about three major points you usually make when you talk about your organization. Here's an example: "We help families in underserved communities access the health care they need." Use the boxes below to list the points.

#### Story Ideas

A librarian in Ridgefield felt overwhelmed and alone in her job organizing programming for adult patrons until she attended the CLC Adult Programming roundtable.

#### **Ellen Paul**

Connecticut Library Consortium



## **Story Ideas**

Maria had just received a shut off notice for her utilities when she came to us, worried and anxious, seeking assistance. Her eyes lit up and she breathed a deep sigh of relief when she learned that we would be able to help.

### **Elizabeth Pond Reza**

The Salvation Army



## **Story Structure Worksheet**

the

### The Hartford Foundation Storytelling Workshop

Structure Wort, sh6st

Select one point about your organization's work and choose a story that will illustrate that point - *something that actually poppoged*, whether s an incident in which you were involved, something you observed. or simply a story you heard about from a colleague.

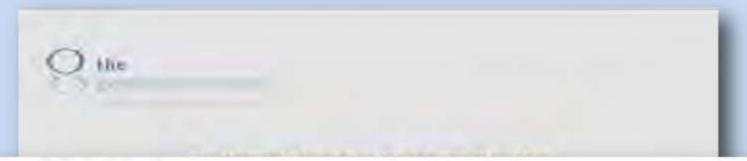
Follow the directions below and answer the questions in the spaces provided to outline your story. You do *not need to write out the entire story word for word.* 

#### YOUR AUDIENCE

**To whom would you tell this story?** (Your audience determines how you tell the story - i.e.. the wording you choose, the protagonist with whom they are likely to identify, and which parts you noed to emphasize, so be clear on this first and foremost. Even if the story is appropriate for multiple audiencos. <a href="mailto:pick.onc.">pick.onc.</a>)

#### THE POINT

What one point do you want your audience to take away upon hearing this story? (While this may not be evident to thorn until the end of the story you must be door on your intended message from the beginning. This is your "north star' as you work on your story.)



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## The Hartford Foundation Storytelling Workshop 310ty SITUClint WillikShEFil

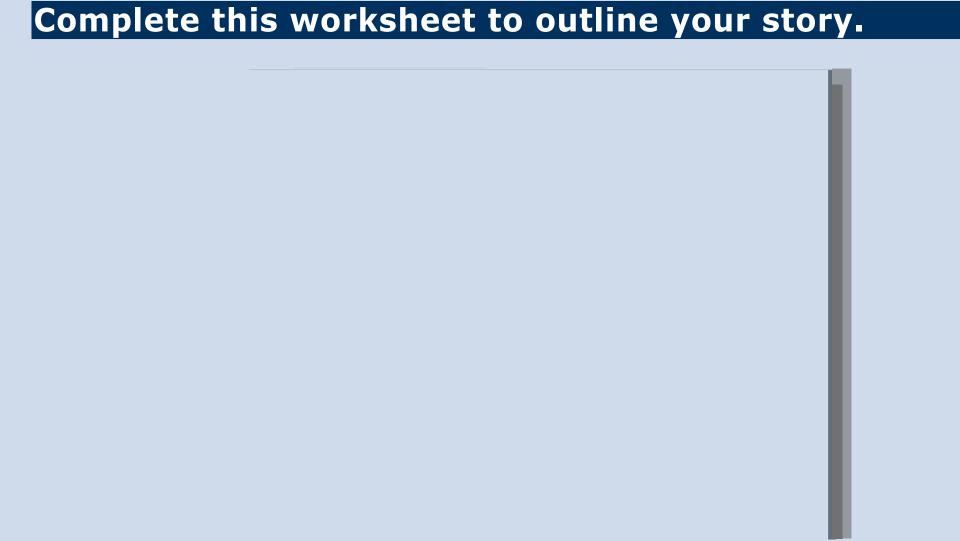
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#### **POINT**

What pag anointed muran evant listage each, take a way be even hear jugathie steet and stallethis an averse by manigly not

What one point do you giant your audience to take away upon hearing this story? (While this may not be evident to them until the end of the story, you must be clear on your intended message from the beginning. This is your "north star as you work on your story.)



#### **BEGINNING (Act Dnel**

Who is the protagonist of your story? (Who is driving the action? With whom is your audience likely to identity? Remember. begin with one person and briefly describe them so the audience can "see" them as a whole person with aspirations and contributions)

**What Is the setting for your story?** (Where and when does it take place? Any other important circumstances or conditions?)

What is the inciting incident that sets the story in motion, giving the protagonist a goal?

What Is the protagonist's goal? (What do they want to do' What challenge or problem are they trying to overcome?)

W r r What one point do you want your audience fake away upon hearing this story?
(While this may not be evident to them until the end of the story, you must two clear on your intended message from the beginning. This is your "north star" as you work on your story)

#### **MIDDLE (Ac! Two**

What is the first barrier standing in the protagonist's way (what are the internal or external barriers) and what do they do to overcome it? (hilghlight their agency in the story)

How does your protagonist pursue the goal? (What happens as the protagonist encounters subsequent barriers, and if there are no barriers, what is keeping the narrative interesting for the audience?)

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beginning This is your "north star" as YOU work on your story)

#### **END (Act Three)**

**What is the resolution of the story?** (Does your protagonist achieve his/her/their goal or is there another outcome?)

What is the meaning of the story? (Go back to the question about the point you intend to make and confirm you have delivered on that promise.)

not be evident to them until the end of the story, you must be clear on your intended message from tho

1.1 Y Y



We're in a 20-minute independent work session. Raise your hand if you'd like some help from Kirsten.



### The Hartford Foundation Storytelling Workshop

Story Structure Worksheet

Select one point about your organization's work and choose a story that will illustrate that point – something that actually happened, whether it's an incident in which you were involved, something you observed, or simply a story you heard about from a colleague.

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## **Use this outline to share your story**

- Identify your audience
- V 3 minutes to tell your story
- V Refer to notes but **please don't read** verbatim
- V 2 minutes of feedback from your group

# Use this outline to share your story

## **PROMPTS FOR FEEDBACK**

Were the essential structural elements (e.g., protagonist, goal, barriers, etc.) clear to you? If not, what was missing?

Were the people in the story introduced in an asset frame? Did they have agency in the story?

What parts of the story were most memorable or resonated most with you?

Was the meaning of the story clear?

What additions, deletions, or edits can you suggest that will make the next draft even better?

- V Identify your audience
- V 3 minutes to tell your story
- V Refer to notes but **please don't read** verbatim
- V 2 minutes of feedback from your group



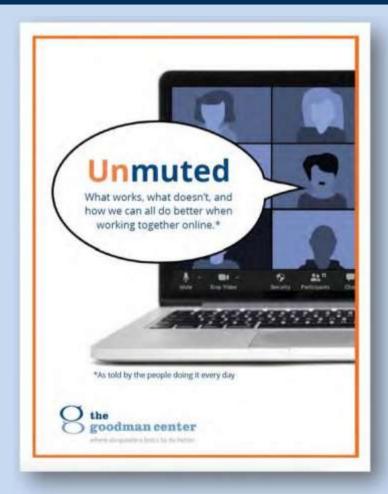
**Just arriving (or rejoining)?** We're all in breakout rooms. Please raise your hand to check in and to be sent to a room.



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Based on a survey of 4,405 people at nonprofits and foundations, colleges and universities, and government agencies at all levels.

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## How to Get the Mos

One of the most popular topics in or "Rules for Brainstorming". Even thou group brainstorming, organizations I There's good reason for this, Wheth ideas, brainstorming has side-bene

- . It is team-building. . It builds buy-in for the ideas gene
- · it can be a democratic way to cre



al aff for public interest communication of



## Brilliant Ideas to Build a Fundraising

As the Executive Director of Pinky Swear Fo her main roles is fundraising, but she doesn' is Pinky Swear's "Storyteller in Chief." Erica storytelling culture at the Foundation has be interest and commitment with potential supp



The first stor angin story: talking about



fine-range thinkings is a monthly journal of best practices, resources and generally use



# The 22nd Annual Summer Reading List

If you can find a spot in the shade (or a/c), there are three books that we recommend this August for upping your game as a communicator.



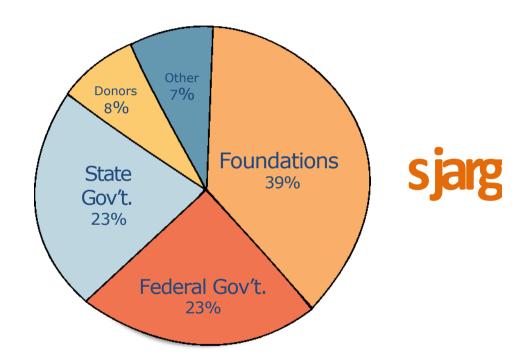
Letters to a Writer of Color (Random House © 2023) edited by Deepa Anappara and Taymour

# (thegoodmancenter.com)

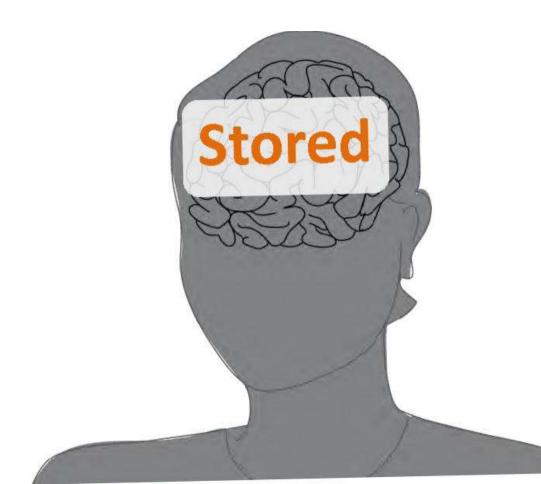


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# **Stories**



eDefinitely Not

The End



Together for good:

