

Digital Accountability Check

How good are you at connecting and co-creating impact in the digital age while acting responsibly?

1. Does your organisation have a “listen-first” culture?

- How has this ranking changed over the past and where do you want to be in five years?
- How are external views represented at key decision making levels?
- What are modalities for co-creation at strategic, management and programme level?

2. How central is the empowerment of others to achieving your strategy?

- Which percentage of your activities are done in collaboration with stakeholders?
- Is it clear which relationships add what value to achieving impact?
- Do you have tangible targets?

3. Is your impact assessment conducive to connecting with others so as to leverage results collectively?

- How much of the impact you seek to achieve is purely mission related i.e. invites others who share your cause?
- How good are you at determining impact objectives & indicators of success with partners?
- How much emphasis do you place on assessing positive developments of relationships as such?
- How involved are stakeholders in assessing impact?

4. Are you a smart risk taker: clarity on red lines which must not be crossed and letting go of the rest?

- Is your risk management sufficiently lean to allow for ownership and experimentation and yet robust enough to mitigate larger risks?
- Do you weigh cost and benefit of risk mitigation?
- Are there incentives for smart risk taking and is it adapted to lowest appropriate level per activity?
- Do you have a good risk alert system?

5. Does your organisation adequately protect people and the environment?

- What types of risks do you mitigate and how? (legal, safety, financial, reputational...)
- Do you have robust data protection technology, protocols and training?
- Are you confident that all supporters are fully aware of the risk they take in working with you?
- Do you have rapid risk assessment tools – adequate to dynamic evolvement in digital age?

6. How good are you at the art and science of building relevant relationships?

- How do you identify the relationships needed to optimally achieve your mission?
- How do you ensure diversity & circumvent blind spots?
- What types of interaction sit where in your organisation?
- How do you build trust?
- Do you ask people if they feel sufficiently valued by you, if you are a reliable partner and if they think you are the best source of information on the given topic?
- Do you know if improved relationships result in greater impact?

7. Is your organisation adding (not sucking) value from the ecosystem of actors who share the common cause?

- How much of your work is done as: convener, broker, facilitator, capacity builder?
- What is the greatest benefit your organisation brings?
- Do others share your view?
- How much time does staff spend on internally versus externally initiated activities?
- Do you only use your brand when it is effectively helping the cause and de-brand otherwise?

8. How conducive are your organisational structures to the new paradigm of connectivity and co-creation?

Governance

- Is your governance structure supportive of connectivity? E.g. is decision making sufficiently informed / shared with externals?
- Is the highest governance body well connected to the ecosystem around it?
- Are they accountable for driving connectivity and co-creation with others and own the risk?
- Does the highest governance body reflect the reality in its own ways of working e.g. real time exchanges?
- Is connectivity well reflected in your key documents: mission, articles, value code, bye-laws?

Leadership

- How well does senior management support people and actors to perform well and co-create change?
- Do you celebrate successes internal and external in your eco-system?
- Is senior management comfortable with ambiguity and willing to take risks to allow for a dynamic adaptive system that is co-led by external partners?
- What's their degree of digital literacy or willingness to learn?
- Are they personally responsible for supporting connectivity?
- How often and in which for a do you reflect if your culture supports connectivity?

Finance

- Are funding models conducive to collaboration with stakeholders?
- Does decision making on resource allocation sit at the lowest possible level?
- Is resource allocation sufficiently flexible to allow for stakeholder feedback based adaptation in dynamic environments?

HR

- Have HR people in your organisation understood the relevance of connectivity for success?
- Do you have a talent management system that is supportive of this concept?
- How do you choose, train, keep and develop good networkers?
- How do you translate connectivity strategy into tangible results that staff can achieve?

Operations / Infrastructure

- Do you have an infrastructure that is sufficiently light to enable connectivity and sufficiently robust to mitigate risk and support growth?
- Are people given sufficient infrastructure to work well and spend time on real issues?
- How much as a percentage of your overall budget do you spend on technology & training?
- Can we build infrastructure without adding bureaucracy? How to manage virtual teams and offices?
- Are there varying degrees of nimbleness depending on the region we work in?