



KLR Consulting

Inspiring Success in Your Leaders and Teams

Daly City Partnership | A Nonprofit Success Story

When Daly City Partnership realized it was stuck in reactive mode, facing burnout and stalled growth, they turned to KLR Consulting to chart a new path.

Challenge: Reactive Culture & Stalled Growth

For years, Daily City Partnership (DCP) had built its reputation providing comprehensive, multi-generational services to the community.

Their mission-driven team was deeply committed, yet the organization was trapped in a cycle of responding to urgent needs without a clear long-term direction. This "firefighting" mentality led to several key challenges, including strained operations, miscommunication, and stalled progress.

With a growing team, differing communication styles and a lack of a shared language for collaboration created friction and duplicated effort. Despite being a nonprofit where engaging all members was critical, their diverse perspectives were difficult to align without a structured framework.

The Solution: A Hybrid Approach to Strategic Planning

To guide them, DCP engaged Kristi Royse and KLR Consulting. A seasoned facilitator with expertise in strategic planning, communication, and organizational development Kristi structured the process to be holistic and inclusive, addressing both the "what" (the plan) and the "how" (the people).

The process began with a series of inclusive workshops to define a new mission, vision, and core values, which allowed every team member to contribute to a shared purpose.

To address team cohesion, Kristi introduced the DiSC assessment tool. Before diving into the specifics of the strategic plan, the entire team participated in workshops to understand their individual work styles and how to communicate more effectively with their colleagues. As a result, the team's behavioral styles were translated into a shared framework for better teamwork.

Daly City Partnership

Industry: Nonprofit

Challenges:

- Challenging nonprofit environment
- Need a clear strategy for the future
- Need to understand each other's work & communication styles
- Foster a strong, inclusive team culture

KLR Solutions:

- DiSC assessment
- DiSC coaching
- Facilitate DiSC workshops for staff & Board
- Onboarding with DiSC
- Multiple strategic planning workshops w/staff & Board
- Catalyst platform for ongoing DiSC engagement

Benefits of KLR Programs:

- 5 -year strategic roadmap
- Improved ownership & accountability
- Enhanced team collaboration
- Reduced friction, increased empathy through DiSC
- Sustainable onboarding w/DiSC & Catalyst
- Increased engagement & refreshed enthusiasm from frontline staff to Board members



According to Jon Iiyama, DCP's Associate Executive Director, "We use the DiSC® and Kristi's facilitation regularly to onboard and integrate new hires, and the Catalyst platform to help us understand how to work with specific teammates".

With a newfound understanding of their team dynamics, the group collaboratively drafted a multi-year strategic plan with key objectives and measurable outcomes. The DiSC insights helped the team navigate potential conflicts and leverage diverse perspectives during the planning sessions.

“Kristi’s facilitation increased motivation and excitement, bringing the energy we needed to get people excited about planning for our future.”

*~ Jon Iiyama,
Associate Executive Director,
Daly City Partnership*

The Results: A Clear Path and a Cohesive Team

The impact of this engagement was immediate and long-lasting, providing both a tangible strategic plan and a more cohesive, resilient team.

DCP now has a well-defined, five-year strategic plan that aligns all departments. This has led to more efficient resource allocation and clearer objectives for fundraising and program development.

The DiSC assessment gave the team a shared language to discuss communication preferences, conflict resolution, and work styles. This is resulting in a significant reduction in interpersonal friction and increased empathy. The Catalyst platform

supports them in continuing to apply the DiSC principles.

By involving all members, DCP fostered a stronger sense of ownership and accountability. This shift from a "reactive" to a "proactive" mindset has been a key factor in boosting morale and reducing burnout. The success has been so pronounced that the DiSC assessment is now integrated into the onboarding process for all new hires. This ensures that new team members are immediately equipped with the tools to understand their colleagues and contribute to the collaborative culture, strengthening the organization's foundation for future growth.

Strategy & Success: An Ongoing Journey

“We are a different organization than we were four or five years ago, with a solid foundation thanks to Kristi, and from this position of strength we can expand, grow, and pivot as needed,” says Jon.

He also notes that Kristi's facilitation increased motivation and excitement. “She really brought the energy we needed to get people excited about planning for our future.”

Their shift from surviving to thriving was ultimately a human-centered achievement, one that will enable DCP to deliver on their mission for years to come.

To learn more about KLR Consulting and how we can help you, visit our website at www.klrconsulting.com