



One of the most important factors that determine the effectiveness of an organization's board is the alignment of its members. When board members agree with the mission of an organization, the dividends that are yielded extend beyond the boundaries of their fiscal oversight.

What are the **keys** that unlock these benefits and synergy?

- **Participant representation on the board** – an individual's experience being impacted by the mission of an organization is an essential component.
- **Experience of the mission** – the treasure of understanding the value of an exceptional mission that's executed exceptionally.
- **Deeply rooted passion** – when the mission of an organization is championed by those whose lives have been positively impacted by it, it can withstand the crises and hardships that sink others because their level of commitment goes beyond temporary comforts and conveniences.

REFLECTION QUESTIONS

Do you have client/participant representation on your board of directors?

How do you engage clients/participants for feedback regarding programs and services offered by the organization?

Are client/participant voices included when making major strategic decisions for the organization?