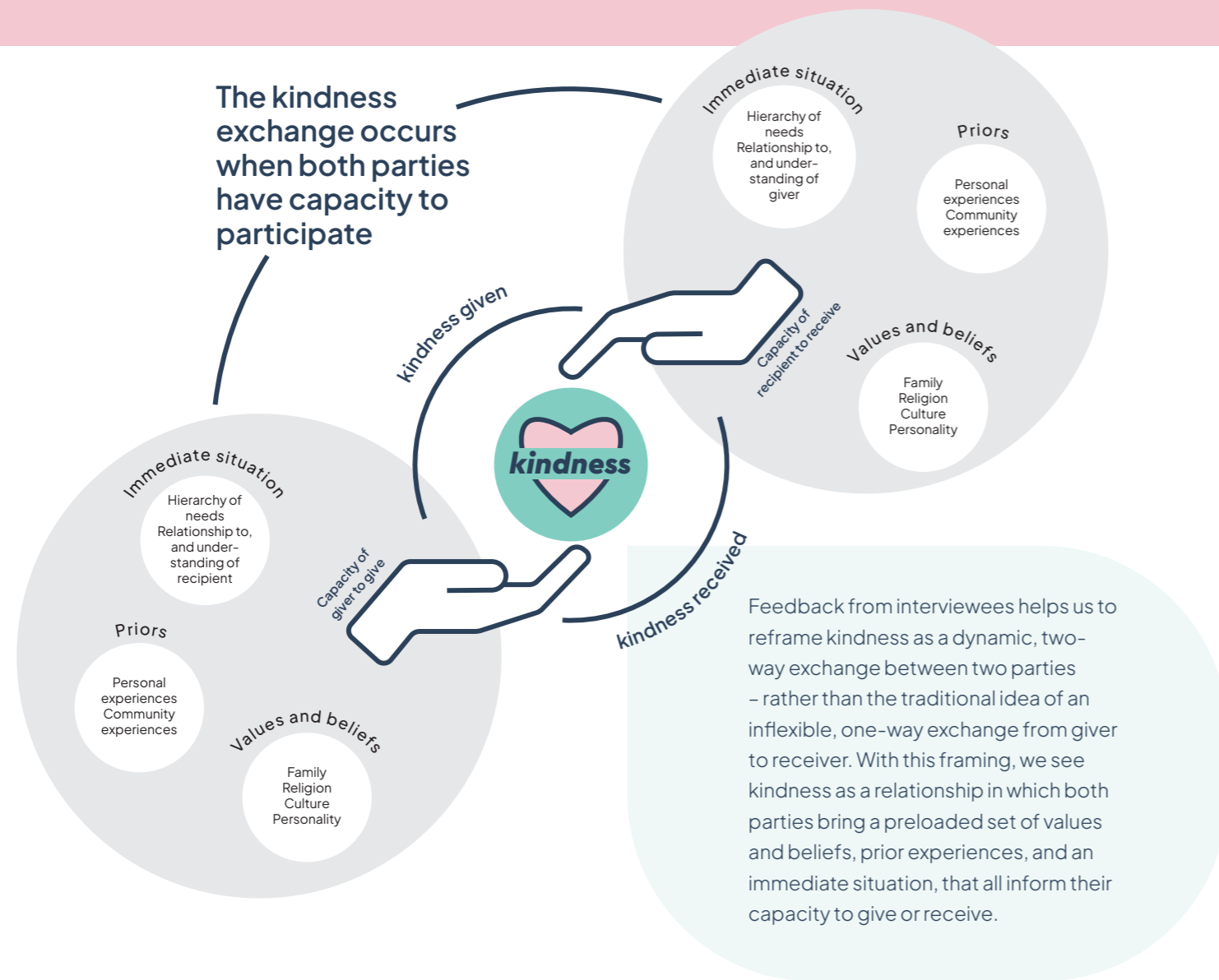


kindness

a dynamic, two-way exchange

MARTIN JENKINS



YOU can turn insights into action

The research provides interesting insights. But without action, insights are of little value to the community services sector. Clear logic, dedicated funding, meaningful partnerships, and careful design could enable CSOs to run more kindness programmes for the benefit of their clients, themselves, and wider society.

CSOs can...

1. Carry on doing what you are doing – your **kindness is important mahi** that is seen by more people than you think.
2. Unpack **what kindness means in your organisation**, and what it looks like in action if it is reframed as a dynamic, two-way exchange.
3. Consider how you currently use kindness (to achieve strategic objectives and to put values into action) – and **what opportunities may exist** to do this more.
4. Clearly articulate **the role of kindness** in achieving your programme objectives.

Intermediaries can...

1. **Raise awareness** of kindness as an intervention.
2. Explore further the possible perception that some people are less deserving of kindness, and **how this perception may impact** the use of kindness programmes.
3. Work with CSOs, including Māori-led providers, to **co-design kindness programmes** that are appropriate to the people the CSO works with.
4. Work with funders to help them to **understand and measure** the contribution of kindness.

Funders can...

1. Unpack what it means to be a **kind funder**.
2. Review requirements of funded organisations to ensure they **create a kind environment** for funding.
3. **Support** cross-organisation / sector-wide kindness initiatives, and measurement.

Tips for avoiding kindness mis-steps

1. Reframe kindness as a dynamic, two-way exchange
2. Practice active listening
3. Respect boundaries
4. Seek cultural awareness
5. Empower, don't enable
6. Consider long-term impact
7. Collaborate and seek consent
8. Be realistic about your capacity and skills
9. Reflect and learn
10. Regularly self-reflect