

102 – Induction to Pedagogy for NGO staff

Module 5 – The NGEnvironment Immersion Programme Prepared by Rightchallenge

Learning/Teaching/Training Activity (LTTA)

Foster European Active Citizenship and Sustainability Through Ecological Thinking by NGO's

ERASMUS+ Programme – Strategic Partnership Agreement No. 2018-1-DE02-KA204-005014

Reggio Emilia, Italy – February, 5 2019

NGEnvironment





Overview on Module 5: The NGEnvironment Immersion Programme

Module/Unit	Learning Outcomes – The learner will:	Indicative Content
The NGEvironment Immersion Programme	 Understand the characteristics and structure of a Business Model Understand the importance of the value propositi on for NGOs and non-profits Understand the development process of an NGO Understand the entrepreneurial process to develop a sustainable business 	 Business Models Value Proposition Case studies NGOs development Creation of own entrepreneurship ideas Opportunity recognition and selection Business plan Pitching business ideas





Learning Outcomes of Module 5

Recognise the importance of Business models and value propositions

*Be able to reflect on their own resilience and its value in starting a business

Understand the chances of being an entrepreneur with an own NGO

Be able to develop a structured business plan

Be able to pitch for approval of a business idea

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Module 5 – The NGEnvironment Immersion Programmer Part 1: Business Models

Prepared by Rightchallenge

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Folie 4

JdS1 João de Sousa; 04.02.2020





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Agenda

- 1. Business Models
 - 1.1 What is a business model?
 - 1.2 Business Model Canvas
 - 1.2.1 Business Model Canvas for NGOs, non-profits and third
 - sector organisations



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1. Business Models

It "describes the rationale of how an organisation creates, delivers and captures value" (Osterwalder & Pigneur, 2010, p.14) by articulating the "the logic, the data and other evidence that support a value proposition of the customer, and a viable structure of revenues and costs for the enterprise delivering that value" (Teece, 2010, p.173)"



https://www.youtube.com/watch?v=QoAOzMTLP5s&t=68s



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1.1 Components of the Business Model

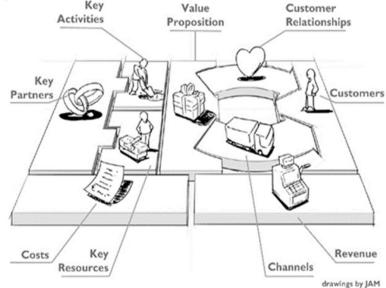


Figure 1: Business Model Canvas. Adapted by Osterwalder & Pigneur (2010)

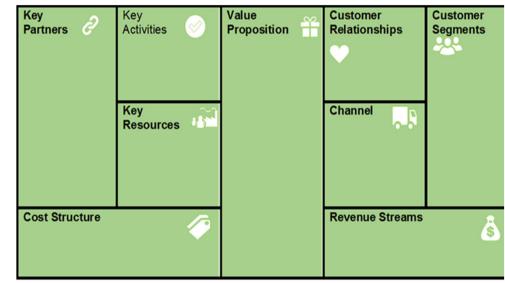


Figure 2: Business Model Canvas. Adapted by Osterwalder & Pigneur (2010)



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1.1.1 Business Model Canvas for NGOs, nonprofits and third sector organisations



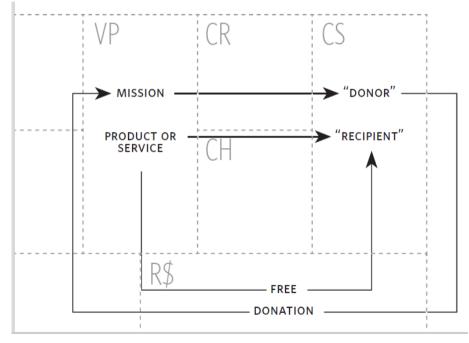
Source: Pexels



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Third-party funded business model



In the third-party funded business, the product and /or service recipient is not the payer. In this model, products and services are paid from a third party that request to an enterprise "to fulfil a mission, which may be of a social, ecological or public service nature" (Osterwalder & Pigneur, 2010, p.264)

Figure 3: Third-party funded business model. Osterwalder & Pigneur (2010)





Triple Bottom Line Business Model

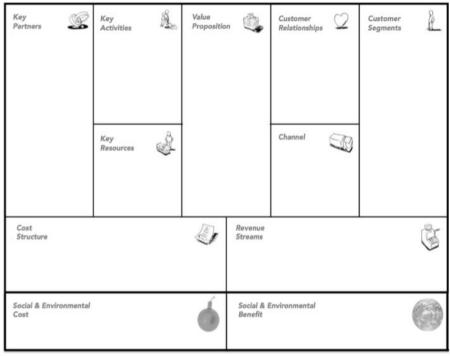


Figure 4: Triple Bottom Line Business model. Adapted from Osterwalder &

Pigneur (2010)

The Triple Bottom Line Business model aims to minimise the negative social and environmental impacts and maximise the positive.

Two more blocks are added in this model: (1) the social and environmental costs of a business model and (2) the social and environmental benefits of a business model (Osterwalder & Pigneur, 2010).





Social Business Model Canvas

	What is the format of your intervention? Is it a workshop? A service? A product?	Who benefits from your Beneficiary intervention?	User Value Proposition Impact Measures
	Channels 👩	Customer 🔘	How will you show that you are creating social impact? Customer Value Proposition
hat programme and non-programme tivities will your organisation be carrying t?	How are you reaching your users and customers?	Who are the people or organisations who will poy to address this issue?	What do your customers want to get out of this initiative?
t	ivities will your organisation be carrying	ot programme and non-programme Wrbes will your organisation be carrying How are you reaching your users and	tat programme and non programme Notes will your organisation be carrying Programme and non programme Notes will your organisation be carrying Provide the people or organisations who will poy to address this issue?

The Social Business Model Canvas focus on the impact that social business create for beneficiaries rather than creating profits. (Business Model Toolbox, n.d.)

Figure 5: Social Business Model Canvas. Source: Tandemic (2019)

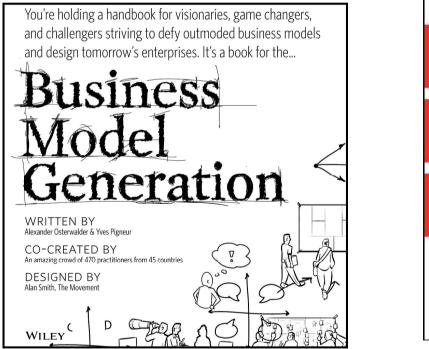


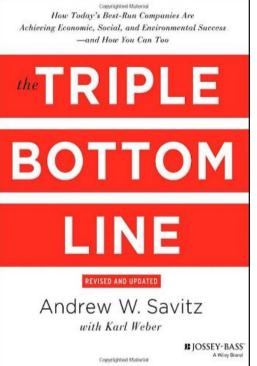
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Recommended readings

Osterwalder, A. & Pigneur, Y. (2010). Business Model Generation: A Handbook for Visionaries, Games Changers and Challengers. Hoboken, New Jersey: John Wiley & Sons





Savitz, A. (2013). The Triple Bottom Line: How Today's Best-Run Companies Are Achieving Economic, Social and Environmental Success - and How You Can Too. San Francisco, CA: Jossey-Bass



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Module 5 – The NGEnvironment Immersion Programme Part 2: Value Proposition

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2. Value Proposition

Agenda

- 2.1 What is a value proposition?
- 2.2 Value Proposition Canvas
- 2.3 Value Proposition: case study on NGOs





2. Value Proposition2.1 What is a value proposition?

The value proposition is "an aggregation, or bundle of benefits that a company offers to customers" (Osterwalder & Pigneur, 2010, p.22).

The **value proposition** design will help you:

- •Understand the patterns of value creation
- •Leverage the experience and skills of your team
- •Avoid wasting time with ideas that won't work
- Design, test and deliver what customers want







2.1. Value Proposition

Before writing your value proposition, you must reflect on the following questions: (The Management Centre, 2015)





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2.3 Value Proposition: NGOs case study

UNICEF Human Rights Watch Care International



Source: Pexels





2.3 Value Proposition: NGOs case study UNICEF

According to Frentz (2017), UNICEF has a clear value proposition, both in an individual and stakeholders' level.

For individuals, their value proposition acts in terms of altruism, by giving the opportunity of helping children around the world. Individual donations also provide "the ability to offer individualised and innovative contributions to support the work of UNICEF linking them to the different programs targeting the different causes" (Frentz, 2017, p.7).



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2.3 Value Proposition: NGOs case study UNICEF

For stakeholders, UNICEF strengthens alliances between companies with the same agendas and provide knowledge-sharing initiatives to reinforce the cooperation between them.

Multisectoral partnership

- strategic philanthropy through cash & in-kind contributions
- humanitarian relief and support of emergency appeals
- cause-marketing initiatives, events and sponsorship
- innovation and program solutions for children
- policy and advocacy for childs rights
- capacity building
- promoting corporate responsability and training

Source: UNICEF (n.d.)





2.3 Value Proposition: NGOs case study UNICEF





https://www.youtube.com/watch?v=om2v0U3aXOs&feature=emb logo





https://www.youtube.com/watch?v=OX9AZylUuzY



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2.2 Value Proposition: NGOs case study Human Rights Watch

Human Rights Watch provides timely information about human rights crises in 90+ countries around the world.

HWR is independent in their mission, and commited to (Frentz, 2017, p.14):

- Being on the frontline
- Checking and crosschecking facts
- Partnering with community members and groups
- Exposing evidence of abuses
- Convincing key decision-makers to act
- Providing expertise

Unlike UNICEF, HRW does not distinguish their value proposition towards corporates nor or individuals.

In terms of donations, the concept is similar to UNICEF: it's an altruism opportunity, but there is no reciprocal interaction between HRW and the donors.



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2.2 Value Proposition: NGOs case study Human Rights Watch



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https://www.youtube.com/watch?v=LudmeeQPCMs

https://www.youtube.com/watch?v=vJX7qhvvxQY





2.2 Value Proposition: NGOs case study Care International

CARE believes that transparency and trust are the most important things to consider while creating partnerships with stakeholders, subsidiaries and civil society. Their strong Programming Principles contribute to strengthen the international code of conduct of the organisation worldwide.

- For stakeholders, CARE "facilitates the dialogue by means of creating the opportunity to tailor-made projects for institutional/corporate input publics" (Fretz, 2017, p.14)
- For individuals, there are some initiatives launched for CARE (e.g. 'who cares' initiative by CARE The Netherlands) to create awareness in civil society.



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2.2 Value Proposition: NGOs case study Care International



https://www.youtube.com/watch?v=bpFOU86yFaY



https://www.youtube.com/watch?v=_hRMNO8gNjo



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2.2 Value Proposition: NGOs case study

- What are the main differences in the value proposition of these three organisations?
- What kind of donations does each organisation focus on?
- What are the keywords that these organisations focus on to appeal to their value proposition to the public?



Source:Unsplash



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Recommended readings

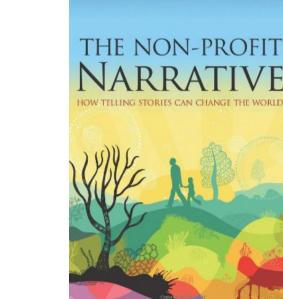
DAN PORTNOY

Osterwalder, A., Pigneur, Y., Bernarda, G. & Smith, A. (2014). *Value Proposition Design: How to Create Products and Services Costumers Want.* Hoboken, New Jersey: John Wiley & Sons

How to create products and services customers want. Get started with...

Value Proposition Design strategyzer.com/vpd

Alex Osterwalder Yves Pigneur Greg Bernarda Alan Smith Designed by Trish Papadakos



Portnoy, D. (2012). *The Non-Profit Narrative: How Telling Stories can Change the World.* Berlin: PMG Press



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Module 5 – The NGEnvironment Immersion Programme Part 3:Case studies on NGO development

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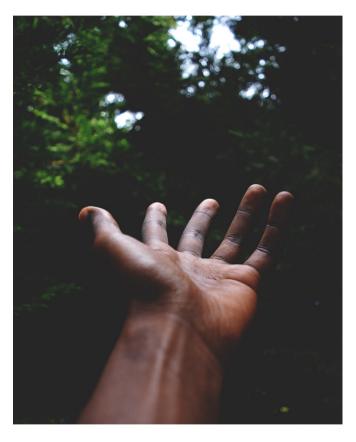


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3. Case studies on NGO

development

3.1 Charity:water

3.2 Teach for All



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3. Case studies on NGO development 3.1 Charity:water

Charity: water is a "non-profit organization bringing clean and safe drinking water to people in developing countries" (charity:water, 2018, p.3)

Charity:water is one of the most known and **trustable non-profits** in the world for its **transparency and commitment** to the cause. Renowned for its 100% donation model, this NGO disrupted how social entrepreneurs work while inspiring millions of people to join its mission.



https://www.youtube.com/watch?v= hRMNO8gNjo





3.1 Charity:water About the founder

"Scott Harrison was recognized in Fortune Magazine's 40 under 40 list, the Forbes Magazine Impact 30 list and was recently #10 in Fast Company's 100 Most Creative People in Business issue. He is currently a **World Economic Forum Young Global Leader**." (charity:water, 2019b)



Source: charity:water (2019).All rights reserved.



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3.1 Charity:water The development

Richard wanted to build his charity in a different and innovative way. From day one, charity:water promised that **100% of all donations would go directly to cleaning water.** He opened a separate bank account for overhead and he never touched the donations to pay for things like salaries, office or travel expenses. He started to look for **generous people, investors and enterprises** with enough resources to **fund this expenses.**

Find out more about charity:water's 100% model here

Source: Unsplash



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3.1 Charity:water The power of marketing for getting personal connections

Richard believed that for the sustainability of his work, he had to engage with the local communities.

with the local communities.

With his organisation staff, Richard built outdoor exhibitions in NYC with

water walks and designed ads to make people feel differently.

They also created tv commercials, rented bus and taxi ad spaces to spread

their mission to as many people as possible.



4,500 KIDS WILL DIE TODAY FROM WATER-RELATED DISEASES. HELP.

charitywater.org

Source: DIGITALFIRE (2015). All rights reserved.



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3.1 Charity:water The power of digital marketing for charity fundraising

The organisation created an online platform that allows people to create **fundraising campaigns linked to personal events** (e.g birthdays, holidays and marathons). Each fundraiser would share it with their network of connections via online and face-to-face, creating an wide sharing space for fundraising and dissemination of the organisation (Gray, n.d.).

WELCOME TO MYCHARITY: WATER.

Here, you can start a fundraising campaign and bring clean drinking water to people in need around the world. 100% of the money you raise builds water projects, and every single dollar is tracked using photos and GPS coordinates so you can see your impact.



Source: Charity:water. All Rights Reserved





3.1 Charity:water The power of digital marketing for charity fundraising

Charity:water is also commited to show social proof to their donators. The organisation use social proof "to encourage people to fundraise on their online platform. They employ numbers throughout their site to make people feel aligned with thousands of others, and they give a face and a voice to those thousands with pictures, videos, and written stories." (Gray, n.d.)



Source: Unsplash





3.1 Charity:water Results

Since 2006, the organisation has funded over 28,000 water projects to serve over

8.2 million people worldwide.

In 2017, charity:water funded projects **that will bring clean water 1,183,926 people in 15 countries worldwide.** It was raised and amount of 35 million for those projects and 15 million for operating expenses.

Source: Charity:water (2017)





3.1 Charity:water Questions

- On what principles did Scott Harrison build the credibility of charity:water?
- How does charity:water track donors and increase the delivery of their value proposition?



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Module 5 – The NGEnvironment Immersion Programmer Part 4: Creation of own entrepreneurship ideas

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4. Creation of own entrepreneurship ideas

4.1 How to do it

Agenda

4.2 Entrepreneurship ideas for social and green entrepreneurs

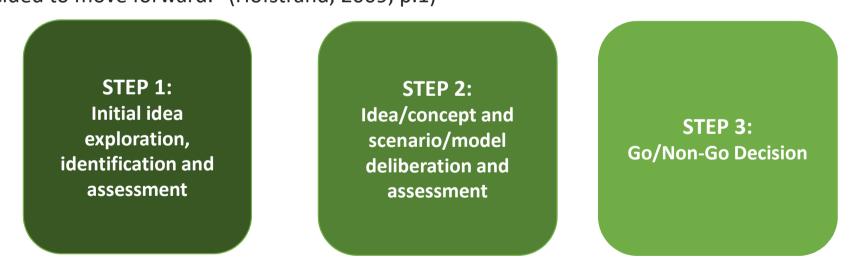




4. Creation of own entrepreneurship ideas4.1 How to do it

"An important aspect of successful business development is to follow a process of how you will assess

a business idea or concept, decide whether to move forward with the project and build a business, if it is decided to move forward. "(Hofstrand, 2009, p.1)







4. Creation of own entrepreneurship ideas Step 1: Initial idea, exploration, identification and assessment

3. 2. 4. **Identify alternative Formulate general** Investigate the idea Form a project business models or business idea(s) or and alternative committee scenarios for the concept(s) business scenarios ideas 6. 5. **Refine scenarios Formal research**

Source (Hofstrand, 2009)





4. Creation of own entrepreneurship ideas Step 2: Idea and scenario deliberation and assessment





Source: (Hofstrand, 2009)

Source: Unsplash



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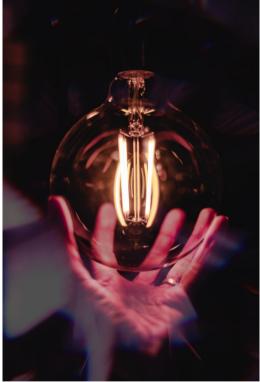


4. Creation of own entrepreneurship ideas Step 3: Go/Non-Go decision

The project is viable and move forward with it

This step involves to decide if... It's necessary to do more research or analyse

additional alternatives



Source (Hofstrand, 2009)

Source: Pexels





4.2 Entrepreneurship ideas for social and green entrepreneurs

1. Choose a social issue

Most of social entrepreneurs are passionate about some particular issues. Despite that, the social issue that you

decide to tackle must be important to many others.

2. Domain knowledge and research your issue

If you want to tackle a business area that you don't already have strong knowledge, it's important to do a lot of

research on the area and the market.

3. Get a global viewpoint

Find out who are the relevant innovators related to your area. But it's also important to look beyond your industry,

because value parallels can be drawn, and trends understood from social businesses to other sectors.

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Module 5 – The NGEnvironment Immersion Programme Part 5: Opportunity recognition and selection

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5. Opportunity recognition and selection

- **5.1** How to select the right opportunity
- **5.2** Opportunity selection and recognition in
- social and green entrepreneurship



Source: Unsplash



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5.1 Opportunity recognition and selection: How to select the right opportunity

- 6 Focus on the most promising opportunities
- 5 Compare possible solutions with your objectives and opportunities in the marketplace
- 4 Identify problem areas and brainstorm
- 3 Identify market segments
 - Research your market

2

1

Identify your business goal



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5.2 Opportunity recognition and selection in social and green entrepreneurship

Uncertainties that social and green entrepreneurs face(MacMillan & Thompson, 2017):







5.2 Opportunity recognition and selection in social and green entrepreneurship

Due to this uncertainty that social entrepreneurs face, it's important to do a lot of a **previous research on the problem that you want to tackle.** In fact, according to MacMillan and Thompson (2017): "one of the biggest mistakes social entrepreneurs make is **to charge in with inadequate understanding both of the problem they want to address and of the practicability of the solution they have in mind**" (p. 20).

So, you have to articulate the problem and the proposed solution!



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5.2 Opportunity recognition and selection in social and green entrepreneurship

How to articulate the problem and the proposed solution (MacMillan & Thompson, 2017):

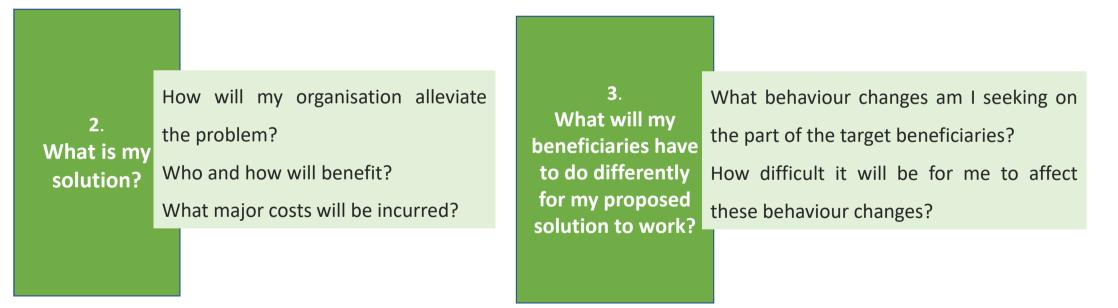
1.Who is suffering?What is the social
problem I want to
address?Who is suffering from and when?What's causing this suffering?How many people are affected?Where are they located and how are they geographically distributed?If it is to be a business, how will revenue (income) be generated?If it's not to be a business, how will operating funds be secured?



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5.2 Opportunity recognition and selection in social and green entrepreneurship

How to articulate the problem and the proposed solution (MacMillan & Thompson, 2017):







5.2.1 Screen-in criteria

Screen in criteria is the criteria that enhance the attractiveness of your project and/or idea (MacMillan & Thompson, 2017)

	Very low> very high				
Number of people who will benefit	1	2	3	4	5
Suffering of beneficiary as a result of the problem	1	2	3	4	5
Long-term social impact potential of the project	1	2	3	4	5
Degree of key stakeholders that support the project	1	2	3	4	5
Receptiveness of beneficiaries to the solution	1	2	3	4	5
Degree of local knowledge and experience of teams	1	2	3	4	5
Degree of entrepreneurial experience of management	1	2	3	4	5
Ease of testing in a small scale (low cost, short time-frame)	1	2	3	4	5
Table 1: Screen-in criteria. Adapted from MacMillan & Thompson Total score	(20	17)			

The screen-in criteria include:

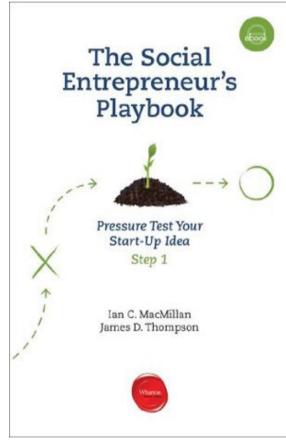
- The number of people who will be helped
- The direness of the problem to be attacked
- Long-term benefits
- Key stakeholders
- Degree of experience of the team in the field
- Experience of the lead entrepreneur
- Testing on a small-scale



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Recommended readings



MacMillan, I. C. & Thompson, J. D. (2017). *The Social Entrepreneur's Playbook: Pressure-Test Your Start-Up Idea, Step 1*. Pennsylvania: Wharton Digital Press



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Module 5 – The NGEnvironment Immersion Programme Part 6: Business Plan

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Agenda

- 6. Business Plan
 - 6.1 The structure
 - 6.2 The process
 - 6.3 Business planning: do's and don'ts





Source: Unsplash





6. Business plan

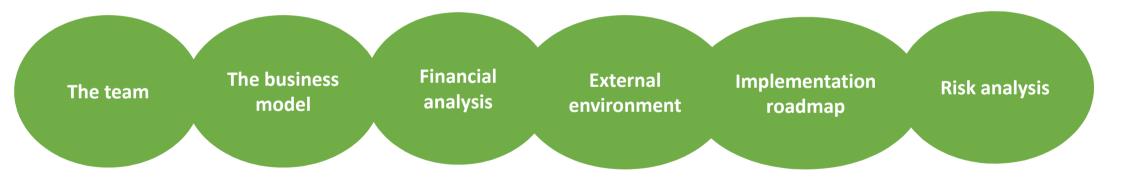
A business plan aims to "describe and communicate a for-profit or nonprofit project and how it can be implemented, either inside or outside an organisation" (Osterwalder & Pigneur, 2010, p.268).





6.1 Business plan: the structure

An effective business plan must obey to **this following structure** (Osterwalder & Pigneur, 2010):







6.2 Business plan: the process

The business plan process includes 5 steps (Growthink, 2019):



Read and research as much as you can about your industry and talk to your audience. You can use a variety of resources for research, such as databases, statistics, articles, interviews with other entrepreneurs and customers. The business plan process always begin with the industry, customers and competitors research.

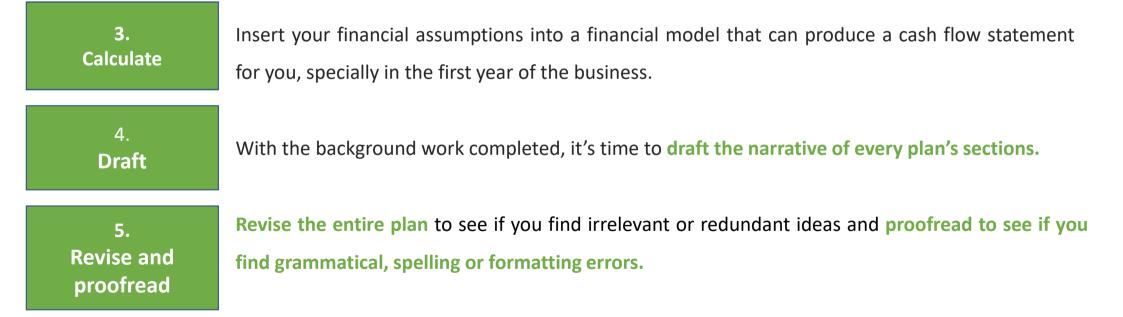
2. Strategize Revise the strategy that you planned even before the research phase and dig deeper into decisions of appropriate marketing, operations, finance, among others.





6.2 Business plan: the process

The business plan process includes 5 steps (Growthink, 2019):





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6.3 Business plan: do's and don't's

- ✓ Write your business plan with a simple, understandable and clear language
- ✓ Get to the point and support it with facts
- ✓ Include relevant graphs and program descriptions
- ✓ Include an executive summary
- ✓ Provide enough financial information
- Customise your business plan for your customers
- ✓ Stay authentic and creative



Make your business plan too long

Overload the plan with text

Rush the process of writing



Source: Unsplash

Gush about the cause without providing clear understanding of your business outcomes



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Module 5 – The NGEnvironment Immersion Programme Part 7: Pitching Business Ideas

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Agenda

- 7. Pitching Business Ideas
- 7.1 What is a business pitch?
- 7.2 The elevator pitch
- 7.2.1 The elevator pitch for NGOs and non-profits





7. Pitching business ideas7.1 What is a business pitch?

The business pitch is a presentation of your business to an investor or group of investors through several communication channels, such as a conversation, a letter or e-mail. The main goal of a business pitch is to get the necessary funding for your business plan.

Think of a business pitch as your verbal business card. It's the first thing that your customers or future investors will hear from your business.





7.1 Pitching business ideas: the elevator pitch

The elevator pitch is a brief presentation where you resume your product, idea or organisation in a short period of time. The time required for your presentation should be the equivalent of an elevator ride (approximately 1-2 minutes).

An **elevator pitch should**... Hayzlett (2012) Grab the attention of your audience Convey who you are Describe what your business offers Explain what you will deliver





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7.1 Pitching business ideas: the elevator pitch



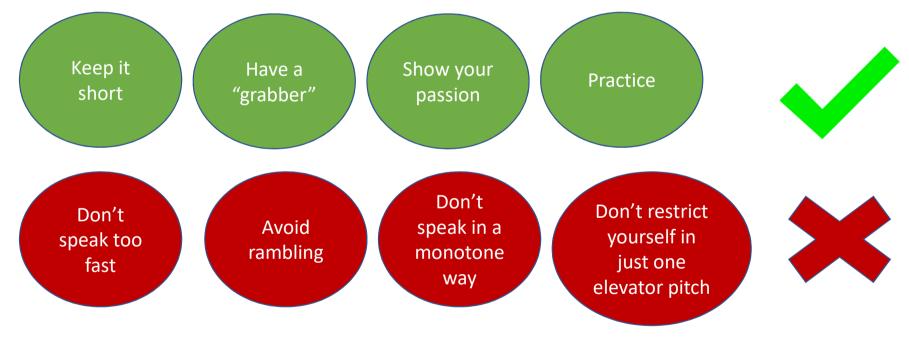
https://www.youtube.com/watch?v=I8kbzxDiXL8



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7.1 Pitching business ideas: the elevator pitch Do's and don't's (Doyle, 2019; Pagana, 2013)







7.2.1 The elevator pitch for NGOs and nonprofits

During the delivery of your elevator pitch, don't forget to show the emotional connection that you have with your organisation's cause. An elevator pitch for NGOs and non-profits are an invitation to be a part of your organisation. Explain what you do, why it's important, and how someone's involvement is an opportunity to be part of your mission. (Schmidt, 2018)

Source: Schmidt (2018)





Thank you very much for your attention!



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