



# Welcome to the Commons

*A Conversation on Fiscal Sponsorship and Customer Service*

March 23, 2023



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How do you define “customer service”, and is the right concept?

Are fiscal sponsors in the business of customer service or is it something else?

How does customer service relate to risk and stewardship management of your community of projects?

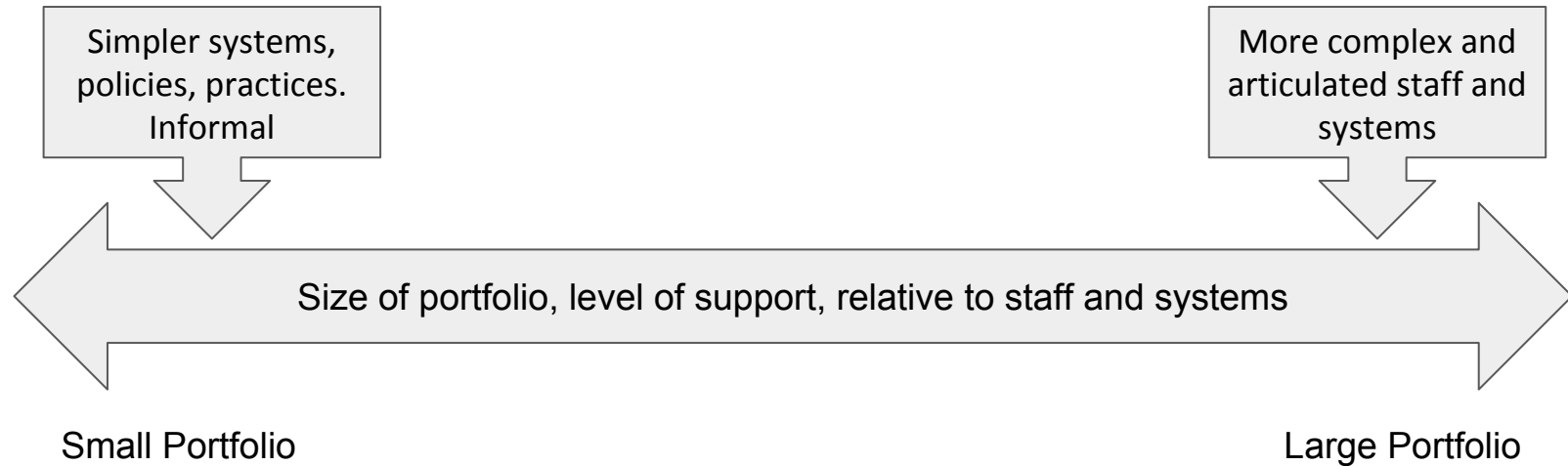


## It's not just the moments of direct, 1:1 contact...

- Clarity, communication, *and* mutual comprehension of key policies, practices, and structures.
- Shared cultural norms, values, communication standards that influence how people relate to one another.
- Thoughtful approaches to rewarding, recognizing, and lifting up good communications, relationship and trust building.
- Clear practices for managing conflict or situations where the above norms and policies are broken (by both sides!).

## It's not one-size-fits-all...

- Scale of portfolio
- Model and level of support provided
- Staffing and project support approach



## QUESTIONS

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# Patterns of Practice: Project Experience

Distributed -----to-----Centralized

