

MANAGING BOUNDARIES & DIFFICULT CONVERSATIONS

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REWARDING BUT OVERWHELMING



Started out as a community fundraiser



MANAGING EXPECTATIONS (YOURS' AND OTHERS')

SETTING HEALTHY BOUNDARIES

DEVELOPING TOOLS FOR SAYING NO WITHOUT GUILT

MANAGING THE EMOTIONAL WEIGHT OF OUR ROLES



*"I wish I could give everyone **everything** they ask for"*

*"It's hard to get the right **balance** between showing genuine interest in people's efforts and setting clear boundaries"*

*"I feel like I need to be at **every** event"*





*"Sometimes I **worry** that if I don't show up, supporters will feel like we're not valuing their hard work"*

*"Our supporters are such wonderful people, but every so often, someone can be really **difficult** to manage"*

*"There are nights I've stayed **awake** thinking about how to handle a tough conversation with a supporter"*



WHAT IS MY ROLE?

PURPOSE?

PRIORITIES?

REFRAMING

“In order to be most useful and support more fundraisers, I must be **rested**”

REFRAMING

“If I stop trying to give the demanding few an excellent service, I’ll be able to give **everyone** a really good service”

REMINDER

You're not alone.

So, who is in your support system?

WHAT IS MY ROLE? PRIORITIES?

What 3 things did I set out to achieve this year?
Where do I want to be proactive (not just reactive)?

REMINDER

**You can't do it all.
There's only one of you.**

WHAT IS MY PACKAGE?

WHAT CAN I OFFER?

WHAT CAN'T I?

SET OF THOUGHTFUL RESPONSES

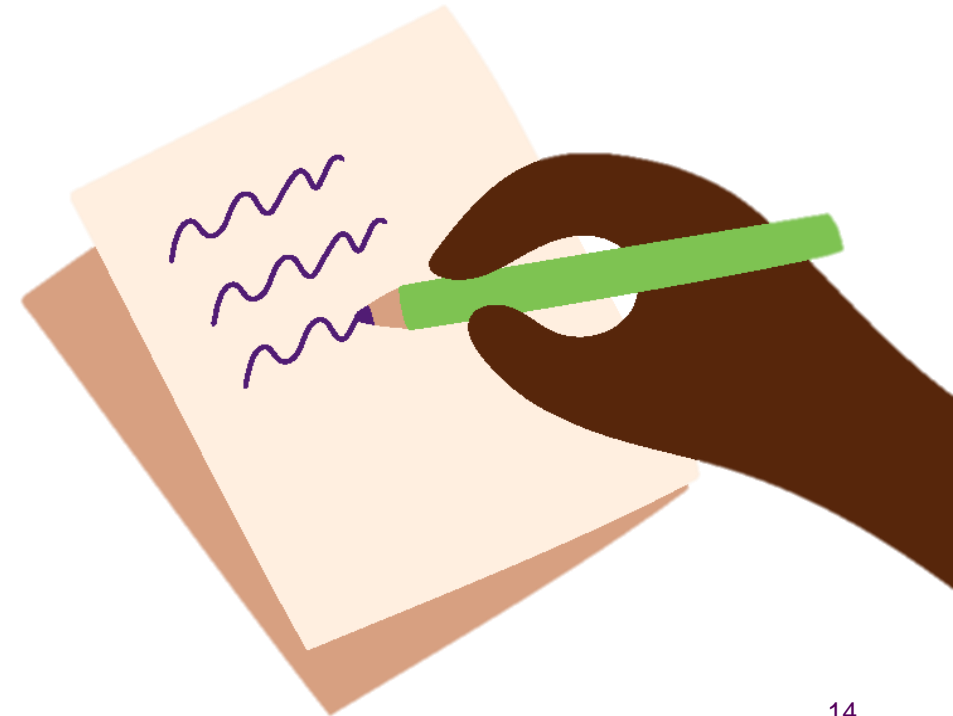
What comes up often? What feels difficult?

Can you book a venue? – no

Can you design and print me posters? – no

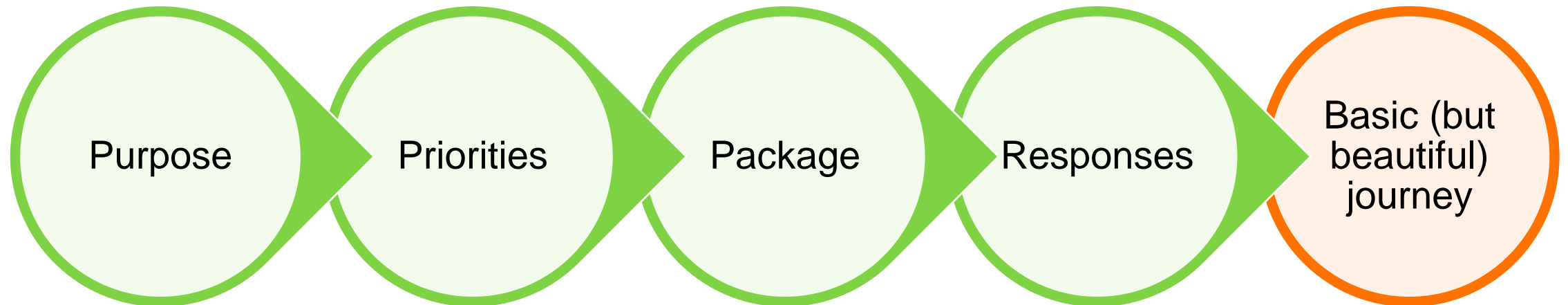
Can you come along and give a speech? – no

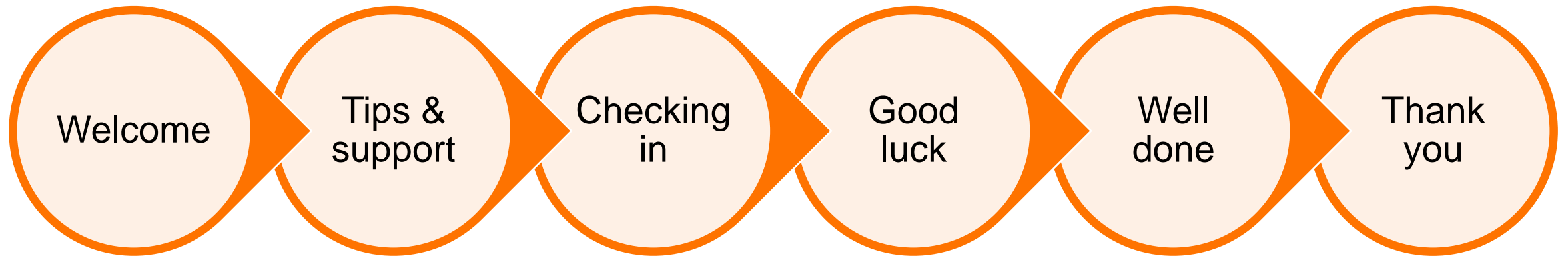
Can you promote my event on social media? – no



"Thank you so much for inviting me and for all the effort you've put into organising this event. Unfortunately, I'm unable to attend, but I'll be cheering you on from afar and look forward to hearing how it goes!"

“...We strive to ensure that as much of the money you raise as possible goes straight to supporting our mission/beneficiaries. Sometimes this means we can't attend every event in person, but please know how much we value your efforts and dedication. We couldn't do it without you.”





Bonus tip - Plan how to get the most out of your time

Revisit
later



- **Batch** tasks
- **Templates**
- **Automated** processes
- **Prioritising** matrix
- **Time blocking** in your calendar
- **Pomodoro** technique – work for 25mins, break for 5
- It's predictable that something **unpredictable** will happen ...so, leave time for that
- **Tools** to help you pivot/jump between tasks/ if interrupted

Sticky notes/ notebook - jot down where you're at/ next steps before you jump into something else

"I'm just in the middle of something, I'll be there shortly"

"I will pick that up just as soon as I've finished this email"



GUILT

RUDE

WEAK

UNLEASHES EMOTIONS

HEALTHY

PROTECT TIME & WELLBEING

ENABLES FOCUS

RESPECT



Learning to say no
respectfully is a
GAME-CHANGER



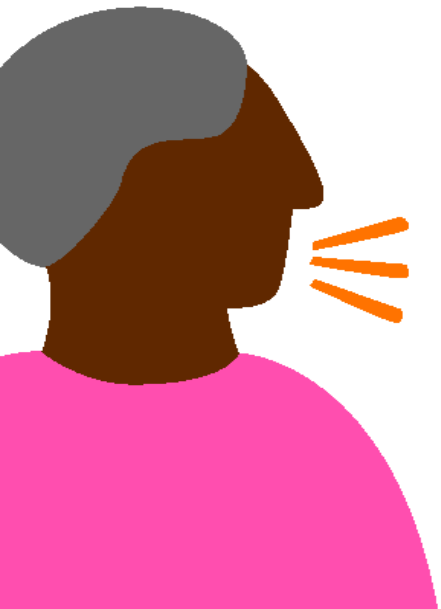
Supporters

- ✓ **Your package**

Upfront about what you
can or can't do

- ✓ **Thoughtful responses**

Clear but kind reasons for
why you can't



Colleagues?



Don't rush into saying yes or no

*“Let me think about it and
get back to you”*



Imagine you've said yes...

What do you not do, to free up time?

Yes, I can do x, if I don't do y

DIRECT BUT POLITE

“Thank you for thinking of me. I appreciate the opportunity, but I’m unable to take on this project at the moment due to my current workload.”

OFFER AN ALTERNATIVE

“I can’t commit to this right now, but I can help brainstorm ideas or suggest someone else who might be great for this.”

PROVIDE A REASON

“I have a big community campaign launching in a few weeks that needs my focus right now, so I won’t be able to help with this.”

SUGGEST ANOTHER TIME

“I’m not available to take this on right now, but I could look at it next week if that works for you”

★ **ACKNOWLEDGE IT**

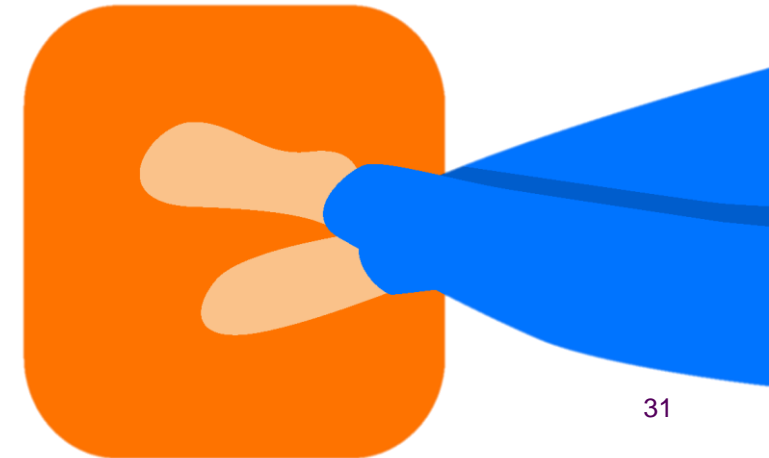
★ **TAKE TIME**

★ **SUPPORT EACH OTHER**



ASK FOR HELP

LOOK AFTER YOURSELF - ALWAYS



Look after yourself – always

Sleep

Hydrate

Eat well

Regular breaks

Time with people

Get active

Something you love

Rest that isn't sleep

Laughter

Celebrate success



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Brabban & Turkington's
stress bucket model

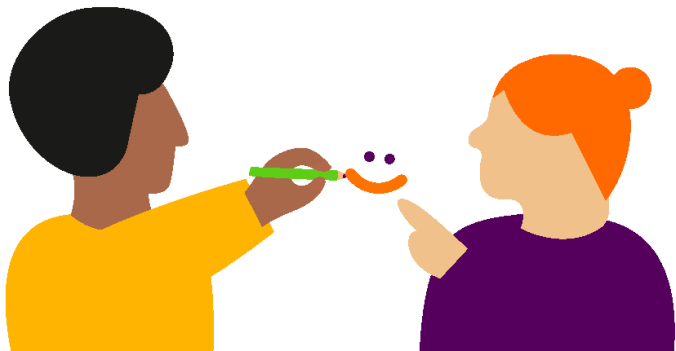


Most laptop issues can be resolved by switching it off,
waiting and turning it back on again.

The same can be said for you.

Summary – back to basics

- ✓ Role purpose
- ✓ Priorities
- ✓ Package – what you can and can't offer
- ✓ Thoughtful responses
- ✓ Basic but beautiful journey
- ✓ Time management techniques
- ✓ Take your time and techniques for saying no
- ✓ Ask for help and look after yourself – always



**ONE ACTION YOU'LL TAKE
AWAY FROM TODAY?**

THANK YOU



For the people of
Greenwich & Bexley

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