Tuesday

People first. Systems second.

> I believe the people using the systems every day should shape how it works.

Welcome

September has been a strange month for the charity sector.

We saw the incredibly sad closure of PAPYRUS after almost 30 years, followed by the wonderful news that Reach Volunteering, which had also announced its closure, had secured enough funding to stay open.

I've thought about both announcements a lot. Because behind every charity facing closure are people: staff, volunteers, supporters and those who rely on its services.

The news about Reach is absolutely worth celebrating. But September has also been a stark reminder of just how fragile things feel across the sector right now.

So this month's newsletter comes with a little reflection, alongside the usual Tuesday bits and pieces. Pop the kettle on!

Tuesday x

This month's tip

Don't assume you need a new system

Before you start comparing CRMs, work out exactly what's frustrating you about the current setup. Sometimes the answer is a new system. Sometimes it's a different process, an integration, removing a duplicate step, or simply using something you already pay for differently.

One insight

The most useful question I've asked during a systems review this month hasn't been “What can this system do?”

It's been “What are people currently doing manually because it can't?”

A little bit of Tuesday

Beyond the to-do list ♡

Things I have bought this month that I ABSOLUTELY do not need

- *A set of 2 notebooks (I have so many unused notebooks already)*
- *Another new mug (this is now beyond just a hobby)*
- *Yet another Christmas jumper to add to my ever growing pile*

Free resource spotlight

Before You Fix It: A Process Observation Sheet

When something isn't working, our instinct is usually to start fixing it.
But what if you haven't worked out what's actually happening yet?
This free one-page observation sheet helps you step back and watch a process as it really happens, spotting the pauses, repeated steps, workarounds and little bits of friction that are easy to miss.

No solutions required. Just notice what's there first. Download it **HERE**

Behind the scenes at Tuesday

- I have been busy prepping for my conference talk in November
- For those of you who follow me on Insta and/or LinkedIn, you'll have seen me taking part in the #30DaysOfShowingUp

Coming up

October is looking rather busy behind the scenes at Tuesday. I'll be finishing preparations for my November conference session, sharing what I've learned from 30 days of showing up consistently on LinkedIn, and there are a couple of new things quietly taking shape in the Library too.

Until next month

Keep putting people first.

