common impact

Sample Hotline Challenges
expert guidance for social impact leaders

Common Impact's pro bono hotline provides just-in-time strategic guidance and "phone-an-expert" support for social impact leaders. We match skilled volunteers with organizations in need of some fresh perspective or consultative advice as they navigate unchartered territory or a thorny problem. These one hour calls are a great introduction to skills-based volunteering for both volunteers and social impact organizations.

Want to engage your employees with the hotline? Contact us at partners@commonimpact.org.
Social impact organizations interested in receiving some expert guidance can submit a request here.

An hour of expert support can get a leader started on a solution for a tricky challenge.

Struggling with challenging performance reviews? *Talk to an HR expert for guidance on preparing for and navigating the conversation and documentation.*

Preparing to launch a new service? *Talk to a marketing and branding expert for advice on promoting it.*

Beginning annual strategic planning? *Talk to an expert in strategy development to understand how to get started.*

Considering sunsetting an underperforming program or service? *Talk to a financial expert so you know what questions to consider.*

Marketing

- Digital Marketing
- Branding
- Public relations
- SEO optimization
- Pricing

- Messaging/copywriting/content development
- Customer segmentation
- Grassroots/stakeholder engagement
- Customer insights/survey design

Human Resources

- Compensation
- Hiring & recruiting
- HR management
- Talent development
- Training & facilitation
- Performance Management

Financial Management

- Financial Analysis
- Financial Forecasting
- Financial Modeling
- Budgeting
- Accounting

Strategy

- Business strategy
- Business plan development
- Contingency planning
- Crisis management
- Program management
- Business development/sales
- Market research/competitive analysis
- Metric & KPI development & reporting
- Strategic planning

Operations

- Project management
- Compensation
- Hiring & recruiting
- Vendor selection
- Talent development
- HR management
- Product design & development
- Business process mapping & analysis
- Training & facilitation

Technology

- Data management
- Website development
- Data reporting & visualization
- IT infrastructure
- Data security
- CRM/database design & development
- User experience design