

# Innovative tools for meaningful stakeholder engagement

- **Time-saving, free resources based upon or linked to rigorous research to inform practice**
  - **GiveWell** – aggregates rigorous research to inform practical applications where it can improve effectiveness <https://www.givewell.org/>
  - **Google Scholar**- searches limited to only academic journal articles produced by commercial publishers or scholarly societies. Google Scholar eliminates material from corporations, non-scholarly organizations, and from individuals. [https://scholar.google.com/schhp?hl=en&as\\_sdt=0,5](https://scholar.google.com/schhp?hl=en&as_sdt=0,5)
  - **IRIS+** - A periodically updated Catalog of Metrics, which is an aggregation of social and environmental performance metrics frequently used by leading impact investors; Core Metrics Sets to increase data clarity and comparability by field; thematic taxonomy based on generally accepted Impact Categories and Impact Themes; and guidance on how to use IRIS+ to inform an understanding of impact within investments. <https://iris.thegiin.org/>
  - **Jaleel Poverty Action Lab (J PAL)** – J PAL targets and translates rigorous research into practical applications where it can improve effectiveness. <https://www.povertyactionlab.org>
  - **Progress out of Poverty Index (PPI)** – The PPI distills national household-level income surveys into quick, respectful, 10-question instruments useful for those working to address poverty. <https://www.povertyindex.org/>
  - **Social Value UK Social Return on Investment (SROI) Database** accelerates the sharing and build-up of knowledge about quality SROI implementation. <https://socialvalueuk.org/report-database/>
  - **Social Value International** – Guidance on the application of [Social Value Principles](#) to assess and optimize value for stakeholders, and specifically the [Standard on Principle 1: Involve Stakeholders](#)
  - **Washington State Institute for Public Policy (WSIPP)**– Research reports and benefit-cost analyses to inform public policy and other resource allocation decisions. WSIPP is a nonpartisan public research group who conducts applied policy research for the Washington state legislature. <https://www.wsipp.wa.gov/>
  - **World Bank Open Knowledge Repository** – A free database of studies, papers and more <https://openknowledge.worldbank.org/pages/about-en>
- **Open-source awareness and capacity-building efforts that clarify the what and the how for a wider audience of private sector/market-based players than the usual social sector suspects**
  - **Impact Management Platform** – Begun in 2016 as the Impact Management Project, a time-bound forum for building global consensus on how to measure, assess and report impacts on people and the natural environment, from 2016-2018, the IMP

- brought practitioners of all kinds together to share their experiences managing impact and to inform future standard-setting. From 2018-2021, the IMP facilitated standard-setting organisations – the IMP Structured Network – to clarify the landscape of standards and guidance used by practitioners for their impact management practice. The logic facilitated by the IMP is reflected in resources found on Impact Management Platform <https://impactmanagementplatform.org/> and Impact Frontiers <https://impactfrontiers.org/>
- o **The GIIN’s Impact Toolkit** – database of impact-focused systems, methods, indicators, and data, which the GIIN’s website describes as “[a]n open resource designed to help investors navigate the landscape of impact measurement and management (IMM) tools. The Impact Toolkit allows for investors to tailor a list of fit-for-purpose resources...” <https://impacttoolkit.thegiin.org/>
  - o **Professional associations** working to build impact management skills, accountability and community including:
    - [Social Value International \(SVI\)](#) and its [national networks](#)
    - [Asian Venture Philanthropy Network](#)
    - [European Evaluation Society](#)
    - [American Evaluation Association](#)
    - [The Global Impact Investing Network \(GIIN\)](#)
    - [TONIIC](#)
    - [Capitals Coalition](#)
    - [Zebras Unite](#)
    - and others- please suggest yours!
- **Stakeholder engagement approaches and tools that demystify and streamline the process**
    - o **Acumen Lean Data** – started as an approach to understanding the impact of Acumen’s own portfolio, and eventually spun off into an impact and measurement service provider, 60 Decibels. This method is a fusion of customer research and pragmatic impact assessment. The method and a course are free on Acumen Plus. <https://acumen.org/lean-data>
  - **Advisory firms specializing in stakeholder engagement**
    - o Family Spotlight – The Family Spotlight methodology breaks down the overwhelming concept of poverty into smaller manageable challenges that can be solved through action. A quick, practical and visual survey helps families easily identify areas in their lives which are in poverty. Families evaluate themselves with the help of Family Spotlight’s Platform. With support from the Family Spotlight team they can prioritise their needs and develop a plan (Life Map) to solve shortcomings step by step based on their specific situation, motivation and skills. <https://www.familyspotlight.org/reporting-1>
    - o Feedback Labs – In order to make feedback the norm in aid, philanthropy, nonprofits, and government, Feedback Labs supports a global community of

- practitioners to create incentives, promote feedback tools & training, and foster a learning community of people and organizations committed to listening. They offer a range of free tools and guides, and host an online repository of independent feedback tools and service providers <https://feedbacklabs.org>
- o Keystone Accountability - Helps organizations understand and improve their social performance by harnessing feedback, especially from the people they serve. Keystone works with clients to design feedback-based learning loops appropriate to their purpose and context. Keystone's *Feedback Commons* is an inexpensive, easy to operate, all-in-one tool for real-time engagement, learning and improving across multiple stakeholder relationships. Staff with no formal training can build and conduct focused micro-surveys that turn stakeholder experience into data. They can analyze the data comparatively by demographic, over time, and against internal and external benchmarks. And they can generate clear, easily shareable visualizations to stimulate and guide creative problem-solving dialogue with stakeholders. <https://keystoneaccountability.org>
  - o The Value Game – An online web tool to survey your stakeholders about the importance – expressed as a value – of what they experience as a result of using your products or services. <https://valuegame.org>
  - o 60 Decibels is an end-to-end impact measurement company use the Lean Data approach to speak directly to customers, employees or beneficiaries, returning high-quality data in weeks to help you maximise your impact and grow your business. <https://60decibels.com/>