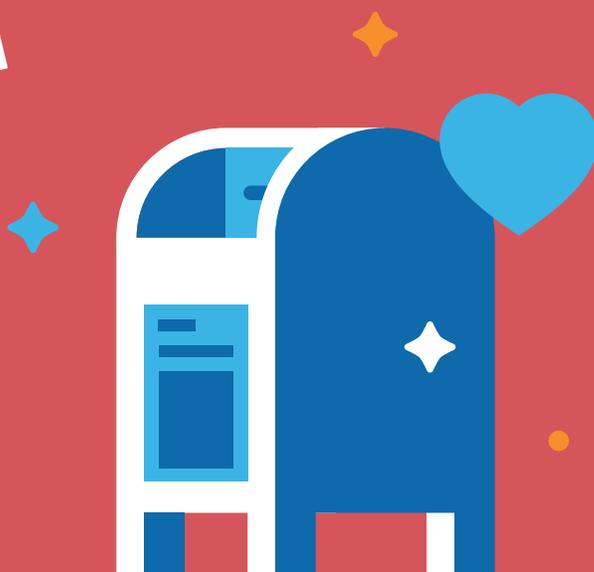


# Love Letter Breakup Letter



FACILITATOR'S  
GUIDE

# Facilitator's Guide

This tool is a simple, yet effective, way to collect feedback while going beyond the everyday survey. Though each participant works independently to complete their worksheet, this exercise can be conducted individually or in a group setting. With proper instructions, it can also be mailed, or electronically shared.

 <b>GOAL:</b> Empathize	 <b>TIMEFRAME:</b> 15 Minutes	 <b>PEOPLE:</b> 1 Facilitator 10+ Participants	 <b>MATERIALS:</b> 1 Breakup Letter and 1 Love Letter per Participant
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## Step One:

Each participant should be given two worksheets—one worksheet should be the template for a love letter, and the next a template for a breakup letter. Participants will also need a writing utensil.

## Step Two:

Introduce the exercise to your participants. For example, “Today, we’re going to ask you to think about your relationship with us. Think about us as that certain someone in your life—are you head over heels or scanning the room for the nearest exit? Tell us about it in either a Love Letter or Breakup Letter.”

## Step Three:

Give the participants 10 minutes to write their letters (bonus points if you have some light background music to fill the silence). After time is up, ask a couple of participants to share their letter at the end. Be sure to collect all letters before participants leave.

## Step Four:

Independently, review the letters. Pay close attention to how participants describe their relationship with your organization. Look for emotionally charged sentences, both positive and negative. After reviewing all of the letters, identify themes to inform organizational insights.

# Love Letter Breakup Letter



two handwritten notes  
straight from the heart

# Love Notes

We've all been there—scribbling handwritten notes to that special someone, good and bad. Now give your fingers a stretch. It's time to write to:

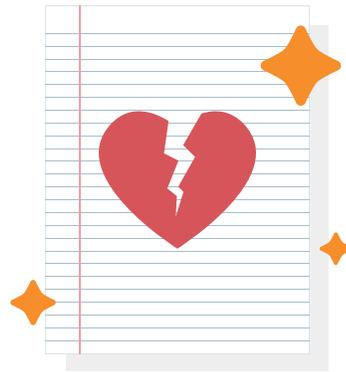
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Non-profits play an important role in our community—what do you like about this organization? What don't you like? For this activity, we're asking you to write two letters directly to the organization listed above—a love letter and a breakup letter.



## The Love Letter

When things are going well, it's pure bliss. What delights you about this organization? What gets you excited to about its programs? How do like to engage with this organization? Write a love letter.



## The Breakup Letter

Things aren't always perfect. Breaking up is hard to do. What aspects of this organization disappoint you? What frustrates? What makes you anxious? Write a breakup letter.

Use the following pages to write your love and breakup letters. Write as though you're speaking **directly to this organization.**



Dear \_\_\_\_\_,

Love,



Dear \_\_\_\_\_,

Sincerely,