“. . . A talent for speaking differently, rather than for arguing well, is the chief instrument of cultural change . . .”

- Richard Rorty
Neighborhood Partnerships
Janet Byrd, Executive Director
Matt Kinshella, Communications Director

Your Picture Here

Speaking Differently

Advocates College

Framing & Messaging Toolkit
National Housing Conference
Who are we?

Janet Byrd, Executive Director, Neighborhood Partnerships
• Convenes Oregon Housing Alliance
• Lengthy background in housing policy
• History in community engagement

Matt Kinshella, Communications Director
• 7 years nonprofit and political communications work.
• Years of nonprofit training experience
• Brain science nerd
None of us are blank slates

Past Experiences = Current Reality

(Upbringing, Ideas, Culture, Friends, Education, etc.)
10 scientifically proven ways advocates can speak differently and get results

• 2 golden rules
• Recipe for a truly effective story
• Supercharge your message
Two Golden Rules

1. Lead with values
   i.e. protection, justice, family well-being, equality, freedom, opportunity, prosperity.

1. Talk About Solutions
   Crisis = what’s the point
   Solutions = I can see how we can get there!

The clearer & smaller the steps the better!

Evidence alone can lead to “backfire effect.”
Today, we have over 20,000 kids who’ve experienced homelessness during the last school year. We have a huge shortage of affordable housing here in our state, which means kids and families end up sleeping in cars and in homeless shelters. Kids go to school hungry, and aren’t ready to learn. As a state, we need to preserve the tools that make it easier to build and maintain affordable housing, like the Homebuyer Opportunity Limited Tax Exemption. A variety of tools and strategies are needed to create homeownership opportunities in different communities, and this program has proven effective in our state.

Kids learn better, parents can work better and everyone is healthier when we have safe, stable and affordable homes for all our residents. But today, you could fill the local basketball arena with the amount of kids who don’t have a place to call home. We can solve this problem — we know how to help families end or prevent their homelessness and return to stable housing. By passing this bill, we will increase funding for affordable housing, and make sure more kids and families in our state have a safe, stable place to call home. Please call your elected official today, and ask them for their support.

Toolkit Exercise
Try writing 1 sentence on why it matters, 2 sentences on the problem and 4 sentences on the solution.
Recipe for effective and strategic storytelling

- Unexpected Messengers
- Feature shared benefits
- Avoid “otherizing”
- Talk about public structures
- Tell landscape stories
- Plus the two golden rules
Stories that focus on individuals make you think about individual solutions.

Millions of working Americans don’t know where their next meal is coming from. We sent three photographers to explore hunger in three very different parts of the United States, each giving different faces to the same statistic: One-sixth of Americans don’t have enough food to eat.

CLICK BELOW TO LAUNCH GALLERIES

Drew.

This article is full of contradictions. Blame hunger on wages, but then lay out plentiful examples of poor financial management by those who are the working hungry. I take my inspiration from the views of a family member that grew up in abject poverty of the variety not seen in this country in the last 50 years (prior to a comprehensive web of social and community programs allegedly helping today). This family member, who become a very successful business man by hard work and ambition, frequently says that “poor people have poor ways”. The take away from this article is that the hungry of America suffer not just from financial mismanagement, but largely from total life mismanagement. They lack the ability to budget, set priorities or exercise even basic self-discipline.
Family finds safe & affordable housing

- Coach: Kids involved in afterschool activities
- Mom: Mom able to work consistently
- Employer: Mom's stress decreases, health improves
- Doctor, Nurse: Kids stable in school
- Teacher: Kid can focus on becoming teacher
- Small business: Small business grows
- Residency Services: Less urgent care visits & less money spent
- Referral to SNAP: Toolkit Exercise

Think of someone your work benefits. Write down systems that help them. Write community benefits to those systems. Select unexpected messengers.
## CASE STUDY: Paid Sick Leave

<table>
<thead>
<tr>
<th>Nurse</th>
<th>Teacher</th>
<th>Mom</th>
<th>Restaurant Owner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sick leave is good for the health of the community</td>
<td>Sick leave helps keep kids healthy</td>
<td>Sick leave helps moms be healthy and take care of kids</td>
<td>Sick leave keeps employees AND customers healthy which is good for business</td>
</tr>
</tbody>
</table>
Effective Landscape Story Arc

**Setting:**
- As a community we’ve made certain choices.
- As a result too many people are living on the edge.

**Rising action:**
- Nonprofits, doctors, policy leaders, teachers and those making ends meet want to change things because it benefits us all.

**Climax**
- Change can be hard. But we have to stick together.

**Falling action:**
- Policies put into place
- Public structures funded
- Individuals take initiative.

**New world:**
- Our communities and families are now stronger because of the actions we took.
We caught Masho and Hadase as they were eagerly making their way to school in Ethiopia one morning. These are two girls who both have a better chance of pursuing their dreams (of becoming a doctor and a teacher) because their community has clean water now and they’re healthier as a result.
Supercharge your message!

- Metaphors
- Social math
- Local narratives

Play for an awesome 1970s Super Chargers fight song!
Alzheimer's disease is a progressive disease that destroys memory and other important mental functions. (Mayo Clinic)

OR

Alzheimer's disease is like a cat burglar. It slips into a person's life without making a sound, and soon treasured possessions start disappearing: memory, personality and independence. (Chris Woolston, CONSUMER HEALTH INTERACTIVE)
“Volunteers spent more than 2,376 hours on the phone [doing Get-Out-The-Vote calls]. That’s like starting a conversation with a voter on Halloween, and not hanging up until Valentines day.”

Use social math

- Simplify fractions
- Find a comparison (city, sports stadiums)
- Break number down by time (how many times does X happen in X time?)
- Make a comparison (ironic or relevant)
Oregon has a history of ingenuity, innovation, and independence. The beauty and resources of our state have inspired and nurtured us for generations. We have worked hard to come together, and to build communities and the public systems — roads, schools, cities, and towns — that sustain us. If we harness our spirit and our energy, and invest in people, we can create a better future for the next generation. We can ensure that every person, every family, and every community in Oregon can prosper.

“Narratives are stories that do not end...Stories are about plots and action while narratives are about people and potential “

Toolkit Exercise
What are the unique characteristics and aspirations your state shares? Can most people see themselves in that story? Does this story exclude?
Learn More
http://hub.nhc.org/toolkit/messaging-framing

Where to Find Us
http://NeighborhoodPartnerships.org
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