

## Quantity over Quality

### Looks like:

- All the time and money resources of an organization are directed toward producing measurable outcomes.
- Things that can be measured are more highly valued than things that cannot. The organization's impact is assessed in terms of measurable figures (e.g., event attendance numbers, newsletter circulation reach, and money spent) instead of by indicators that are less easily measured (e.g., quality of relationships, democratic decision-making, and ability to constructively deal with conflict)
- There is little or no:
  - value attached to process
  - comfort with emotion and feelings
  - capacity for handling complexity
  - effort to capture qualitative and experiential information
- Process may be sacrificed in favor of efficiency or 'getting things done.' For example, when there is a conflict between content (the agenda of the meeting) and process (people's need to be heard or engaged), content will 'win.' That is, you may get through the agenda, but if due attention has not been paid to people's need to be heard, the decisions taken are likely to be undermined and/or disregarded.

### Key Questions to Help Y'all Reflect and Discuss:

- What are the long-term impacts on the people working on this project?
- What are the long-term impacts on community members or community spaces?
- What can we do to support our staff and volunteers?
- Do staff have adequate training for the work they are doing? Are practices around feedback built on care and constructiveness?
- Does our organization have structures to ensure that people's working conditions are considered and improved upon on a regular basis?

## White Supremacy Culture Characteristic

### Quantity over Quality (cont.)

- Does our organization have a culture that supports our employees and allows their needs to be considered and improved upon on a regular basis?
- Are equity initiatives moving beyond 'diversity hires'?
- Does the organization consider reflecting on and shifting culture and structure to align all levels of the organization?

#### Antidotes:

- Include process or quality goals in your planning, and look for ways to measure them (e.g., if you have a goal of inclusivity, think about key indicators you can measure to assess whether that goal has been achieved).
- Make sure your organization has a values statement or some other anchor that expresses how the group wants to do its work. Consider this a living document, one that people ought to use in their day-to-day work.
- Learn to recognize those times when you need to get off the agenda in order to address people's underlying concerns.