

Collaboration Partners – Social Impact Consultants

MusicBox – Case Study

MusicBox – Executive Summary

We developed an organizational restructuring solution and a 3-phased implementation roadmap to enable MusicBox to achieve their organizational goal.

Our Client

MusicBox was founded in 2004 and has seen tremendous growth in creating a very successful program for musical education. For the next phase of growth, MusicBox is seeking support in restructuring their board of directors and building out an executive team which will enable the organization to realize the full growth potential.

The Challenge

Having been started when the founders were in university, the senior-level structure has been reactive in addressing growth pains; an informal structure remains and has yet to be addressed. For instance, the board of directors is a “working board” that is involved in both the strategic direction and the day-to-day operations of the Organization. Demand for the services provided by MusicBox continues to grow and the Organization will need the structure in place to support that further growth. Collaboration Partners was asked to:

- Identify the current responsibilities that exist within the organization and map the current informal governance structure
- Develop a target operating model and organizational structure (including the board of directors and management team)
- Define responsibilities for each role within the structure, including capabilities required

The Impact We Created

- Helped the chairperson/ co-founder identify the existing challenges of the organization
- Co-created the new organization structure that reflects challenges and growth agendas
- Gave clear line of sight of executional approach, time frame, and most importantly, mindset

Detailed Approach

To achieve the agreed-upon objectives, our project team (1 Engagement Manager & 3 consultants) divided the project into two phases:

Phase One: Current State Assessment

We extensively engaged with the existing members of the organization at all levels to identify programs offered, operations, funding resources, resourcing needs, and volunteer engagement strategy

Outcomes and Deliverables:

- Proposed two potential organizational structures and assessed them in collaboration with the client

Phase Two: Target State Operating Model

Co-created an organizational restructuring solution through extensive discussions with the MusicBox chairperson

Key Activities:

- Performed a gap analysis against the current-state operating model and the organizational structure defined in Phase 1
- Performed independent research to identify leading practices followed by other non-profit organizations

Outcomes and Deliverables:

- A decentralized organizational structure that can be implemented immediately to deliver the organization's goals
- An aspirational, hybrid organizational structure to address future growth needs
- 3 clear phases of implementation to bring these two structures into action
- Defined role of the chairperson in the new organization
- Job descriptions of all the key positions of the new structure
- Top line recruitment strategy along with resources
- Top line guiding principles to implement the new structure