

Discovery: How to learn about a donor's assets

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Presenter



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Fundraising executive with 25-years experience, specializing in major gifts and gift planning in healthcare and higher education.

Founder and President of ThinkGiving, a boutique planned giving consulting firm based in Fort Worth, Texas.

Vice President with Thompson & Associates

Past-chair of the National Association of Charitable Gift Planners (NACGP) and served as the 2015 Chair of the *National Conference on Philanthropic Planning*.

Serves as a member of the American Council on Charitable Gift Annuities board of directors and is a member of the "Rollover Rangers" formally named the *Charitable IRA Initiative*.

Member of the faculty for the American Institute for Philanthropic Studies which administers the Certified Specialist in Planned Giving designation program.

Honored by the Fort Worth Metro Chapter of the Association of Fundraising Professionals with The Ben Franklin Award for the Outstanding Professional Fundraising Executive.

Received her MBA from Texas Christian University and a Bachelor of Science from North Dakota State University.

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Today we will...

- Explore the soft skills needed to truly get to know a donor
- Review how to approach the discovery process
- Cultivate a set of questions to *really* learn about the donor and their assets
- Secure opportunities to follow-up/continue the conversation



People we work with have a...

- Connection
- Interest/Affinity
- Ability to give

Types of solicitations

- Transactional/habitual (crush)
- Stop and think/emotional (going steady)
- Transformational/strategic (marriage)

When donors think about making gifts...

What is my financial position?

If I make a gift will I have enough to leave to my heirs?

Do I want to consider making a gift to charity via my estate?

Legacy & wealth transfer conversations

HNW donors are increasingly seeking advice when it comes to transferring their wealth.

HNW families are having open communication about wealth and values.

Reframe our “planned giving” conversations to “legacy” and “wealth transfer” conversations.

It is all about the questions!

People love to talk about themselves.

People crave to be understood and known.

Demonstrate you are listening.

Q's about motivation reveals values.

Help donors come to their own conclusion.

Q's are almost always better than prospect research.

“Why” and “What” = happy donors and better gifts.

How to approach discovery

Talk 25%

Listen 75%

Find a topic of interest to the donor

Discovery soft skills

- Be positive/energetic
- Smile
- Eye contact
- Express empathy and sincere interest
- Offer genuine compliments
- Start small and build to larger topics
- Let the relationship evolve naturally

What about sensitive Q's



Ask permission to ask sensitive Q's

Do you mind if I ask you a question? I'd love to know you better and learn more about you and your interests. Would you mind telling me about the causes most important to you?



What Q's are off limits?

AVOID

Yes/No questions.

Things you/the organization already knows.

Religion, politics, and sex...unless it directly relates to your organization.

Q's not related to deepening the relationship and unrelated to your mission.

If you get stuck...remember **H.E.L.P.**

Hobbies

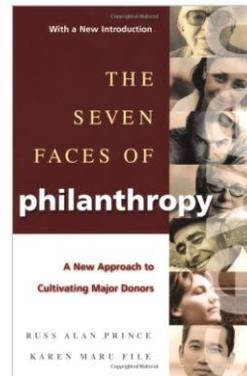
Entertainment

Literature

Pets

How well do you know why your donors give?

1. Communitarian
2. Devout
3. Investor
4. Socialite
5. Altruist
6. Repayor
7. Dynast



7 Faces of Philanthropy,
Russ Alan Prince & Karen
Maru File

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Q's to develop deeper relationships

Tell me about how your childhood. What are some of your first memories?

Who had a deep impact on you personally or professionally?

Would you mind telling me how you became connected to our organization?

Is there a question you wish people would ask you?

What are some of your hopes for our world right now? Do you feel like our mission gives you hope? If so, how?



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Q's to learn motivation

Do you typically give to the same nonprofits each year?

How do you decide which organizations to support?

Do you give anonymously?

What motivates you to continue supporting our organization?

What are you most passionate about? Do we help feed that passion?

How do you think we compare to other organizations with a similar mission?

What was the best gift you have ever received? Best gift you have ever given?

If you were given \$1M and HAD to give it away (but not to family or friends)...how would you give away the money?



Some questions come from "Client's Motivations for Estate Planning" by Thomas W. Cullinan



Q's to define values

When you are not working, what do you spend time doing?

What's the most important thing to you?

What has been your life's passion?

How have money and possessions impacted your life?

What is the most important advice you would give to those you love?



Philanthropic Planning Companion. Sagrestano & Wahlers. 2012



Starting the legacy/wealth transfer conversation

Have you involved your kids in the wealth transfer discussion and/or process?

Have you discussed with your children your plans to include charity in your estate plan?

Do you have any advisors you would like for me to meet regarding your philanthropy?

Assets to be explored

- Investment portfolios
- Retirement accounts
- Annuities
- Homes (primary & vacation)
- Real estate
- Oil, gas, mineral interests
- Insurance policies
- Business interests
- Intellectual property
- Collections
- Interests in trusts and investment partnerships

What is missing?

Q's to discover real estate

I know you love to travel? Is there a you and your family vacation? Do you have a vacation home in _____?

Your children live out of state. Have you thought about what you will do with commercial real estate you own after you retire? Will your children want to manage it when you can no longer manage it?

Now that the kids are grown, have you considered downsizing/selling your home?

Do you have any properties that you no longer wish to manage or that you might consider selling?

Q's to discover qualified plan/IRA assets

When some consider making a gift, they don't think about some of the assets in their portfolio that could help.

Since you are single, who have you named to benefit from your IRA (or life insurance) provided by your employer? Did you know you can name us as a partial beneficiary?

Qualified Charitable Distributions...

Now that you are 70.5 years old, have you considered using your RMD to fund your charitable giving?

Q's to discover life insurance

Now that your children are grown (or that you are retired), do you have any life insurance policies you no longer need?

Have you ever considered naming a charitable organization as a partial beneficiary of the life insurance provided by your employer? Did you know you can name us as a beneficiary?

Q's to discover tangible personal property

You have built a wonderful collection of _____. Do your children share your interest?

What a collection of art! Have you thought about what you would like to do with your art when you no longer wish to display it (or when you pass away)?

Q's to discover appreciated stock

Did you know that if you make a gift of appreciated stock instead of cash, you avoid the capital gain you would recognize on the sale?

Will the upcoming merger of Bank A with Bank B have any tax implications for your stock holdings?

Q's to discover business interests, LLCs & partnerships

Since your children do not live here and have careers not related to your business, what do you plan to do with your company when you retire?

You have shared with me that you are going to pass the business to your children. Did you know there are some ways you can do so that will actually save you money on the transaction by being charitable?

How is your business structured? Is it difficult to get profits out due to tax concerns? Did you know there might be some charitable solutions to help you solve those problems?

Putting it all together

How do you continue the legacy conversation?

Keep front and foremost the donor's "what" and "why" in order to get to the "how".

Always have a reason to follow-up.

What's next?

Ask how you can help them proceed.

Offer to...

Send information on ways they can use their assets.

Meet with one of their advisors.

Introduce them to advisors if they don't have one.

Be persistent – not annoying.

Be polite and humble.

Persistent doesn't mean every day.

Ask directly if you should stop reaching out.

Stand out in a good way.

Change it up.

Remember: If someone does ask you to stop following up, stop.

Until you hear stop, it's your responsibility to keep trying.



Thompson & Associates
Values-Based Estate Planning

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Q&A



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Additional Questions

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Webinar Resources

In a few days you will receive an email letting you know that the recording and presentation slides are available to access.

www.stelter.com/webinars

Thanks!

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