



CLIENT ENGAGEMENT PYRAMID

Collecting and responding to client feedback represents one approach for engaging clients and promoting greater equity and inclusion in how an organization does its work.

This pyramid outlines options for how organizations can further shift power to clients – beyond feedback – to contribute, advise, and effect change within organizations. As you move up the pyramid, the level of engagement increases, but fewer clients participate directly in each strategy.

We believe organizations that are committed to equity benefit from building complementary and mutually supportive strategies that span the full pyramid and which put clients at the center of their work.

