

# Transforming Disruption to Impact

## Rethinking Volunteer Engagement for a Rapidly Changing World

Since March 2020, the nonprofit and public sectors have experienced unprecedented disruption, yet organizations have also shepherded communities from disruption to recovery and impact.

How have you sustained or innovated volunteer engagement to continue fulfilling mission amid these challenges? What lasting lessons have you learned from organizations who transformed disruption to impact? Use this guide to explore the disruptions and the lasting lessons that you can apply in your work through discussions with peers, leadership, and partners.

### The Landscape of Disruptions

**MANY DISRUPTIONS AFFECTED NONPROFITS AND COMMUNITIES. WHICH OF THE FOLLOWING DISRUPTIONS DID YOUR ORGANIZATION AND COMMUNITY EXPERIENCE?**

- Volunteering disrupted, especially in-person
- Services suspended -- or expanded
- Increased recognition of societal inequities and a widening of some inequities
- Ageism
- Shifting expectations by volunteers

**ADD OTHERS BELOW.**

### Rethinking Strategy and Engagement

**WHILE SOME ORGANIZATIONS HIBERNATED VOLUNTEER ENGAGEMENT AMID THE DISRUPTIONS, OTHERS FORGED NEW TRAILS WITH NEW STRATEGIES AND PRACTICES. WHICH OF THESE DID YOUR ORGANIZATION EMBRACE?**

- Redefining relationships and definitions of community
- Innovations in how volunteers engagement (e.g., virtual volunteering)
- Leadership development (e.g., new leadership roles among staff or volunteers)
- Investment in volunteer engagement infrastructure and strategy
- Shifting volunteer experiences from transactional to transformational

This worksheet is inspired by the book, *Transforming Disruption to Impact: Rethinking Volunteer Engagement for a Rapidly Changing World*, edited by Douglas Bolton, Beth Steinhorn, Jerome Tennille, and Craig Young. Amplify. Due out in summer 2022.

## Rethinking Strategy and Engagement

ADD OTHERS BELOW.

## Rethinking Impact

**NEW CIRCUMSTANCES, NEW STRATEGIES, AND NEW PRACTICES DRIVE NEW WAYS TO REVEAL AND COMMUNICATE THE IMPACT OF VOLUNTEER INVOLVEMENT. WHICH OF THE FOLLOWING HAVE YOU EXPLORED?**

- New ways to think and talk about volunteer impact
- Recognition of the multi-faceted impacts of volunteer involvement
- Strengthened casemaking for funding of volunteer engagement

ADD OTHERS BELOW.

## Lasting Lessons

**WITH THESE DISCUSSIONS IN MIND, WHICH PRACTICES WILL SERVE YOUR MISSION WELL ONGOINGLY? WHAT WILL YOU COMMIT TO ADOPTING, ADAPTING, OR SUSTAINING IN THE COMING YEARS?**