How to Foster a Positive Experience for Volunteers

*Updated February 2024*

1. **Communicate effectively with volunteers**

* When volunteers first sign up, send a welcome email with an overview of your organization’s mission and impact on the community.
* Effective communication is essential to creating positive experiences and retaining volunteers long-term.

1. **Gather volunteer feedback**

* Receiving feedback is important to continually improve the volunteer’s experience.
* Feedback can be done through emails, phone calls, face-to-face meetings, or anonymous forms.

1. **Provide training and support**

* Use a variety of training methods and resources.
* Provide ongoing support to volunteers, including online resources, mentoring, and regular check-ins.

1. **Flexible scheduling**

* Can reach more volunteers by being flexible with scheduling and offering varying levels of time commitments.
* Promotes an environment that respects volunteers and their time.

1. **Recognize volunteers’ contributions**

* Rewards and recognition can play a key role in improving the experience for volunteers.
* Personalize recognition to show that the organization values the individual’s efforts and contributions.
* Make recognitions public to show volunteers that their efforts are valued and appreciated.

1. **Create opportunities for growth**

* Many volunteers see volunteering as an opportunity to develop or enhance their skills.
* By providing personal growth opportunities, organizations can retain volunteers and improve their experience.