



## 7. RECEIVING AND USING FEEDBACK FROM VOLUNTEERS

### REFLECTION EXERCISE

Think about the climate of your volunteering group, and whether or not volunteers feel *comfortable*, *safe*, and *supported* to speak up and provide feedback on what is going well and what needs improving within your group.

1. What could be preventing volunteers from speaking up (e.g., are they given opportunities to share their thoughts, are other volunteers open to people sharing their ideas?)?

Now, think about your own actions...

2. What do you do to encourage volunteers to provide their feedback (e.g., do you provide opportunities for feedback, do you actively listen to their feedback and ask open questions, what body language do you use?)?





3. How can you encourage volunteers to provide feedback within your group (e.g., asking at the end of a training night if anyone had any feedback or suggestions for improvement on how activities were run, providing a suggestion box for volunteers to provide anonymous feedback)?

4. What could you do to make sure that the volunteers' feedback is considered or used?  
Examples include:

- » Informing volunteers that their ideas and suggestions will be considered,
- » Discussing their ideas or suggestions with the leadership team or Area/District Officers,
- » Consulting the group with how best to implement their feedback and suggestions for improvement, and then
- » Informing the volunteers whether their feedback was used, and if so, how it was used, or if not, why it was not used.

