



- VOLUNTEER VOICE 2020 - LISTENING PROJECT | WHAT YOU SAID

In 2020, Engage For Success interviewed 18 volunteers about the movement. Summarised here, the Volunteer Voice Listening Project's responses signal how volunteers feel and what they think the movement should Maintain, Progress or Address. We've further split the responses into the 3 Strategic Outcomes: Inspire, Influence and Impact. We trust most of these responses resonate with you. Let's use this feedback to improve our collective experience and to 'inspire people and workplaces to thrive'.



MAINTAIN THE MOMENTUM

INSPIRE	INFLUENCE	IMPACT
There is clear recognition and appreciation of Volunteers' tremendous effort and contribution	There is immense pride in the Efs purpose, which unites us all: 'inspire people and workplaces to thrive'	Acknowledgement that the website has improved, and needs to continue improving
Use the website to better connect with volunteers	Continue to improve social media presence	Use the website to better connect with organisations
Refresh the monthly Regional calls and include content that is of interest to a broader number of regional ambassadors	Praise for great work within the movement to set up Hub Structure	Pride in the weekly newsletter and radio show, which are the flagship assets of Efs

OPPORTUNITIES TO PROGRESS

INSPIRE	INFLUENCE	IMPACT
Share relevant and energising content to connect new joiners to the movement's past, present and future	Establish Efs as the thought leader in the engagement space	Potential to increase impact in the market through Efs content and speakers
Improve how we approach and engage industry leaders Enhance the narrative of Efs vision and future-looking strategy	Explore ways to fund volunteers' travel expenses	Explore possibilities to raise funding through strategic partnerships or other creative means
Let's increase our collaboration within the movement		Resources and assets should be more easily accessible
More appropriate utilisation of volunteers' skills and delegation of responsibility		



CHALLENGES TO ADDRESS

INSPIRE	INFLUENCE
TAG leaders would like more support and involvement	TAG Steering Group to deliver thought leadership
Align TAG Steering Group and Core Team agendas, improve communication between them and provide clarity around roles and responsibilities	



The Volunteer Voice survey was conducted in 1-hour interviews during March and April 2020 by a group of Masters students from the University of East London. The students and a couple of Efs volunteers carefully analysed, aggregated and anonymized the replies in accordance with GDPR.

What can you do? In a volunteer-led movement like ours, it's down to all of us to be the change we want to see. Speak with other volunteers, offer your ideas, and act. We would like to hear updates from you about what actions are taking place or are planned in response to the survey feedback, to be included in future newsletters.

To share your actions, thoughts or to learn more about about the survey, please contact Claire and Vlad at volunteer@engageforsuccess.org.