

10 characteristic outcomes of Service Enterprises



Content is organized as displayed on the graphic from the top, going clockwise:

PLANNING & DEVELOPMENT:

Develop a strategy and infrastructure for mission-driven volunteer engagement.

LEADERSHIP SUPPORT:

Demonstrate executive commitment to volunteer engagement.

RESOURCE ALLOCATION:

Allocate sufficient resources (time, money, people, tools) to volunteer engagement.

TRACKING & EVALUATION:

Track the outputs and outcomes of volunteer contributions and monitor the quality of the volunteer experience.

OUTREACH:

Conduct outreach and volunteer recruitment to sustain ongoing volunteer engagement.

FUNDING:

Raise funds to support volunteer engagement.

EFFECTIVE TRAININGS:

Train volunteers and staff on their respective roles and equip them to work with each other.

ONBOARDING & SUPERVISION:

Match volunteers to appropriate positions, clarify their roles and orient and support them throughout their service tenure.

TECHNOLOGY & COMMUNICATIONS:

Implement supportive technology, invite dialogue with volunteers, and articulate volunteer contributions and impact.

PARTNERING TO EXTEND REACH:

Cultivate a mutually beneficial relationship with the community to increase engagement and reach.

All research conducted by Deloitte