

Giving Feedback to Volunteers

Healthy feedback is one of the greatest gifts you can give a volunteer. When done well, feedback builds confidence, develops skills, and strengthens relationships. When avoided, people often repeat mistakes simply because no one helped them improve. The goal of feedback is never criticism. The goal is *growth*.

Our Feedback Philosophy

Start with what they did well. People need to know what to continue doing just as much as they need to know what should change.

Be specific. Instead of saying, "That graphic isn't very good," explain exactly what could be improved. Clear feedback creates better designers.

Correct privately. Celebrate publicly. If someone needs coaching, have that conversation one-on-one whenever possible. Save public conversations for encouragement and celebrating wins.

Focus on the work, not the person. Say, "This design could communicate more clearly," instead of, "You're not a good designer." Separate the project from the person creating it.

Teach whenever possible. Rather than simply fixing someone's work yourself, explain why a change is being made. Every correction becomes a training opportunity.

Invite conversation. Feedback should be collaborative, not one-sided. Ask questions, listen well, and create an environment where people feel safe sharing their own ideas.

Remember, volunteers give their time because they want to make a difference. They don't expect perfection, but they do deserve leadership that helps them grow. Every conversation should leave someone feeling more equipped, more encouraged, and more excited to serve than before!