

Empowering Volunteer Programs with AI

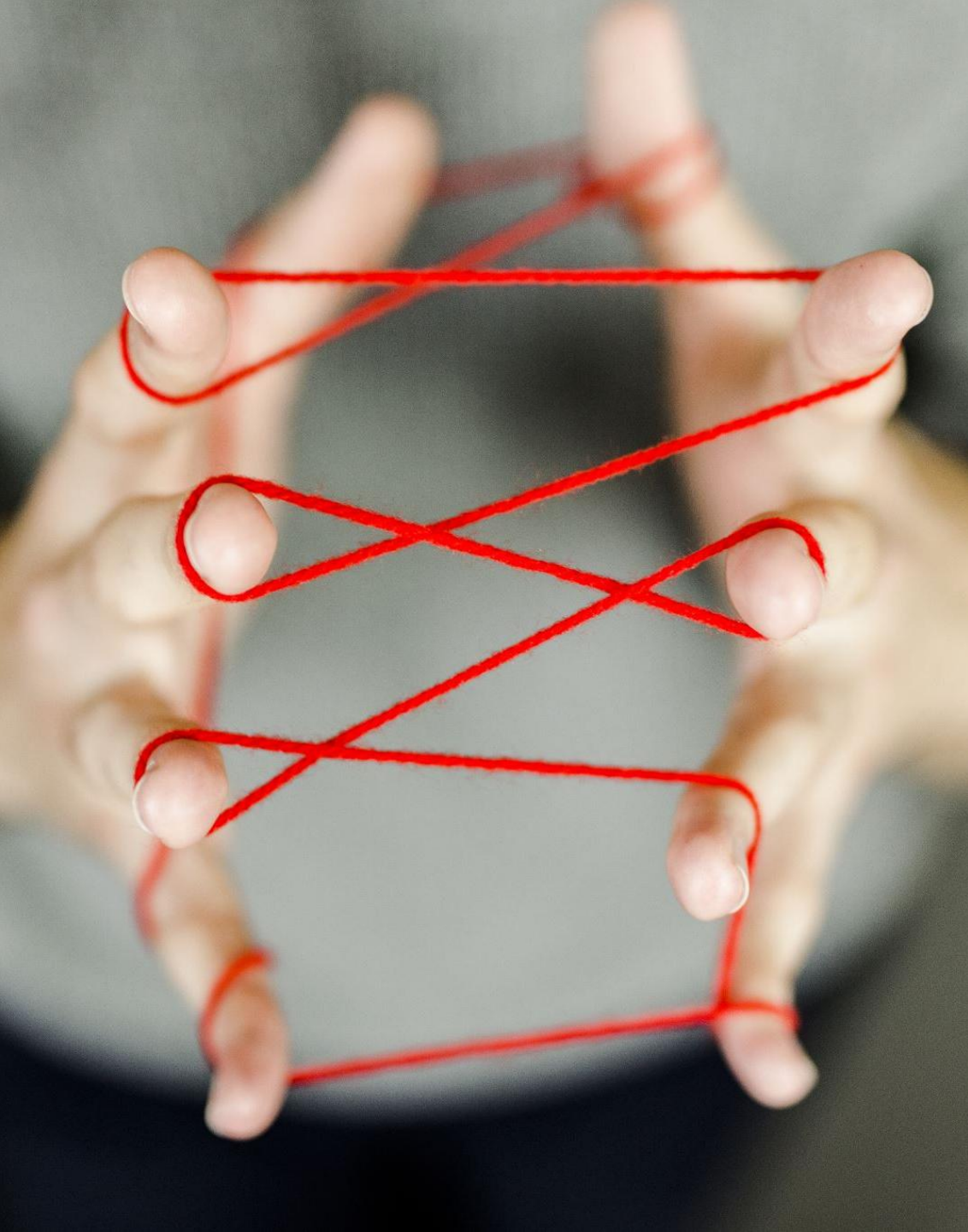
Harnessing Technology for Community Impact

Presentation by: Mark Cardwell
Founder and Principal Consultant



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Objective of Today's Session:

Explore the transformative potential of Artificial Intelligence in enhancing volunteer management and service programs.

Also...

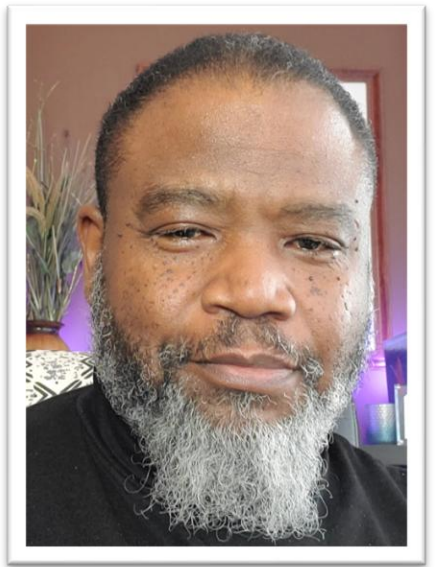
How not to be overwhelmed:

- **Crawl:** Learn the basics.
 - **Walk:** Hands-on with AI tools.
 - **Run:** Integrate AI strategies.
 - **Fly:** Lead AI-driven innovation.
-
- **Expectations:** Interactive participation, practical insights.



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AI Executive Training Program Summary

Program Overview: The AI Executive Training Program is an exclusive, personalized training series designed to equip senior executives and administrators with the essential skills and knowledge to leverage artificial intelligence in their leadership and business strategies. Through this program, participants will understand, explore, operationalize, and lead AI initiatives, transforming their organizations and enhancing their competitive edge.

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What is AI?

- **What is AI? A Simple Explanation**

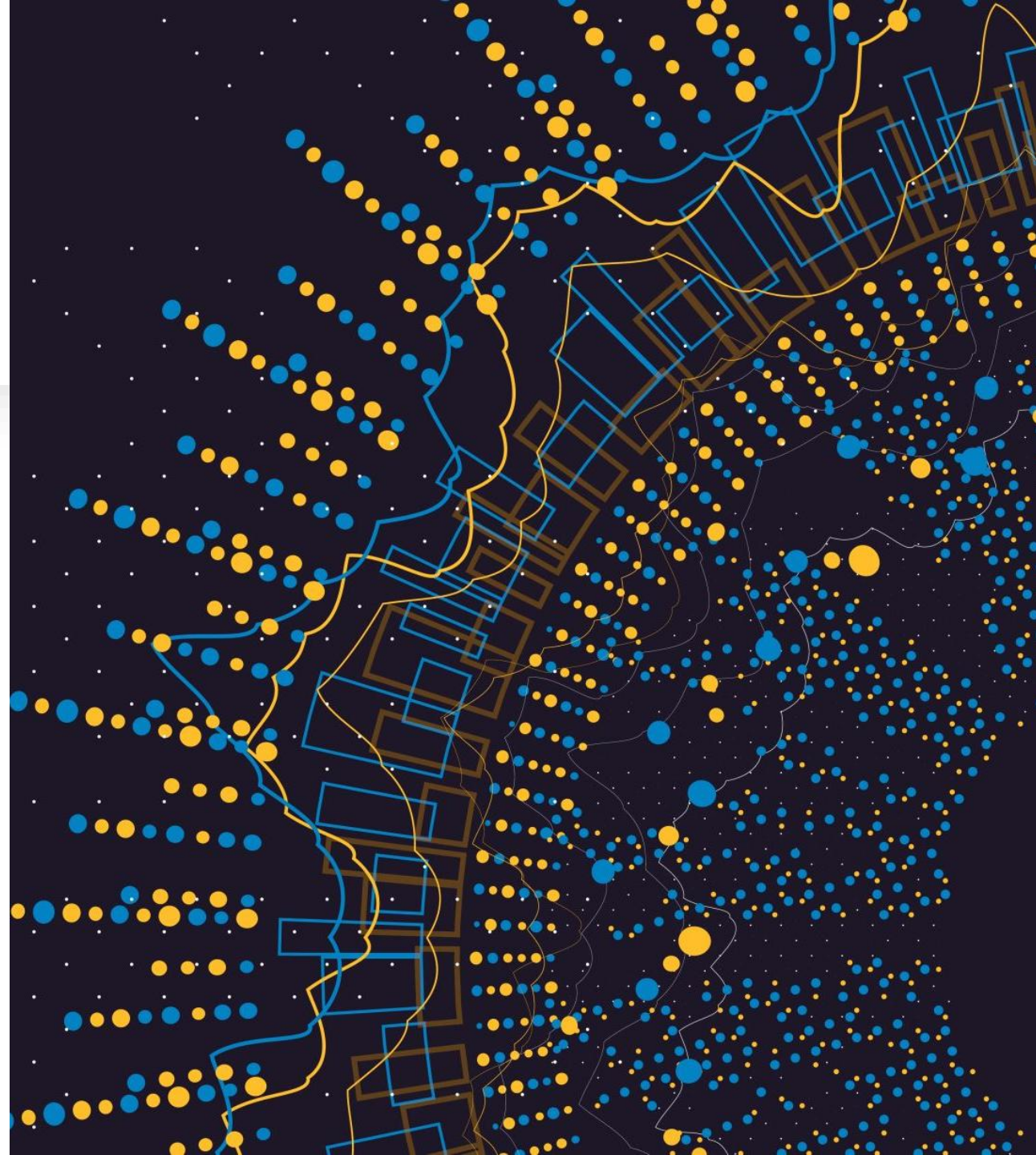
- Artificial Intelligence (AI) is the ability of **computers and machines to mimic human intelligence**—learning from data, solving problems, and making decisions.
- Think of AI as a **smart assistant** that can:
- **Recognize patterns** (like how Netflix recommends movies based on what you watch).
- **Understand language** (like Siri, Alexa, or ChatGPT answering your questions).
- **Make predictions** (like Google Maps estimating your arrival time).
- **Automate tasks** (like self-driving cars or email spam filters).



What is AI?

- **How AI Works**

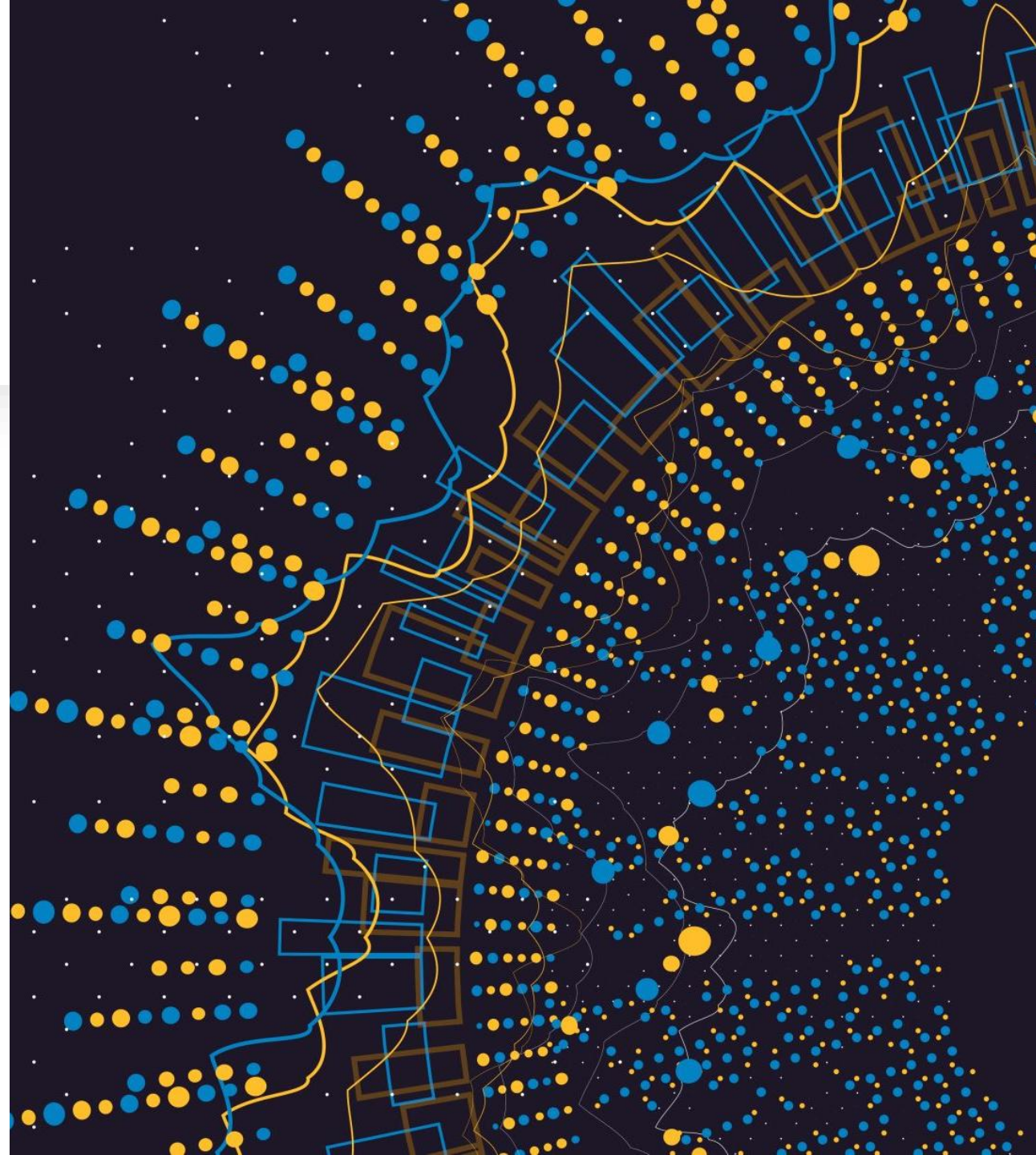
- AI learns through:
- **Data:** Just like we learn from experience, AI learns from lots of data.
- **Algorithms:** These are like "recipes" that teach AI how to recognize patterns and make decisions.
- **Training:** AI improves over time by practicing with more information, like how humans get better at playing chess.



What is AI?

- **Why AI Matters**

- AI is already transforming industries:
- **Healthcare:** Diagnosing diseases faster.
- **Business:** Automating repetitive tasks.
- **Education:** Personalized learning for students.
- **Entertainment:** Creating music, art, and even writing!
- **AI is an industrial revolution!**

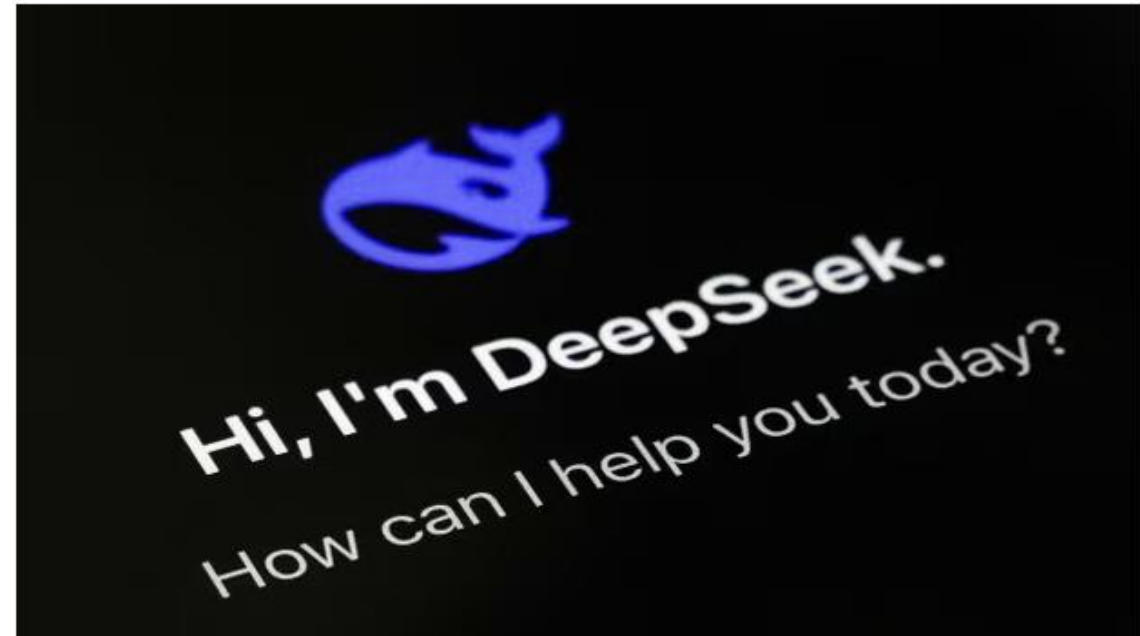


AI in the News: Breakthroughs, Challenges, and the Future

- China's AI Disruptor Shakes the Industry.
- Chinese startup DeepSeek develops a powerful AI at a fraction of the cost, wiping \$593 billion from Nvidia's market value.

Tuesday briefing: How an unknown Chinese startup wiped \$593bn from the value of an AI giant

In today's newsletter: the US had a huge head start on artificial intelligence - but now a low-cost rival from Hangzhou has turned the industry on its head



AI in the News: Breakthroughs, Challenges, and the Future

- Microsoft commits \$80 billion to AI infrastructure, competing with OpenAI's Stargate project.
- OpenAI's ambitious \$500 billion 'Stargate' project aims to build next-generation AI supercomputers, with Microsoft committing \$80 billion to stay ahead in the AI race.

TECH / COMMAND LINE

The AI spending frenzy is just getting started



Image: Cath Virginia / The Verge, Getty Images

/ Project Stargate kicks off a fresh wave of tech CEO chest-thumping. Plus: My conversation with the CEO of Reddit.

by [Alex Heath](#)

Jan 24, 2025, 7:15 PM EST



17 Comments (17 New)

TECH

AI backers tout new ‘industrial revolution’ — but is dangerous ‘singularity’ approaching?

By Alex Tapscott

Published Aug. 17, 2024, 10:39 a.m. ET

17 Comments



AI in the News: Breakthroughs, Challenges, and the Future

AGI (Artificial General Intelligence): AI with human-like intelligence, capable of learning and reasoning across any task.

ASI (Artificial Superintelligence): AI that far surpasses human intelligence, improving itself exponentially.

The Singularity: A tipping point where AI surpasses human control, driving rapid, unpredictable technological change.



- Released: 2018
- 117 million parameters
- Trained using unsupervised learning
- Gave state of the art performance for LAMBADA.
- Gave Competitive performance for GLUE and SQuAD

- Released: 2019
- Improved version of GPT-1.(1.5 billion Params)
- Trained on larger dataset.
- Additional improvements like including a modified training objective, and a more efficient sampling algorithm for generating text.

- Released: 2020
- Improved version of GPT-2 (175 billion Params)
- Trained on larger dataset.
- Additional improvements like better training methodology (Gshard) and Few shot learning Capability.

- Released:2022
- Improved version of GPT-3
- Three variants , 1.3 B, 6B and 175 B params
- The main element is to eliminate toxic outputs to certain extent using RLHF (reinforcement learning with human feedback).

- Released: 2023
- Not sure if its a fine tuned version of previous model.
- 1 trillion Parameters
- It can take text and image as inputs and produces text outputs.
- RLHF is used in the training.

GPT-5

GPT-4

GPT-3



Where we are today...





Q&A

- **Open floor for participants to ask questions**

5 Ways to integrate Artificial Intelligence (AI) into volunteer management systems that can significantly enhance operations.

1. Enhancing Recruitment Strategies Through AI
2. AI-Driven Tools for Volunteer Engagement
3. Streamlining Scheduling and Coordination with AI
4. Analyzing Volunteer Performance with Data Insights
5. Personalizing Communication for Better Retention

Source:

•Vorecol. (2024). "Integrating Artificial Intelligence in Volunteer Management Systems for Improved Outcomes." Retrieved from: vorecol.com.

These use cases highlight specific AI-driven approaches you can replicate using simpler tools available now (like ChatGPT, free automation platforms, or basic data analytics tools).





Enhancing Recruitment Strategies Through AI

- AI-driven tools can revolutionize volunteer recruitment by efficiently **matching candidates' skills and interests with appropriate roles.** This targeted approach not only streamlines the selection process but also boosts volunteer satisfaction and retention. For instance, **organizations leveraging AI in their recruitment processes have reported a 50% reduction in hiring time and a 30% increase in candidate retention rates over a two-year period.**

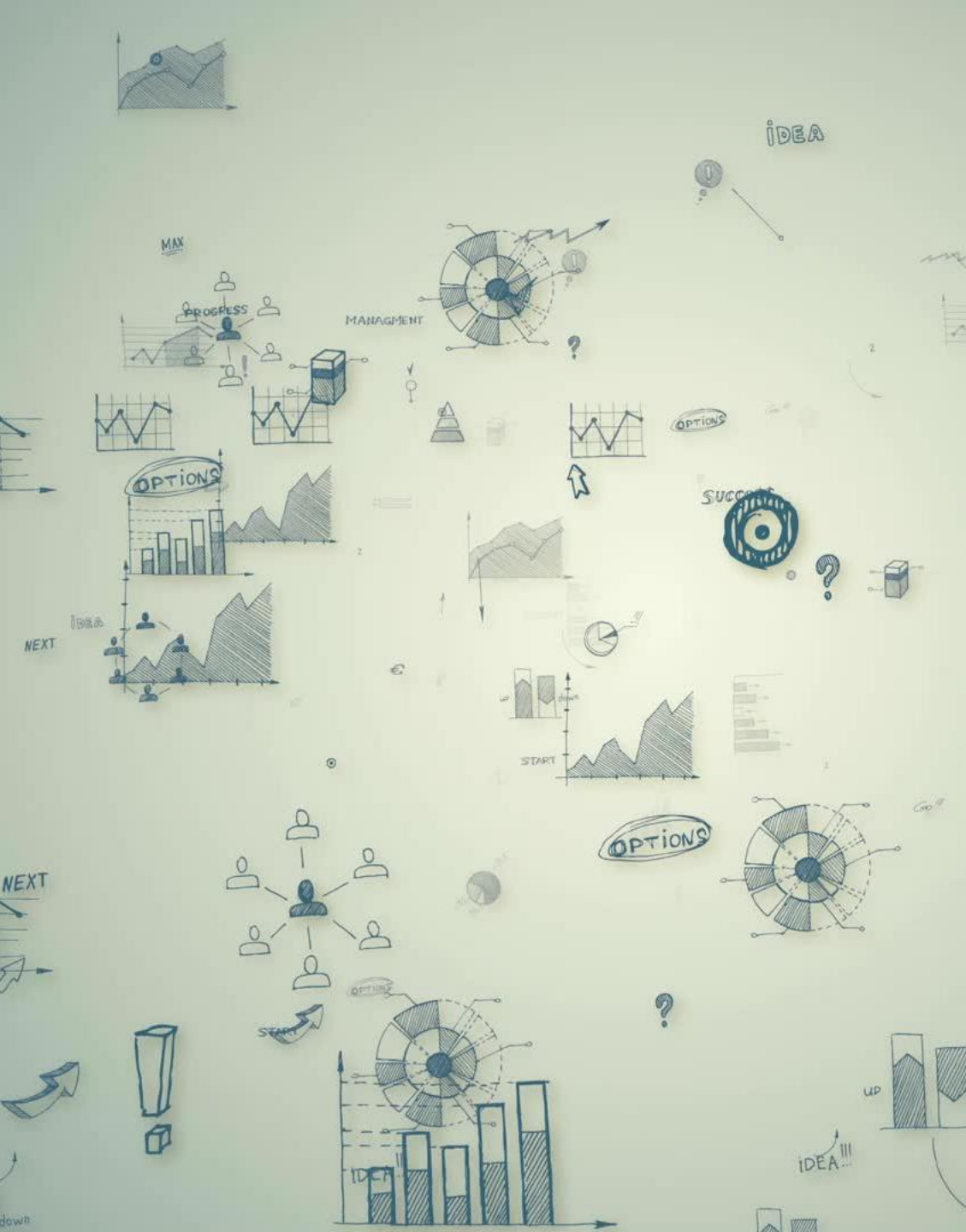
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AI-Driven Tools for Volunteer Engagement

- Artificial intelligence enhances volunteer engagement by analyzing behavior patterns and preferences, allowing organizations to tailor communication and opportunities to individual volunteers. This personalization fosters a deeper connection to the cause and encourages sustained involvement. For example, companies implementing AI-driven recruitment strategies have seen a 50% reduction in time-to-hire and a 30% increase in candidate retention rates over a two-year period.

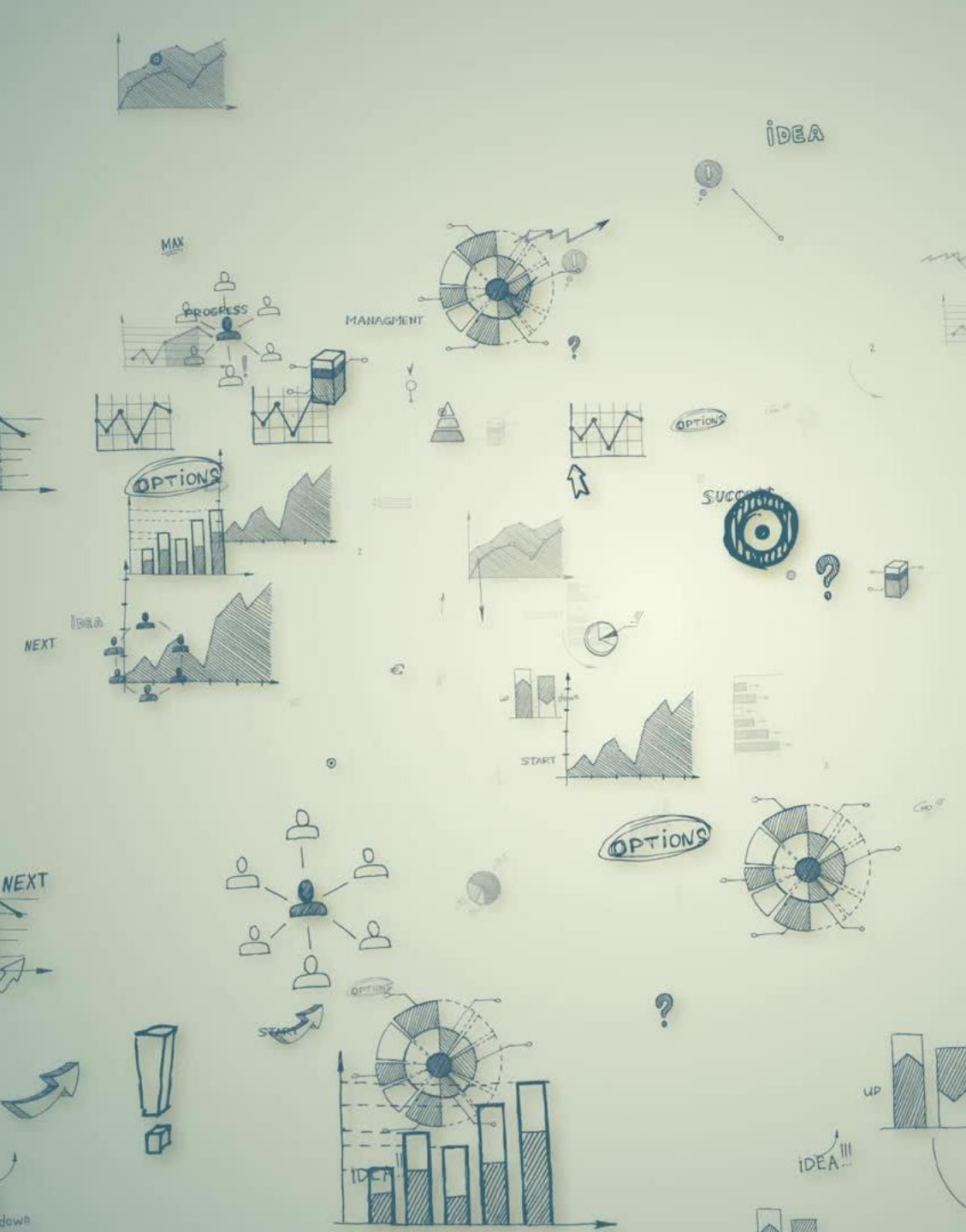
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First Steps with AI

- **Identifying Opportunities:** Look for high-volume, repetitive tasks suitable for automation.
- **Small Scale Pilots:** Start small with a manageable project to see AI in action.
- **Resources for Learning:** Training, Courses, Workshops, Coaching. (*No time to learn on your own*)



First Steps with AI

- **The Problem Addressed** (e.g., volunteer matching, scheduling inefficiencies, slow reporting).
- **The AI Solution Implemented** (e.g., predictive analytics, AI-driven matching, automated communications).
- **Impact Achieved** (e.g., time saved, improved retention rates, better volunteer experience).



Prompting Strategies (Basic Structure)

- **Be Clear and Specific:**

Clearly define exactly what you're asking for.

- **Use Step-by-Step Instructions:**

Ask the AI to break down complex tasks into manageable steps.

- **Give Context or a Role:**

Define the perspective from which the AI should respond.

- **Ask for Revisions or Refinements:**

Request changes if the output isn't quite right.

- **Use Examples to Guide AI:**

Include examples to clearly illustrate your desired response.

Volunteer Recruitment and Matching

Be Clear and Specific Instead of: Help me find volunteers.

Try: *“Create an engaging social media post to recruit volunteers aged 18-25 who enjoy working with kids for our summer reading program.”*

Use Step-by-Step Instructions Example: *“List three questions I can ask potential volunteers to better match their skills and interests with our available roles.”*

Give Context or a Role Example: *“Act as a volunteer coordinator and suggest an effective AI-driven strategy to match volunteers with appropriate community projects.”*

Impact Measurement and Reporting

Be Clear and Specific Instead of: "Tell me if our volunteer program works."

Try: *"List five key metrics we can track to measure the impact of our community garden volunteer project."*

Use Step-by-Step Instructions Example: *"Provide a step-by-step guide to create a simple impact report on volunteer hours, community reach, and project outcomes."*

Give Context or a Role Example: *"Act as an analyst and summarize the key points from the following volunteer feedback survey data (paste or upload data here)."*

Optimizing Nonprofit Operations

Be Clear and Specific Instead of: “How do I make scheduling easier?”

Try: *“Suggest a method to use AI or automation to simplify scheduling shifts for 30 volunteers across multiple locations.”*

Use Step-by-Step Instructions Example: “Provide step-by-step instructions on how to use an AI tool to automate reminder emails to volunteers about upcoming events.”

Give Context or a Role Example: “You are an operations manager at a busy nonprofit. Recommend three AI tools that could streamline our volunteer onboarding process.”



Thank You!
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