



# Reflection Guide

Make your volunteer projects more meaningful

## After the Project Conclusion: WHAT? – SO WHAT? – NOW WHAT?

Engage participants in a discussion of the following questions to guide a reflection about the volunteers' experiences. The questions are offered as tools to facilitate useful and candid discussions and provide an opportunity to reflect on the day's activities.

### Discussion Overview

- Ask volunteers the "WHAT" question, i.e. *What happened today?*
- Ask volunteers the "SO WHAT" question. i.e. *What are the consequences of the day's actions?*
- Ask how the group's contribution of time does (or doesn't) address the central need or core issue (i.e. poverty, education, homelessness, etc.)
- Ask volunteers the "NOW WHAT" question. i.e. *What can we do next to generate more impact?*
- Encourage participants to share their experience with others. Friends, co-workers, and family members will be inspired to get involved.

### Tips for Getting a Conversation Going

- Introduce yourself and establish your role as facilitator.
- Explain the purpose and structure of the conversation.
- Ask open-ended questions. Be sure participants have to give you more than a one-word answer.
- If one participant dominates the conversation, take a comment they make, turn it into a question and ask another quieter participant to respond.
- Don't be afraid of silence. Give people time to think.
- Make eye contact with the participants and listen to their answers.
- Relax and let the conversation flow. Don't feel pressure to keep the structure rigid.
- If the conversation gets off track but you think the comments are useful then let the conversation continue in that way. Don't feel pressured to stick to a script or plan. That said, if the comments aren't useful, then use some portion of the comments to get back to your original questions and purpose.
- Give the participants something to think about: the conversation doesn't have to end that day.
- Thank everyone for participating

Need more tips for project leadership? Contact the City of Bloomington Volunteer Network at 349-3472 or [volunteer@bloomington.in.gov](mailto:volunteer@bloomington.in.gov) or online at [www.bloomington.in.gov/volunteer](http://www.bloomington.in.gov/volunteer)

### City of Bloomington Volunteer Network

City Hall • 401 N. Morton St., Suite 260, Bloomington, IN 47404 • [www.bloomington.in.gov/volunteer](http://www.bloomington.in.gov/volunteer)

hrs: 8am - 5pm Monday-Friday • ph. 812.349.3433 • fax 812.349.3483 • [volunteer@bloomington.in.gov](mailto:volunteer@bloomington.in.gov)

