

A smiling man with glasses and a striped shirt is the central focus of the image. He is in a workshop or training environment, with other people blurred in the background. A grid of colorful sticky notes is visible on a wall behind him.

3 Keystone Behaviors: Conducting the Debrief

Volunteer Leader Training Aid



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3 Keystone Behaviors

The **Keystone Behaviors** are three simple behaviors used to frame the volunteer experience in order create space for transformation. The 3 Keystone Behaviors are:



CONDUCTING THE BRIEF

Before the event, helping participants consider the real meaning behind the work they are about to complete and shift the focus from task efficiency to **who the task is for and how it benefits them**.



GUIDING VOLUNTEER EXPERIENCES

During the event, recognizing where participants are in their volunteer journey in order to meet them at their **highest level of contribution** and create an environment where they have their needs met, have a great experience, and can keep developing as a volunteer.



CONDUCTING THE DEBRIEF

After the event, inviting participants to **critically reflect** on their experience and helping them bring meaning to the event beyond the task accomplished or team-building.

Purpose of the Debrief

Keystone Behavior #3



CONDUCTING
THE DEBRIEF

- Invites participants to **critically reflect** on their experience
- Without the Debrief, participants are left to **make sense** of their experience on their own

When to hold a Debrief

Keystone Behavior #3



CONDUCTING
THE DEBRIEF

- Hold a Debrief **after every event** (including each event in a multi-event project)
- Ask everyone to **stay for 15 minutes** after the event, get everyone to turn on their videos, and invite a reflection

Critical reflection is the process of analyzing, questioning or reconsidering experiences with some type of framework.

Reflection happens naturally.

Critical reflection is not always natural or easy.

Rational discourse can help with the critical reflection process.



CONDUCTING
THE DEBRIEF

How to hold a Debrief

Keystone Behavior #3

To invite people to put themselves in the story—of **who they were or became during the event**—as opposed to evaluate, ask two simple questions:

- 1 What did you experience?**
- 2 Was it what you expected?**

This is the point where some people begin to make sense of what they've learned about themselves through volunteerism, which leads to **changes in heart and ultimately behavior.**



How to hold a Debrief

Keystone Behavior #3

Strategies for creating virtual space for **safe and intentional** for critical reflection:

- Hold casual “**roundtable**” meetings or calls
- For multi-event projects, host a virtual “**Lunch & Learn**” after the events are complete
- Have volunteers **write short blogs** or use social media to send out micro-blogs about their experiences
- Invite employees to **share** quotes or short blurbs about their experiences in online company communities



CONDUCTING
THE DEBRIEF

How to hold a Debrief

Keystone Behavior #3

Basic **questions** you can ask as part of a conversation or roundtable discussion:

- Did you learn anything about yourself?
- What kinds of things did you discover about the community you were working in?
- What do you think your personal contributions were to the volunteering experience?
- Have any of your values, opinions, beliefs been influenced by volunteering?
- What is your biggest takeaway?
- How have you been challenged?
- What changes are you considering for yourself?



**CONDUCTING
THE DEBRIEF**

ABOUT REALIZED WORTH

Since 2008, Realized Worth has offered strategic consulting services to some of the most notable companies in the world. We help companies successfully create or evolve their employee social impact strategy through a comprehensive design, transition and implementation process that results in a robust and scalable employee program. It's our mission to help companies curate Transformative Experiences to drive company-wide social movements. We bring meaning to action through our Transformative Volunteering approach, which teaches employees how to practice behaviors that create engaging, effective, and impactful volunteer projects for their peers.

With a wide range of over 100 clients including Abbott Labs, Amazon, Apple, Comcast, Deloitte, Microsoft, Netflix, and others, Realized Worth's specialized expertise is uniquely suited for the corporation seeking meaningful impact through its employee social impact programs.

The co-founders of Realized Worth, Chris Jarvis and Angela Parker, are based in Baltimore, Maryland. The extended team is based throughout the US and Canada. Realized Worth Canada is based in Halifax, Nova Scotia.

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