



HANDBOOK:

Youth Volunteering as a Pathway to Employment For Corporations



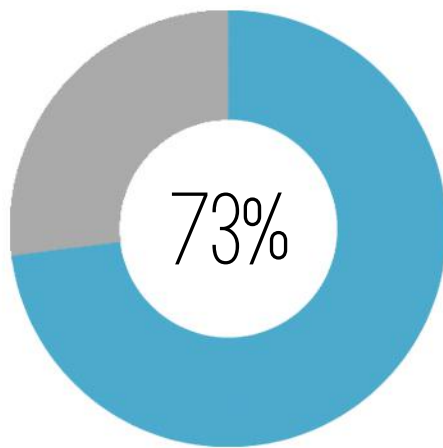
International
Association for
Volunteer
Effort



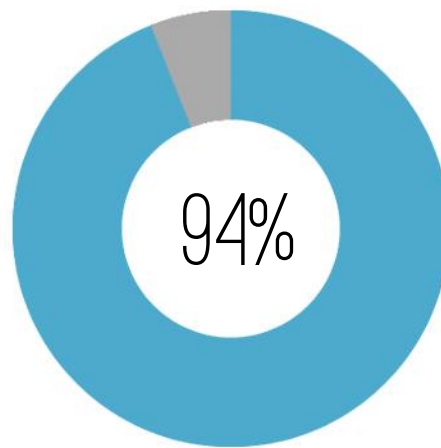
COMPANIES ENGAGING YOUTH VOLUNTEERS



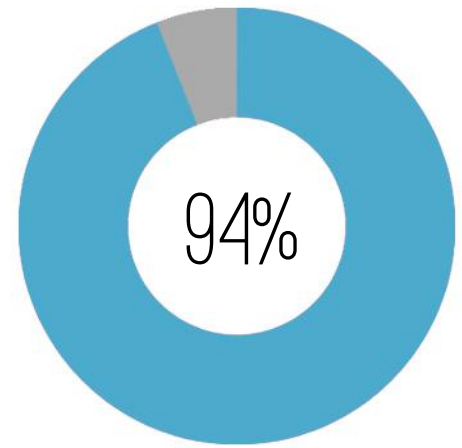
A survey carried out by TimeBank through Reed Executive showed that in 200 of the UK's leading businesses:



73% of employers would recruit a candidate with volunteering experience over one without it.



94% of employers believe that volunteering can add to and improve skill sets.



94% of employees who volunteered to learn new skills have benefited either by getting their first job, improving their salary, or being promoted.



"Volunteerism can be a way to help unemployed workers expand their network of contacts, improve their resumés, and make a positive impression in a competitive job market."

Hilda L. Solis, U.S. Secretary of Labor

Almost half of the current global population is under the age of 25.

There are 1.2 billion young people in the world today, and the next generation of youth will be half again as large, numbering 1.8 billion.[†]

Youth hold the key to society's present and future: they are actively engaged in the development of their societies in a vast range of actions.



Volunteering enables people to play a fuller and more satisfying role in the lives of their communities and societies*.

Young people, a group with unique characteristics and important challenges, represent a huge potential for development. There is an urgent need to build on this potential and to open doors to all forms of participation, including volunteering, an activity present in the lives of youth worldwide.



[†] Young people today, and in 2015, UN World Youth Report 2005

*Universal Values for Global Well-being, 2011 UNV State of the World's Volunteerism Report.



WHY INCLUDE VOLUNTEERING AS AN ASPECT TO REVIEW IN AN INTERVIEW PROCESS?



Youth are now entering the workforce with expectations of Corporate Social Responsibility (CSR) campaigns, **volunteer engagement** and opportunities for employees to participate. Growing corporate volunteer programs must effectively **engage youth and service**, whether youth as employee service leaders or as community beneficiaries of service.

When it comes to employment, volunteering becomes a route by which young people can improve their employment prospects by **enhancing job-related skills**. Results are visible: the vast majority of employers who employ former volunteers said that they are satisfied with their performances.[†]

EXAMPLES



Problem Solving &
Decision-Making



Teamwork



Communication
Skills



Leadership



Understanding
Diversity

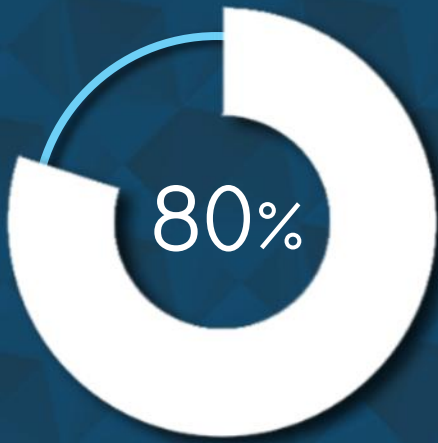
[†] Deloitte 2010 Volunteer Impact Surveys



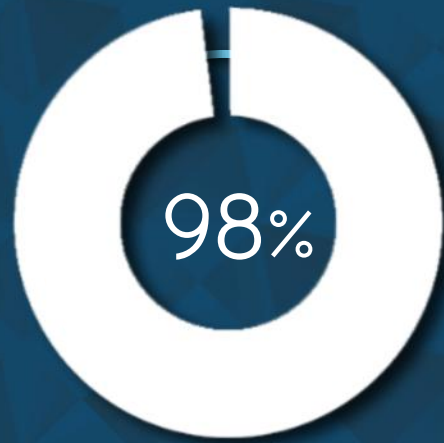
“Young people today are engaged global citizens. They serve and possess a strong sense of commitment toward social issues. They are more aware of the world around them, and about issues where they can have a direct impact. Young people seek out ways to leverage their skills, their interests and their networks to create real results. They approach the workplace with these same great qualities of skill development, personal networking and ways to change the world. It is important to them to work for a company that can provide a place for those qualities to flourish.”

Diane Melley

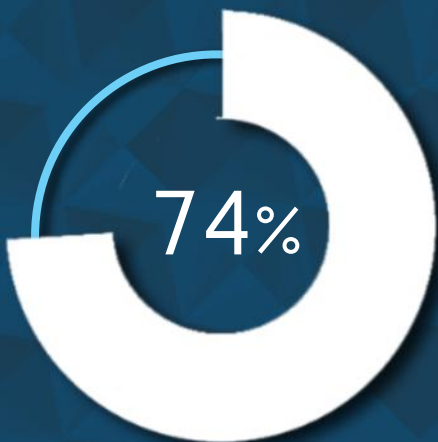
VP, Global Citizenship Initiatives at IBM



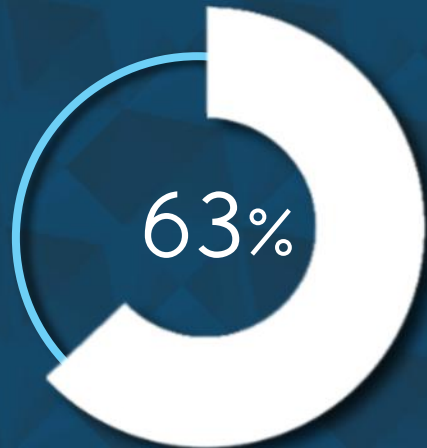
80% of 18-26 year olds believe that volunteering is a way to develop problem solving, decision making and negotiation skills.



98% believe companies should offer skills based volunteer opportunities



74% believe volunteering should be used for professional development



63% prefer to work for a company that offers volunteer opportunities that use their professional skills.

Source: Deloitte 2010 Volunteer Impact Surveys

AN INCLUSIVE HIRING PROCESS

From learning new skills and improving existing ones to meeting new people and boosting creativity, hiring managers and major corporations have realized the professional and personal benefits potential employees can experience through giving back. There is a need to make the hiring process much more inclusive and detailed on different type of activities that a future employee has participated in.

A deeper understanding of the volunteer activities a candidate has engaged in, allows the employer to have an overall knowledge of the profile of the future employee, not only on a professional level, but also matters related to social commitment and contest knowledge.



HOW TO DO IT?

When considering volunteering experience, some of the questions that can be asked when interviewing a prospect employee are:

- ⇒ Name and nature of the organization or initiative the candidate volunteered for.
- ⇒ Duration of volunteer's commitment.
- ⇒ His/her role.
- ⇒ What the work was in regards to.
- ⇒ What was learned from the experience.
- ⇒ What were his/her main achievements.



IRINA SHUBINA

CHOOSING YOUR CAREER PATH



My professional development began with volunteering. I was 14 years old and did not know what I wanted to do in my future and whom I wanted to be as a professional. By chance, I attended one of the meetings hosted by a youth organization in my hometown.



During my first year with the organization the Youth Council of the City of Yaroslavl (YCCY), I was involved as a volunteer. Students within the organization participated in many different and interesting projects in the field of ecology, social work and sports. After a year with YCCY, I understood that I was capable of starting an initiative myself. I became the leader of my own project to develop a learning game for students. I even received a small grant to fund this project.



This first project influenced and helped me choose a university and my field of interest. During my five years at the University, I was involved with Protection of the Rights of Students, an organization that educated and trained student activist's organizations. My involvements with the organization taught me how to organize events, present ideas, negotiate, work with others (both with the University administration and the student body), and manage project resources.

Thanks to my volunteer experiences, I had no doubts about what I wanted to do professionally after graduating. I believe volunteering can help you choose what you want to do professionally more conscientiously. You understand and analyze the purpose and value of your actions.

I now work in the project management field, organizing education programs and large international forums. I lead a team of 50 people and have managed events with over 50,000 participants, organized only within a few days.

In the future, I hope to develop educational programs and projects for volunteers, as well as organize interesting city wide events.



AN INTERESTING EXAMPLE

TELEFONICA'S THINK BIG PROGRAM



Think Big is Telefónica's way of helping young people in Europe to be better prepared for their professional and personal futures by developing entrepreneurial and digital skills through "learning by doing".

Think Big is one of the best examples of how Telefónica puts into practice its mission to open the possibilities of technology to everyone and to contribute to removing barriers between people and their possibilities.

This program, aimed at young people age 13-25, is about innovation and entrepreneurship. It seeks to contribute to the development of a more entrepreneurial and more digital Europe, with the idea that young people are the foundation of social change, through leadership and responsibility for their own projects.



6,500
projects



6 European
countries



11,200 young
people



5,000 Telefónica
employees

Since 2010, the program has supported more than **6,500** projects and a total of **11,200** young people in **six** European countries (Spain, Germany, Slovakia, Ireland, the United Kingdom and the Czech Republic). Over **5,000** Telefónica employees are involved in the program every year.

Think Big is funded by the Telefónica Foundation and implemented with the support of the Telefónica company in each country, and more than 200 NGO partners throughout the European region.

Telefonica

WORKING AT STARBUCKS

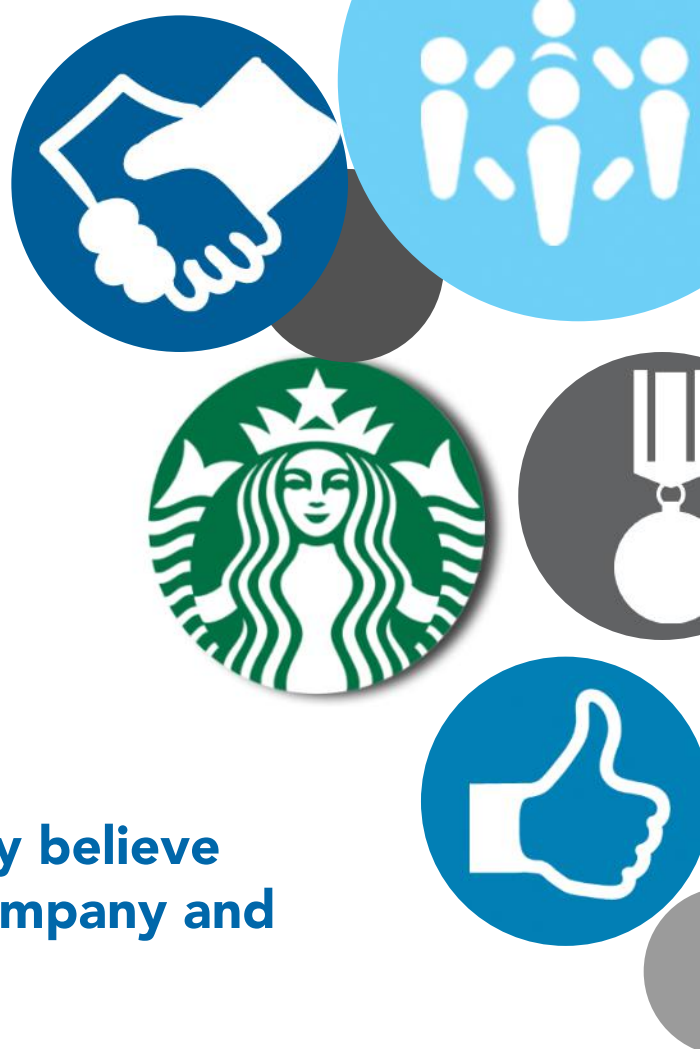
"We are looking for people, whether it would be on the corporate side and/or in our stores, that act aligned to our core mission and values: to inspire and nurture the human spirit, one person, one cup and one neighborhood at a time."

Some of our values that we really believe are critical to our success as a company and to living that mission are:

- ⇒ **CREATING A CULTURE OF WARMTH AND BELONGING**
where everyone is welcomed,
- ⇒ **ACTING WITH COURAGE,**
- ⇒ **BEING PRESENT**
and connecting with transparency, dignity and respect, and
- ⇒ **DELIVERING OUR VERY BEST**
in everything that we do.

Those are the qualities that we are looking for when we are searching for future partners to join the company.

Lisa Price
VP Partner Resources US



WHAT IBM IS LOOKING FOR

“IBM has a robust college recruitment strategy. The strategy not only includes the typical components – CV/interviews – but also includes components of who IBM is as a company, and what IBM does to support the communities where we live and work. IBM knows that young job seekers are making career decisions on whether to come to a company on more than its business results and their ability to find fulfilling work. They are seeking companies that have a strong sense of community, that provide unique leadership programs, and that stay true to its values.

At IBM, our community work has been tightly integrated with our company's values since our inception. IBM strongly supports community through its skills based volunteerism and pro bono leadership service programs. These programs allow all employees access to leadership development, increased networking and the ability to make real impact in communities throughout the globe. IBM's support of employees' volunteerism has resulted in almost 20M hours of recorded service in the last decade alone.”

IBM has three core values that drive our company. We look for these values to be demonstrated by our employees – current and future – in many ways. When interviewing, we also seek ways to see the following values, in action, in possible job candidates:

- ➡ DEDICATION: TO EVERY CLIENT'S SUCCESS
- ➡ INNOVATION THAT MATTERS: FOR OUR COMPANY AND FOR THE WORLD
- ➡ TRUST AND PERSONAL RESPONSIBILITY: IN ALL OUR RELATIONSHIPS

Diane Melley
VP, Global Citizenship Initiatives



THE SKILLS OF^{*} VOLUNTEERS

Research conducted by the Department of Education and Skills of UK's National Youth Agency defines the skills that a youth volunteer can learn in and categorizes them into three groups:

PERSONAL SKILLS

INTERPERSONAL SKILLS

UNDERSTANDING OF
CONTEMPORARY ISSUES

*IVR (2006) Assessing Voluntary Experiences: A portfolio of skills learned through volunteering, IVR: London

PERSONAL SKILLS

A range of personal skills, attitudes and knowledge related to an individuals' sense of their own identity and their ability to manage themselves include:



Self-Confidence



Communication Skills



Self-awareness



Self-management



Planning



Taking responsibility



Improving own learning



Problem solving & decision-making

INTERPERSONAL SKILLS

A range of interpersonal skills, attitudes and knowledge relating to working with other people include:



Teamwork



Managing Relationships



Active listening skills



Leadership



Negotiation

UNDERSTANDING OF CONTEMPORARY ISSUES

A range of skills, knowledge and attitudes relating to individuals being able to act more effectively in the wider world include:



Understanding oneself



Understanding society



Understanding diversity



Rights & responsibilities



Preparation for work



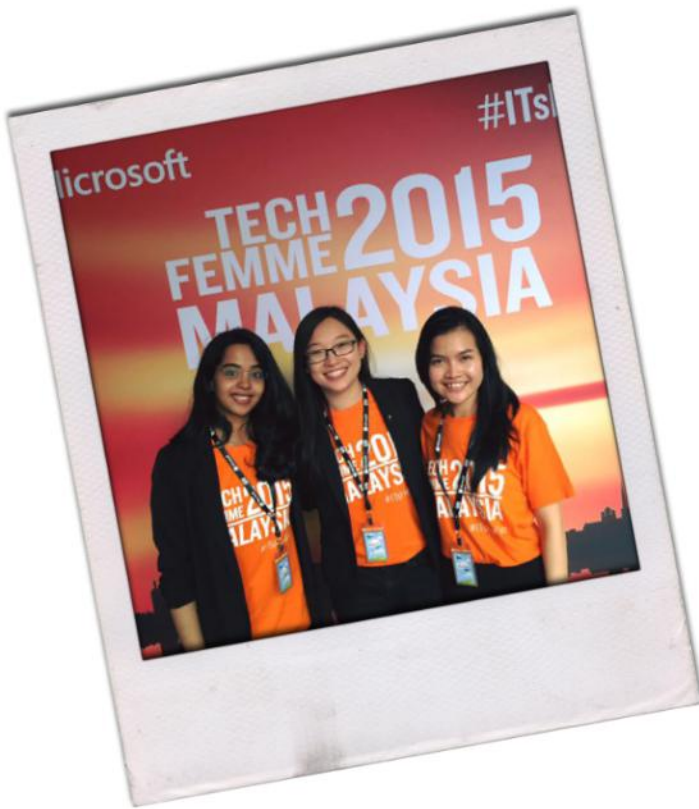
Financial understanding

NABILA AKBAR HUSSAIN

A JOURNEY TOWARDS EMPLOYMENT

Volunteering has been instrumental to my journey towards employment. My experience as a volunteer has allowed me to learn about various industries and perspectives, do my part for the community around me, have thought-provoking conversations, challenge myself, and gain new-found friends.

My first foray into volunteering was when I was 17. After completing high school in Malaysia, I found myself with lots of time and little to do. I looked into tutoring at a nearby orphanage, and taught Mathematics and English to 7 - 10 year olds. It was this experience that showed me how a little time and effort could make a positive difference, and how much I could learn from the people and the community around me. After that short stint, I spent two years studying at United World College Costa Rica. My volunteering experience in Costa Rica pushed me out of my comfort zone and allowed me to test my boundaries. Volunteering in a foreign land, in a foreign language required me to quickly adapt and adjust to a new environment while looking for ways to add value to the various volunteering initiatives I was fortunate to organize and participate in. My experiences in wholly unfamiliar territory taught me that there is nothing that genuine effort, good intentions and perseverance cannot overcome – and this lesson has been invaluable in my professional life so far.



Ultimately, volunteering has been a powerful tool in aiding my personal and professional development. On a personal level, it has allowed me to challenge myself, learn and develop in ways that I did not think possible. From interacting with children of incarcerated persons, to running 5 kilometers in a Santa Claus outfit to raise funds, to listening to inspiring speeches by thought leaders; volunteering has exposed me to a diverse range of people, industries and lessons. From a professional perspective, volunteering granted me the opportunity to take my academic experience out of the classroom, and build on my knowledge in a hands-on manner. It was also volunteering that led me towards my current position as Philanthropies Lead at Microsoft Malaysia. After my volunteering experience at Microsoft Malaysia's TechFemme 2015 conference, I reached out to one of the speakers who I found to be particularly inspiring. We kept in touch, and several months later, when a position became available, she kindly notified me. I applied, engaged in the selection process, and now have the privilege of working for one of the world's leading multinational technology companies.



SHARE YOUR STORY

You have learned about how other corporations look at the value of youth volunteer experience in their hiring decisions. You've also learned about what specific skills youth gain while volunteering that can be applied to future employment. Now you have an opportunity to make a difference in the lives of young people and make a difference in your company. Assess your company's hiring policies and practices and see if volunteer experience is used as part of the hiring protocol. If it is, can it be broadened? If it isn't, how can you introduce the concept? As you move through this process please share your story with info@iave.org.

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