

National  
Volunteer  
Management  
Conference

## Masterclass (*orange*)

Recognition that matters: building  
a culture where volunteers feel  
valued and supported

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# Welcome and purpose



EXPLORE THE POWER  
OF MEANINGFUL  
VOLUNTEER  
RECOGNITION



UNDERSTAND LINKS TO  
INCLUSION,  
WELLBEING, AND  
SUSTAINABILITY



FOCUS ON INCLUSION  
AND BELONGING



# Agenda

Warm-up activity

Foundations of  
recognition

Barriers to  
participation

Low-cost  
recognition  
strategies

Inclusive volunteer  
development

Interactive activities  
& reflection



## Warm-up activity

Think of a  
time you felt  
truly valued

What made it  
meaningful?

Share in pairs  
or small  
groups



## Changing the landscape of volunteering



A more diverse and representative volunteer base

Communities are changing and so are their needs

Clear links to the UN Sustainable Development Goals

Volunteering strengthens inclusion and builds resilience



# Why recognition matters

Boosts volunteer retention and satisfaction

Enhances wellbeing and motivation

Fosters a sense of belonging and purpose



# Activity: Recognition mapping

1

List current  
recognition  
practices

2

Identify who is  
recognised and how

3

Spot gaps or missed  
opportunities



# Barriers to participation



Emotional demands of volunteering

Accessibility and inclusion challenges

Cultural and language barriers

Time and resource limitations



# V-SAC Insights



SUPPORTING VOLUNTEERS  
IN EMOTIONALLY  
DEMANDING ROLES



LISTENING TO VOLUNTEER  
FEEDBACK



CREATING SAFE,  
SUPPORTIVE  
ENVIRONMENTS



## Low-cost, high-impact Recognition



Everyday micro-recognition moments

Peer-to-peer appreciation

Celebrate invisible contributions

Use storytelling to highlight impact



## Activity: Redesign a recognition moment



Choose

Choose a real recognition example

Identify

Identify ways to make it more inclusive

Share

Share redesigned ideas with the group



# Building inclusive volunteer cultures



FOSTER  
INTERCULTURAL  
COLLABORATION



EMPOWER  
VOLUNTEERS AS CO-  
CREATORS



PROMOTE  
PSYCHOLOGICAL  
SAFETY



VALUE DIVERSE  
CONTRIBUTIONS



## Reflection activity

What is one recognition practice you will implement?

How will it support inclusion and wellbeing?

Share your commitment with a colleague



## Closing and resources



Key takeaways from today

Resources for further learning

Thank you for your contributions!

Stay connected and keep recognising





# Thank you!

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