

National  
Volunteer  
Management  
Conference

## Meet our presenters

Artificial Intelligence (AI) and its  
impact on volunteering

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**Volunteer  
Ireland**

Obair Dheonach Éireann





Better Futures.  
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Introduction

01

# Introduction to AI



Machine  
Learning



Explore titles related to: [Marvel's The Avengers](#) | [MARVEL COLLECTION](#) | [Marvel Cinematic Universe](#) | [Captain Marvel](#) | [Marvel Comics](#) | [Marvel Anime: X-Men](#) | [Marvel Knights: Black Panther](#) | [Marvel's Avengers Assemble](#) | [Modern Marvels: Collection](#) | [Marvel's Inhumans](#)



# Introduction to AI



## Key Components of AI



Machine  
Learning

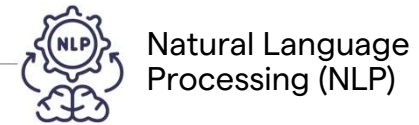
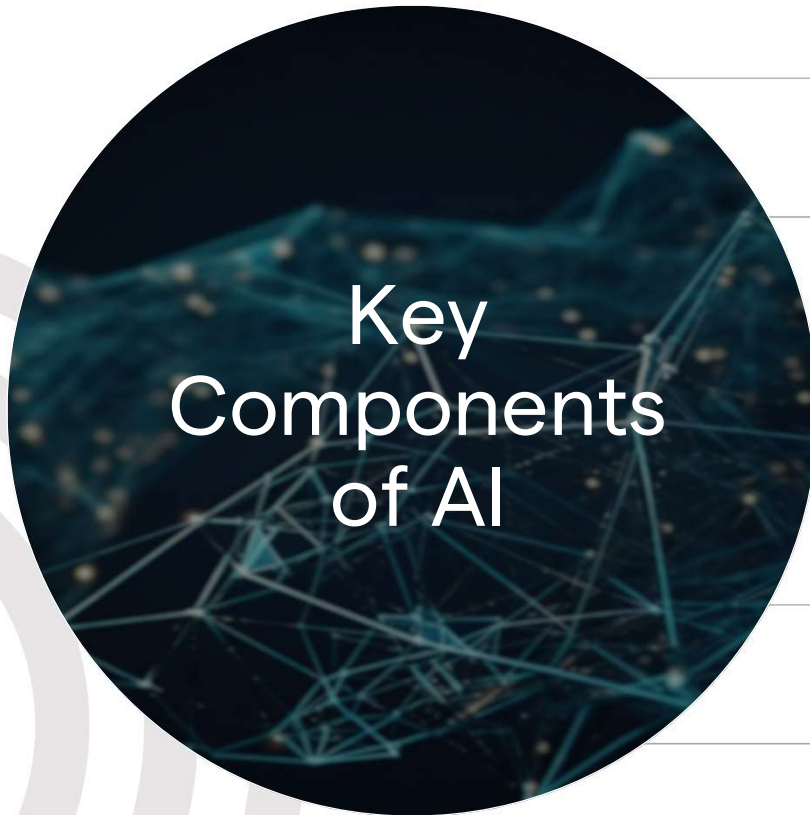


Natural Language  
Processing (NLP)

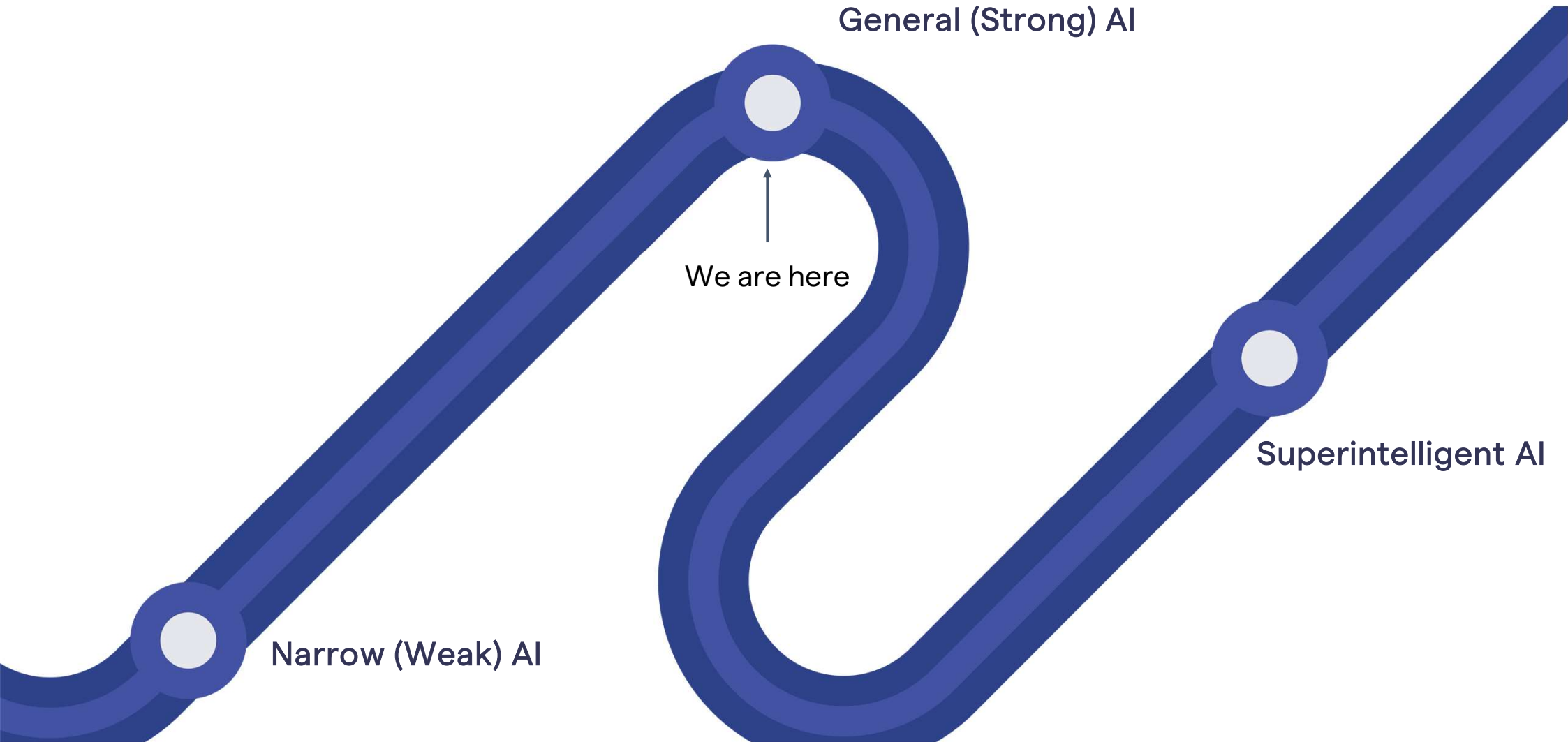




# Introduction to AI



# Types of Artificial Intelligence



# The main chatbots



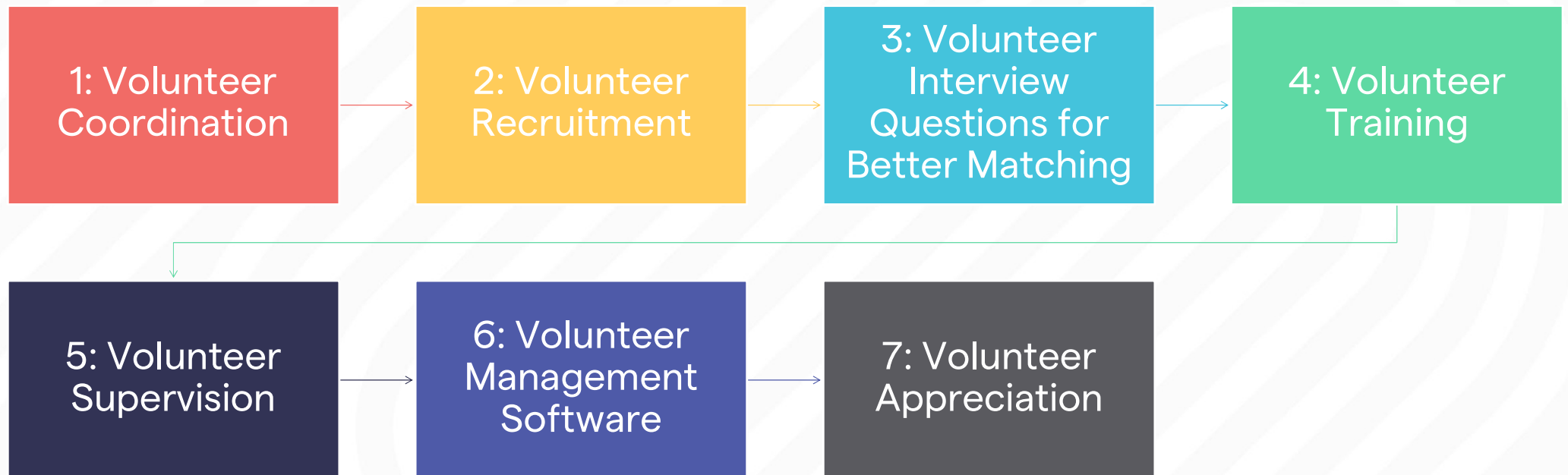


# Your Time!

Use Cases

02

# Volunteer Management – Use Cases





# Training Example



## COURSE – Volunteer Management Fundamentals

Our Signature 5-module on-demand course, designed to help volunteer leaders and new volunteer coordinators get a jump start on success with proven frameworks, strategies, and expert insights.

[ENROLL NOW>>](#)

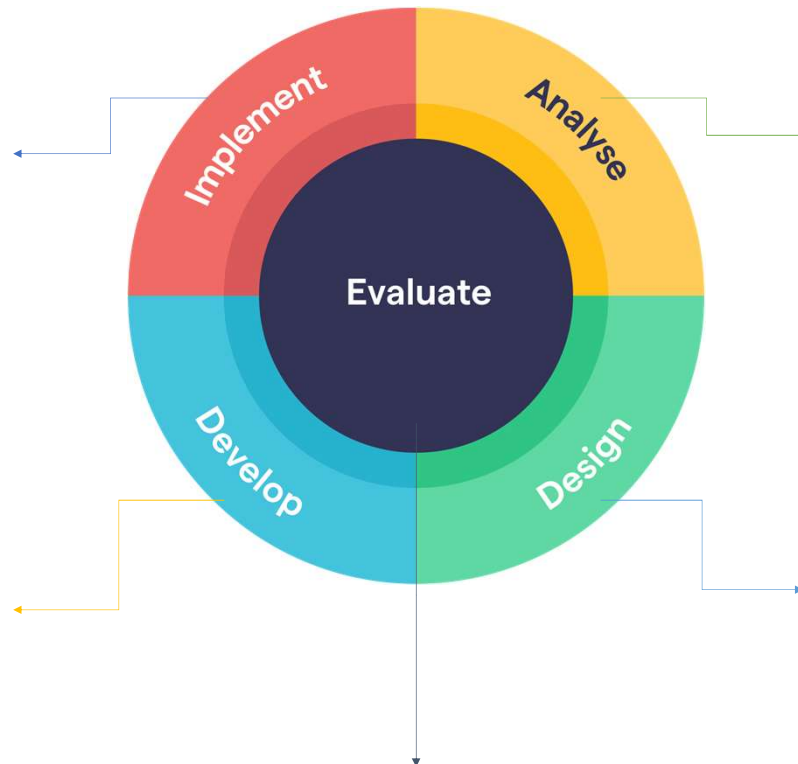
What's Included:

- Five on-demand modules to watch at your own pace
- Comments sections in each lesson to ask questions and get answers
- Access to our live monthly Q&A Coaching Call
- Worksheets, checklists, swipe files, guides & slides
- Automatic completion certificate once all coursework is complete
- Lifetime access to the course, & all future updates, for as long as it exists

# Learning Activities

- LMS administration
- Learning marketing
  - eTutoring
  - Localisation

- Video production
- Audio production
- Image development
- Course authoring
  - Testing



- Learning analytics
  - Assessment
  - ROI

- "Why" - Define the problem and outcomes
- "Who" - Develop learner personas
- "What" - Implement content mapping
- "How" - Design the learning experience

- Establish clear learning objectives
- Develop an instructional design plan
- Prototyping
- Assessment & accessibility design

# Training Example - Tools





# Analysis with AI



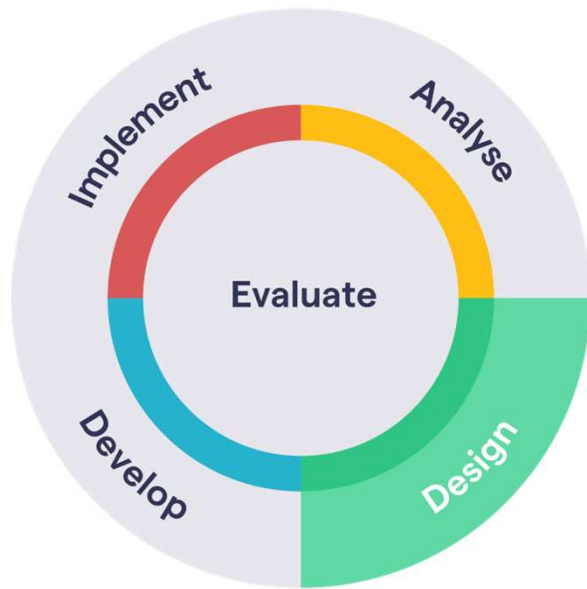
## Less time on...

- Gathering and analysing data
- Creating training specs
- Mapping content

## More time on....

- Stakeholder collaboration
- Reviewing data insights
- Experimenting in LX Design

# Designing with AI



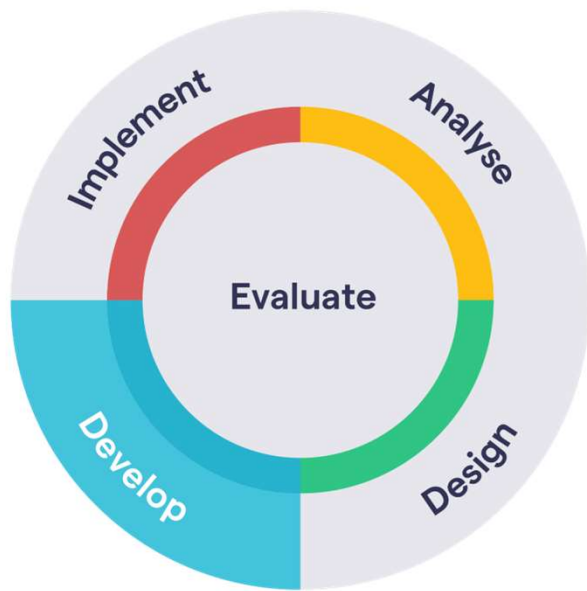
## Less time on...

- Designing assessment
- Storyboarding
- Review cycles with SMEs

## More time on....

- Prototyping
- Problem-based learning
- Storytelling
- ID for new learning formats

# Developing with AI



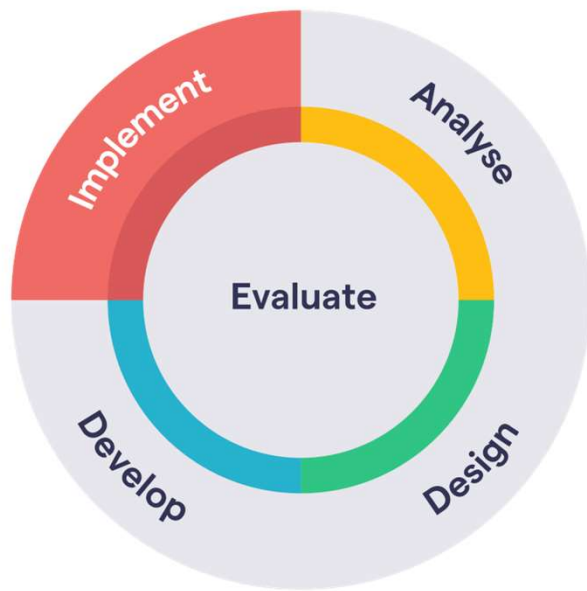
## Less time on...

- Content creation
- Content curation
- Testing

## More time on....

- Experimenting with mediums
- Universal design
- UX design

# Implementing with AI



## Less time on...

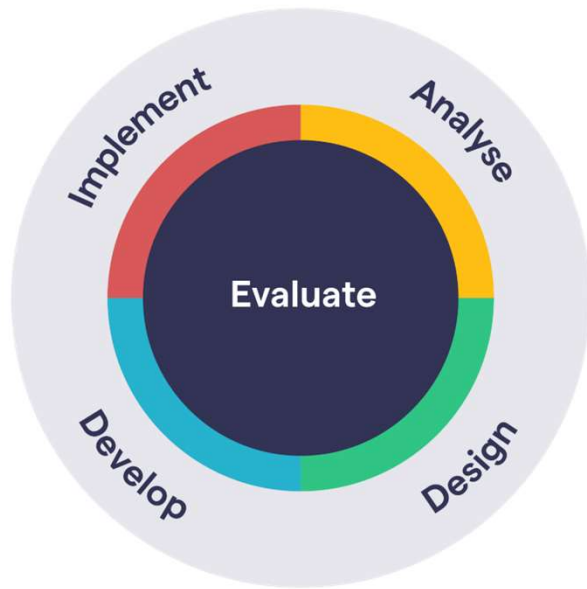
- LMS administration
- eTutoring
- Localization

## More time on....

- Social learning
- Personalised feedback
- Learning marketing

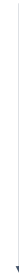


# Evaluating with AI



## Less time on...

- Data analysis
- Assessment delivery
- Learner communication



## More time on....

- Showcasing value
- Learning insights
- Assessing skills

# Summary - Emerging Skills



- Administration
- Content Curation
- Content Creation
- Authoring
- Content Mapping
- Data gathering



- LX Design
- UX Design
- Universal Design
- Performance consulting
- Skills based learning design
- Data driven learning design

Exercise

03

# Group Discussion

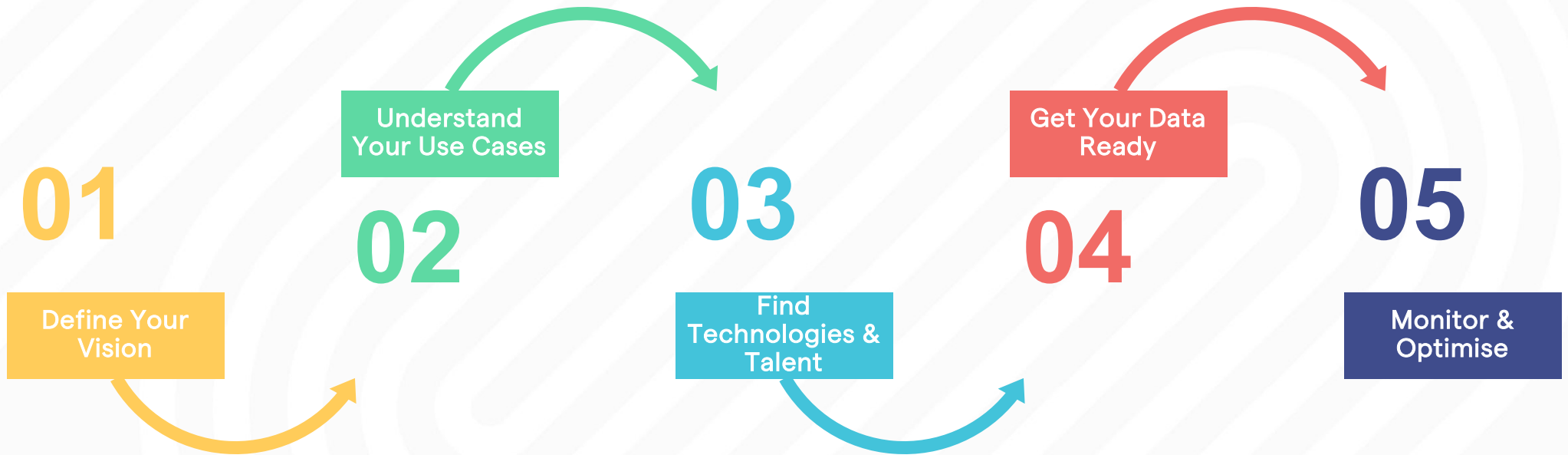
- **Group of 3 – 4**
- What are the potential use cases for AI in Volunteer Management?



Action Plan

04

# A Framework for Implementing AI



# Define Your Vision

Begin by understanding your organisation's goals.

Having a clear vision acts as your North Star, guiding all subsequent steps.

**Key question:** What are you trying to accomplish?

**Focus:** Clarify your desired vision

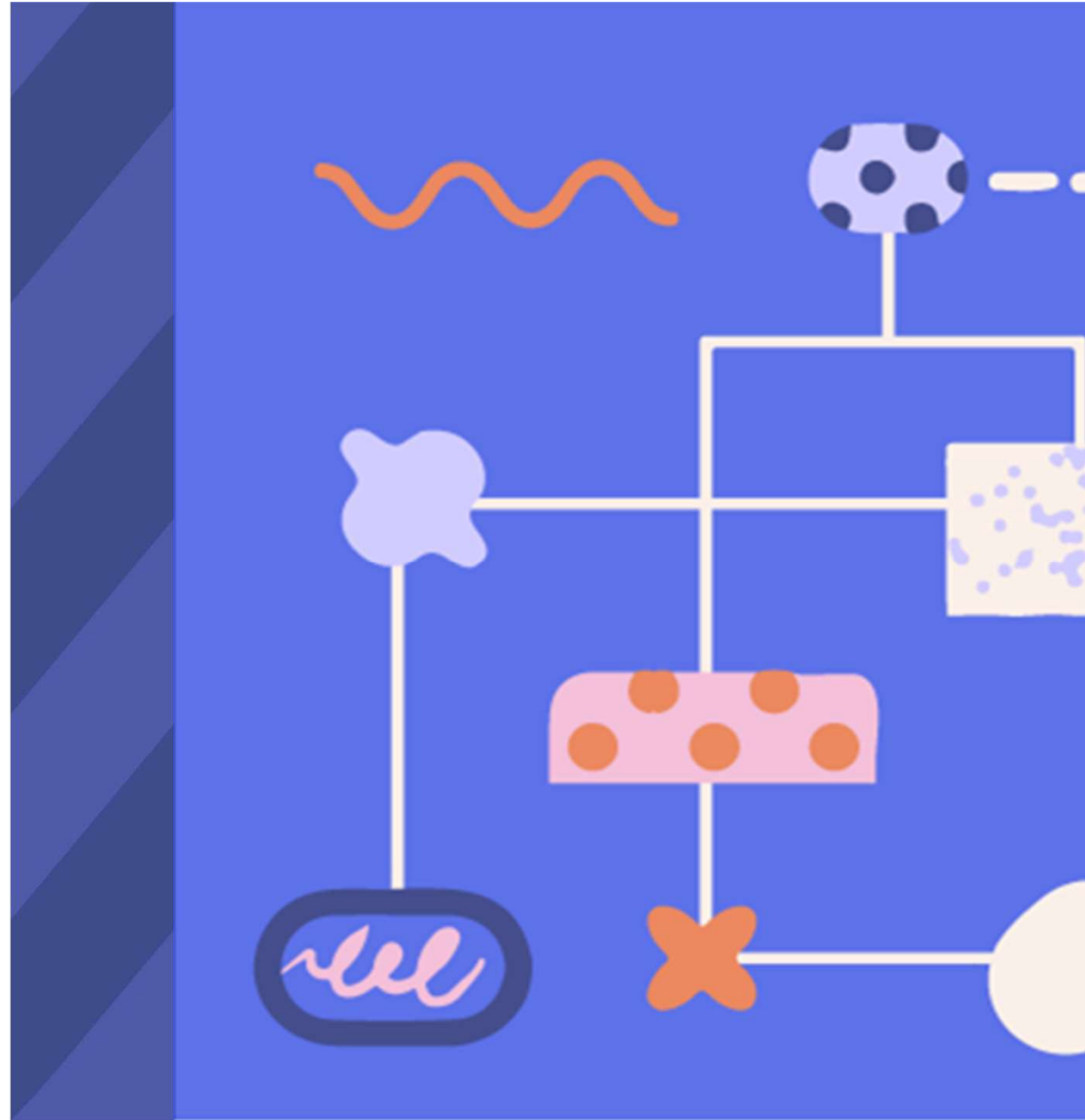


# Define Your Use Cases

**Not all problems require AI solutions.** It's vital to distinguish between challenges that can be overcome using traditional methods and those where AI can truly make a difference.

**Key question:** What are the specific problems or challenges that AI can address?

**Focus:** Expected impact (e.g., cost savings, learning experience improvement) of implementing AI for each identified use case.





# Get The Data Ready

**AI thrives on data.** The quality, security and relevance of data play a pivotal role in the success of AI implementation.

**Key question:** Is the available data of good quality, well-structured and sufficient for training the AI models? Are there any data privacy or security

**Focus:** Data preparation, privacy and security



# Select Technologies & Talent

Choosing the right technologies and having a skilled team in place ensures the AI solution aligns well with your goals.

**Key question:** What are the most appropriate AI tools for each identified use case? What are the required skills and resources for implementing them?

**Focus:** Technology selection and skill and resource assessment



# Monitor & Optimise

AI solutions must be regularly monitored and refined based on real-world feedback to ensure sustained performance

**Key question:** What are the key performance indicators (KPIs) that will be used to monitor the performance of the AI?

**Focus:** Continuous Improvement



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