



## 2009 Member Survey Summary of Results

This year, the focus of our survey was to find out information surrounding the impact that membership in Pilotlight may have on professional development, philanthropic endeavours, and in understanding the voluntary sector. We also asked for feedback on the value of Pilotlight membership and for any suggestions on ways in which we can improve.

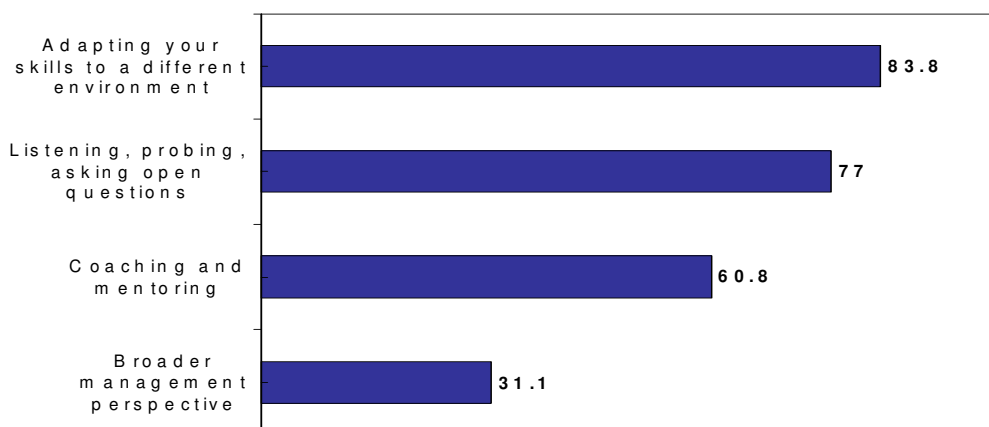
Through compiling the data, we are delighted to know that our members receive a variety of professional and personal benefits as a result of their involvement with Pilotlight, from increasing effectiveness in their day-to-day work, to rounding out soft skills that include increased listening and learning how to ask more effective questions.

### Professional development

Pilotlight understands that while many members join our organisation to give something back to the charity sector, they gain skills and tools through the process in working with other senior business people and charity sector representatives. Our 2009 survey demonstrates an extraordinary impact gained through the Pilotlight experience, even if the primary focus is to enable our partner charities and social enterprises to become more sustainable, and successful in helping more people more effectively.

- **77%** of Pilotlighters found their experience with Pilotlight has helped them become **more effective in their professional work**. The level of effectiveness increases over the first three years.
- **94%** of Pilotlighters say they have **refreshed or improved their skills** in their work with Pilotlight. Their skills acquisition increases over the first three years.

Pilotlighters have developed the following skills, with percentages noted:



% of members who believe Pilotlight has developed their skills in these areas

Other skills Pilotlighters say they have developed include: goal-setting and planning; building relationships; problem-solving; working with fewer resources; and negotiating preferred outcomes.

Not only do Pilotlighters gain skills, they tell us that they are happier as a result:

- **84%** of Pilotlighters found their experience with Pilotlight has helped them become happier **or more fulfilled in their professional work**. Their level of fulfilment increases over the first three years.

### **In their own words**

Pilotlighters tell us the ways in which Pilotlight has impacted their skills, abilities, ways of thinking, and how their approach has changed as a result.

**"I am energised by time away from my day-job... I am challenged by the different perspectives of the other Pilotlighters and try to put myself in their shoes when I think about problems in my job and career."**

"[Pilotlight] has forced me to explain things more simply, clearly; to think more creatively about solutions."

**"[Pilotlight] has made me much more open to listening and asking questions rather than suggesting solutions right away. [It has] taught me the virtue of patience and planning with limited resources."**

"I feel more confident of success in my personal and career goals."

**"[Pilotlight has] allowed me to become more tolerant of differing styles and personalities."**

"[Pilotlight has helped me in] utilising influencing skills."

### **Philanthropic journey**

Pilotlight also wanted to know how members may have changed their philanthropic involvement as a result of their work with charity and social enterprise projects, whether it is in volunteering their time, giving donations, or gaining an understanding of the voluntary sector.

- **95%** of Pilotlighters have found the Pilotlight experience has **improved their understanding of a particular social issue** or area of deprivation.
- Since becoming Pilotlight members, Pilotlighters have **increased the time they spend volunteering** with charities outside their Pilotlight commitment by approximately **50%**.
- **17%** of Pilotlighters **have become trustees** as a result of working with Pilotlight, and a further **17% intend to become trustees**.

### **Pilotlight Member experience**

Pilotlight understands that our strength is derived from our members and their commitment to the partner organisations with which we work. We recognise there

are many methods to support charities; our goal is to leverage our members' skills by providing an efficient and effective experience in donating skills to organisations poised for growth. We are pleased to report that **85% of Pilotlighters are satisfied or extremely satisfied with their Pilotlight experience.**

### **Additional research planned**

As a result of the 2009 Member Survey, our Evaluation Manager, Dan Ritman, is looking learn more about how our members' Pilotlight experience has led to changes in their engagement with the voluntary sector. If you are interested in taking part in this research, please contact him to arrange a short conversation, on 020 7396 5316 or [dritman@pilotlight.org.uk](mailto:dritman@pilotlight.org.uk).

To receive a copy of the unabbreviated 2009 Pilotlight Member Survey, please contact Courtney Stern, Member Communications Manager, on 020 7396 7418 or [cstern@pilotlight.org.uk](mailto:cstern@pilotlight.org.uk).