POINTS OF LIGHT CONFERENCE 2026 | VOLUNTEERING & SOCIAL IMPACT LIVE LEARNING SERIES

BUILDING AI CONFIDENCE ACROSS THE SOCIAL IMPACT SECTOR

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WEDNESDAY, FEBRUARY 25
1:00 - 2:00 P.M. ET

Volunteering & Social Impact Live Learning Series

Building AI Confidence Across the Social Impact Sector

Points of Light Conference 2026
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Today's Roadmap

Poll #1

How would you describe your current experience using AI at work?
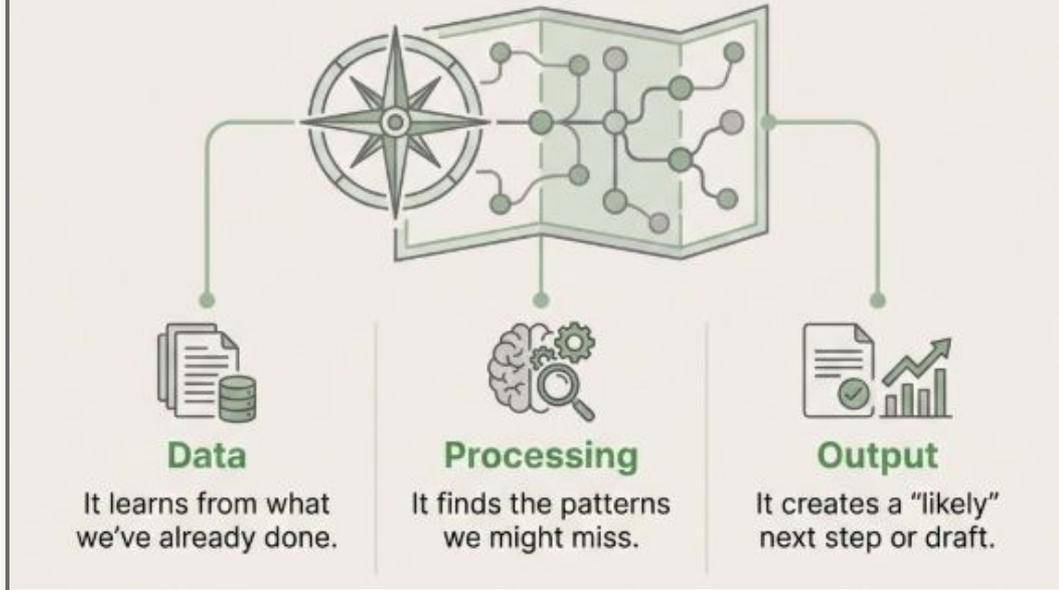
A. Just getting started
B. Tried a few things, inconsistently
C. Use AI regularly
D. Help guide others

Where to Start

Green exists

Yellow exists

Red exists

Today starts with Green

What is Artificial Intelligence?

At its simplest, AI is a tool that recognizes patterns and generates predictions.

Data
It learns from what we've already done.

Processing
It finds the patterns we might miss.

Output
It creates a "likely" next step or draft.

LLMs Are Like College Interns

- Smart
- Fast
- Eager
- Needs direction
- Needs review

AI Works Best as a Support Tool, Not a Decision-Maker

Supports thinking
Speeds up drafting
Does not own judgment

Everyday Uses

Drafting & Editing

Quickly generating drafts for emails, reports, or social posts.

Summarizing Information

Distilling key points from long documents, meeting notes, or articles.

Brainstorming Ideas
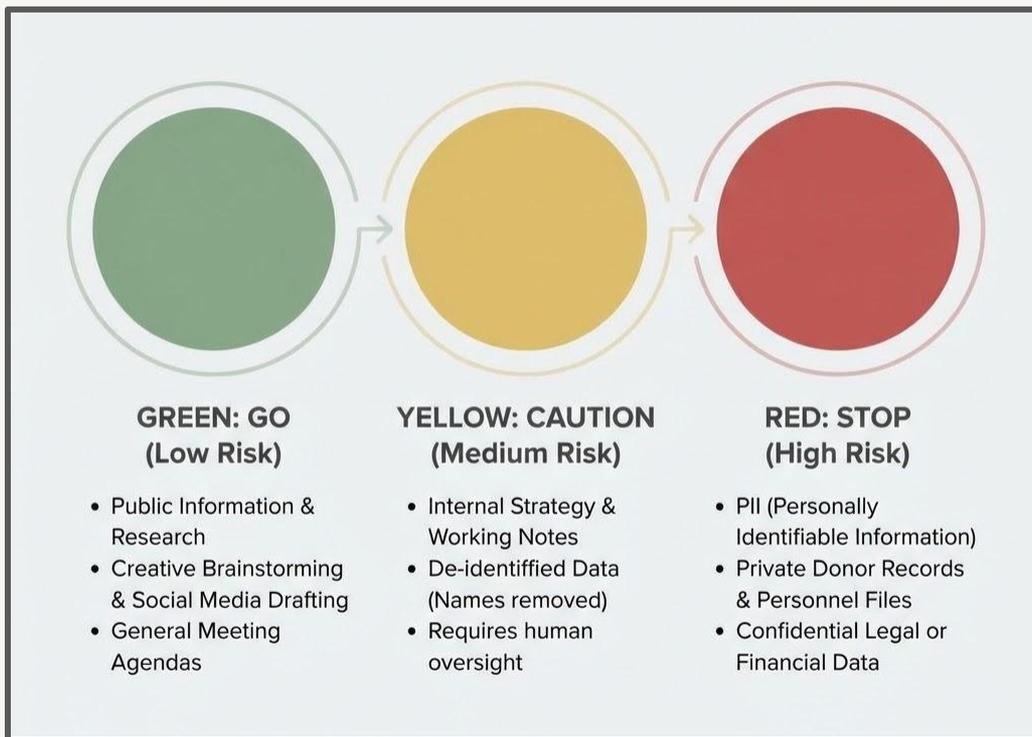
Generating a list of ideas, outlines, or approaches for a project.

Poll #2

Where does work most often feel slow or frustrating right now?

○ A. Writing or drafting (emails, updates, reports)

○ B. Managing information and volume (notes, documents, summaries)

○ C. Coordination and follow-ups (meetings, handoffs, action items)

○ D. I'm not sure where AI could help yet

The High-Level Decision Framework: The Traffic Light

GREEN: GO (Low Risk)

- Public Information & Research
- Creative Brainstorming & Social Media Drafting
- General Meeting Agendas

YELLOW: CAUTION (Medium Risk)

- Internal Strategy & Working Notes
- De-identiffied Data (Names removed)
- Requires human oversight

RED: STOP (High Risk)

- PII (Personally Identifiable Information)
- Private Donor Records & Personnel Files
- Confidential Legal or Financial Data

Prompting is a Skill

Prompting = Delegation

Clear direction reduces risk and improves results

The 4-Part Prompt Framework

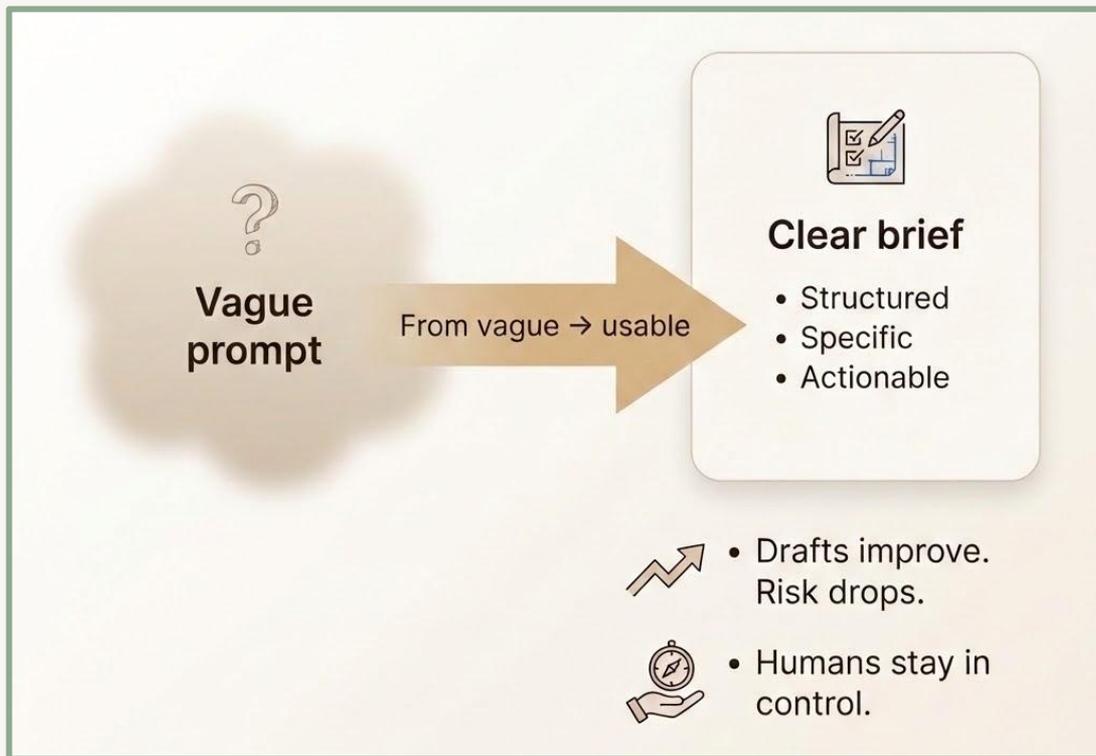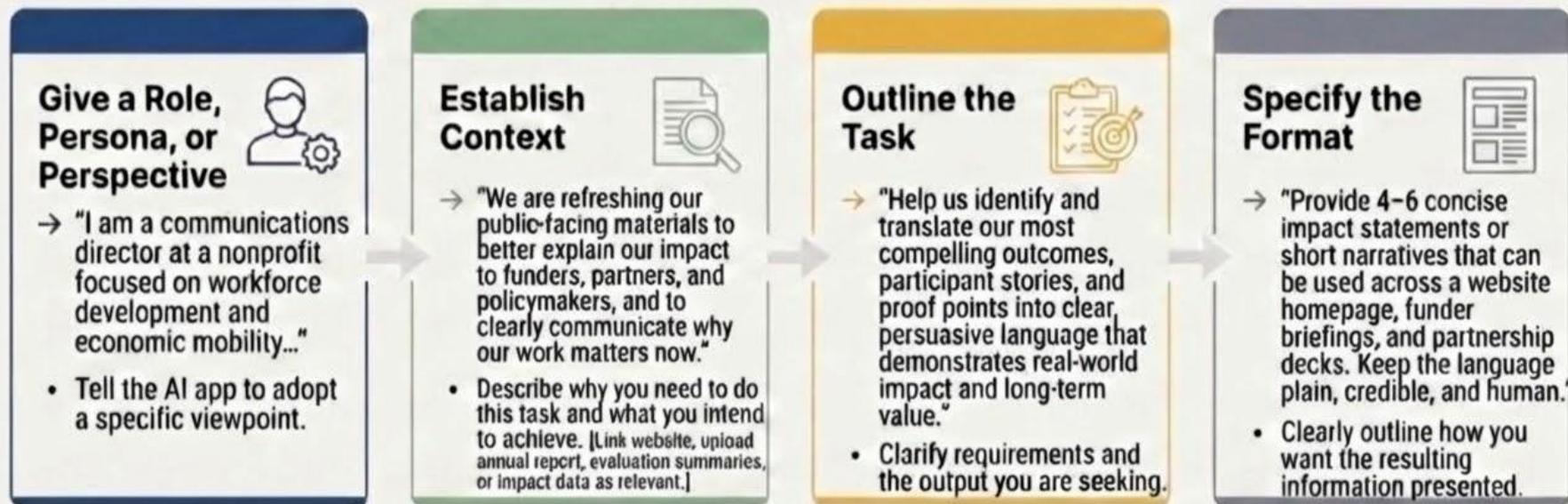A clear brief reduces guesswork

✓ **Role**

✓ **Goal**

✓ **Context**

✓ **Guardrails**

Prompting in Practice

Vague prompt

From vague → usable

Clear brief
- Structured
- Specific
- Actionable

- Drafts improve. Risk drops.
- Humans stay in control.

Prompts: Developing Content for a Campaign

Give a Role, Persona, or Perspective

→ "I am a communications director at a nonprofit focused on workforce development and economic mobility..."

- Tell the AI app to adopt a specific viewpoint.

Establish Context

→ "We are refreshing our public-facing materials to better explain our impact to funders, partners, and policymakers, and to clearly communicate why our work matters now."

- Describe why you need to do this task and what you intend to achieve. [Link website, upload annual report, evaluation summaries, or impact data as relevant.]

Outline the Task

→ "Help us identify and translate our most compelling outcomes, participant stories, and proof points into clear, persuasive language that demonstrates real-world impact and long-term value."

- Clarify requirements and the output you are seeking.

Specify the Format

→ "Provide 4–6 concise impact statements or short narratives that can be used across a website homepage, funder briefings, and partnership decks. Keep the language plain, credible, and human."

- Clearly outline how you want the resulting information presented.

Poll #3

Does your organization currently have clear guidance for AI use?

A. Yes, we have clear guidance or a policy

B. We're working on it

C. No, not yet

D. I'm not sure

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What AI Confidence Looks Like

A Foundation for Impact

Human-in-the-Loop Oversight

AI as a tool, human judgment as the final decision-maker.

Continuous Learning & Adaptation

Iterative process of testing, feedback, and skill development.

Ethical & Responsible Use

Adhering to principles of fairness, transparency, and accountability.

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Leadership: Monday Morning Action Plan

1. "Kitchen Table" Pulse Check

Sit down with your team and simply ask: "Where are we already using AI?"

2. Identify One "Green Light" Task

Find a low-risk, high-reward task to start with.

3. Practice Prompting

Write one true "Delegation Memo" - set the Perspective, define the Objective, inject your Mission Context, and set the Standard.

4. Start the Governance Conversation

Discuss and establish guardrails as an organization.

Poll #4

After today, what feels like the most useful next step?

A. Try one small, low-risk experiment
B. Set clearer guidance or norms
C. Build confidence and shared understanding across the team
D. Pause and learn more before trying anything

Resources

These resources are shared as informational starting points, not endorsements. Because this isn't legal advice, we recommend connecting with your legal team to ensure these tools fit your organization's specific context.

Common AI Terms

Artificial Intelligence: Tech that lets machines perform tasks using human-like reasoning.

Machine Learning: AI that studies data patterns and improves its output automatically.

Deep Learning: ML that uses layered networks to solve advanced and complex problents.

Neural Network: A linked system of nodes that learns patterns from large datasets.

Generative AI: AI that produces new text, images, audio, or video from learned data.

Large Language Model: A model trained on huge text sets to understand and generate language.

AI Agent: A system that completes tasks and makes decisions without supervision.

Agentic AI: AI that plans, reasons, and executes actions through independent steps.

Chatbot: AI software that holds natural language conversations with users.

Prompt: A written instruction that tells an AI system what response to create.

Fine Tuning: Extra training that adapts an AI model to a specific, narrow purpose.

Data Training: Feeding labeled data into AI so it learns patterns and correct behavior.

Dataset: A structured collection of information used to train or evaluate models.

Model: A trained system that turns input into predictions or generated output.

Automation: AI handling repetitive work so tasks run smoothly without manual input.

Computer Vision: AI that interprets images or video to detect and understand visual content.

Natural Language Processing: AI that reads language, interprets meaning, and produces clear responses.
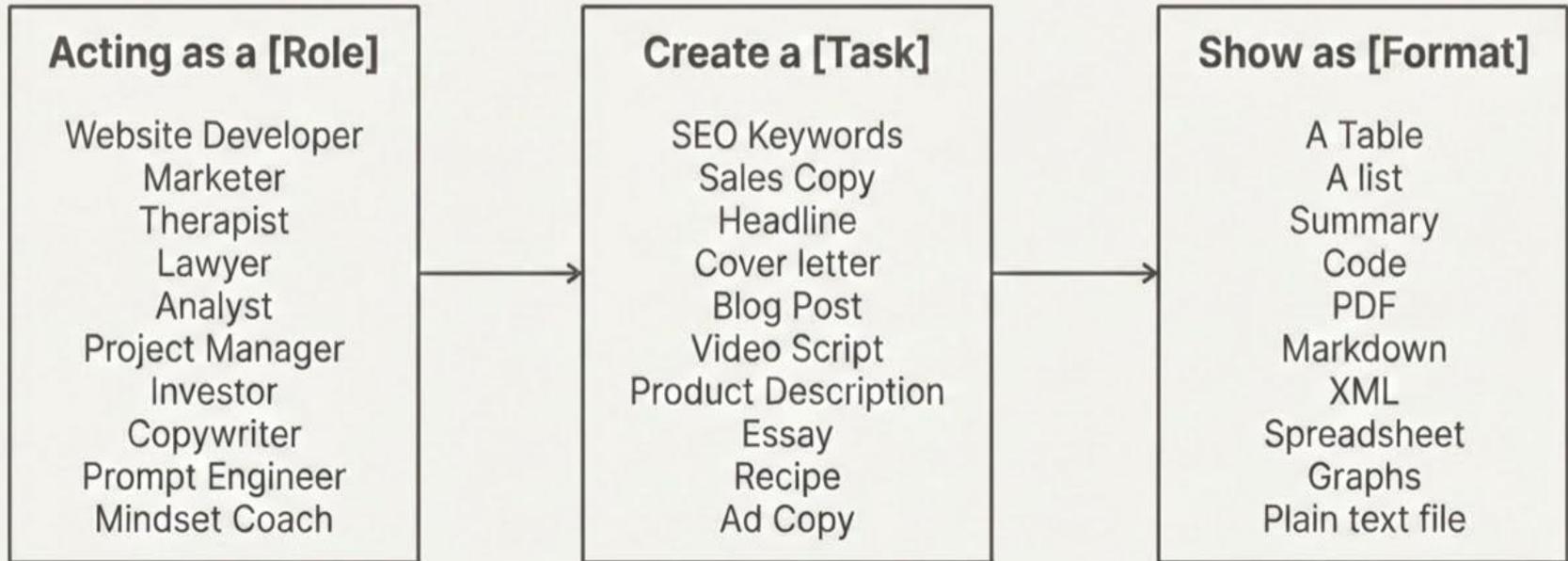
Voice AI: AI that recognizes speech, interprets intent, and returns spoken results.

Personalization: AI adjusting content or actions based on a user's data and preferences.
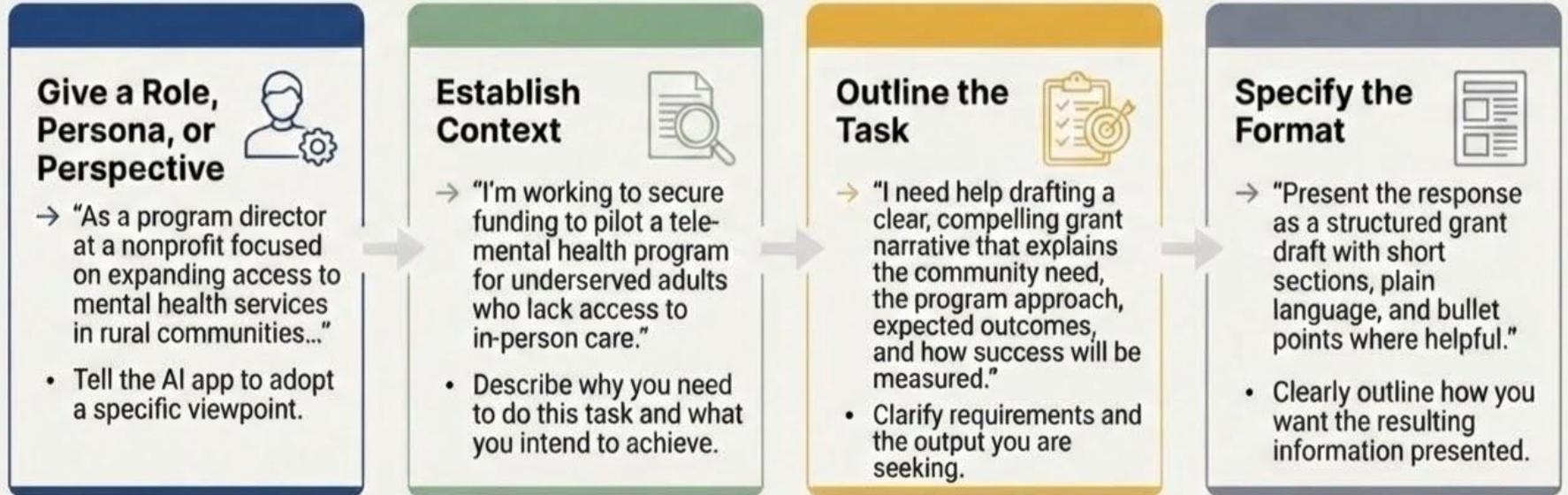
AI Ethics: Rules that guide AI use to stay fair, transparent, and socially safe.

Basic Structure of a Prompt

Provide AI program with a ROLE, Give it a TASK, Request the outcome's FORMAT.

Acting as a [Role]	**Create a [Task]**	**Show as [Format]**
Website Developer	SEO Keywords	A Table
Marketer	Sales Copy	A list
Therapist	Headline	Summary
Lawyer	Cover letter	Code
Analyst	Blog Post	PDF
Project Manager	Video Script	Markdown
Investor	Product Description	XML
Copywriter	Essay	Spreadsheet
Prompt Engineer	Recipe	Graphs
Mindset Coach	Ad Copy	Plain text file

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Prompts: Writing a Grant

Give a Role, Persona, or Perspective

→ "As a program director at a nonprofit focused on expanding access to mental health services in rural communities..."

• Tell the AI app to adopt a specific viewpoint.

Establish Context

→ "I'm working to secure funding to pilot a tele-mental health program for underserved adults who lack access to in-person care."

• Describe why you need to do this task and what you intend to achieve.

Outline the Task

→ "I need help drafting a clear, compelling grant narrative that explains the community need, the program approach, expected outcomes, and how success will be measured."

• Clarify requirements and the output you are seeking.

Specify the Format

→ "Present the response as a structured grant draft with short sections, plain language, and bullet points where helpful."

• Clearly outline how you want the resulting information presented.

Prompts: Fundraising

Give a Role, Persona, or Perspective

→ "As a program director at a nonprofit focused on expanding access to mental health services in rural communities..."

- Tell the AI app to adopt a specific viewpoint.

Establish Context

→ "I'm working to secure funding to pilot a tele-mental health program for underserved adults who lack access to in-person care."

- Describe why you need to do this task and what you intend to achieve.

Outline the Task

→ "I need help drafting a clear, compelling grant narrative that explains the community need, the program approach, expected outcomes, and how success will be measured."

- Clarify requirements and the output you are seeking.

Specify the Format

→ "Present the response as a structured grant draft with short sections, plain language, and bullet points where helpful."

- Clearly outline how you want the resulting information presented.

Helpful Prompts:

Clarity

Ask me clarifying questions until you're 95% confident you can complete the task successfully.

Use chain of thought and take a deep breath and take it step by step. Remember to search the internet for up to date information.

What would a top .01% person in this field think and how would they answer these questions?

For each key takeaway, rate your confidence (high/medium/low) and explain why. List your assumptions, and note what would increase your confidence if it's medium or low.

Are you ready to help me?

Thought-partner prompts

How might this be perceived by different audiences?

What assumptions am I making, and are they valid?

Does this meet my goal (e.g., engaging, inspiring, thought-provoking)?

What counter-arguments might someone have, and how can I address them?

Is there an important perspective or insight I might be missing?

What kind of emotional response might people have to this?

How can we tell a story or make it more relatable?

Would this sound natural if I explained it out loud?

The key is to keep collaborating with AI until you find what really makes your ideas better. Or simply start with, "Your thoughts? Be honest and unbiased."

To decrease the likelihood of Hallucinations:
Do not make anything up. Explicitly stating this sets a clear constraint that the models respond to far more than you'd expect. **The key is specificity.

Additional Resources

Policy & Governance Starters

- *Not-for-Profit Generative Artificial Intelligence Policy* - AICPA & CIMA
- *AI for Nonprofits - Policy Template* - Givebutter
- *AI Risk Management Framework* - NIST
- *AI Governance Framework for Nonprofits* - Nonprofit Technology Enterprise Network (NTEN)

Learning & Capacity Building

- *AI Can't be Ignored* - Bridgespan
- *AI for Nonprofits* - AI4NP
- *AI Literacy Framework* - US Department of Labor
- *AI Skills for Nonprofits* - data.org
- *Unlocking AI for Nonprofits* - NetHope in partnership with Microsoft

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Additional Resources

Learning Opportunities

- Code.org: *Artificial Intelligence Foundations*
- DeepLearning.AI: *AI Courses & Specializations* | *AI for Everyone*
- IBM: *AI for Everyone: Master the Basics*
- InnovateUS.org: *AI Upskilling*

Social & Environmental Impact (sources of learning, not a full list)

- **MIT News**
- **Santa Clara Markkula Center for Applied Ethics**
- **Stanford HAI (Human Centered AI)**
- **UNESCO - Artificial Technology & Emerging Technologies**
- **World Economic Forum - Centre for AI Excellence**

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Thank you!

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Let's connect: LinkedIn

The Power of Volunteering

POINTS OF LIGHT CONFERENCE

JUNE 22-25, 2026
WASHINGTON, D.C.

At the Points of Light Conference, we know that volunteering is not just charity – it's a catalyst for connection and change. While 64% of nonprofits report surging demand, nearly half can't recruit enough volunteers. The turning point starts now – with us.

In 2026, as our nation celebrates 250 years independence, and the United Nations General Assembly celebrates the International Year of Volunteers for Sustainable Development, the Points of Light Conference is your opportunity to harness the Power of Volunteering. Come together to expand the reach and impact of civic engagement and meet the urgent needs of our communities.

Learn more and register at pointsoflight.org/conference.