

# Spotlight:

## Team Consulting Moves from In-person to Virtual in Response to COVID-19

In March 2020, as the coronavirus situation was unfolding, S&P Global and Renaissance Entrepreneurship Center (REC) partnered for a Skilled Volunteer Day of Service.

The project was intended to be implemented in person, but the rapidly evolving COVID-19 pandemic required Common Impact to help the teams quickly transition to a safer, remote format.



**S&P Global**



**renaissance**  
entrepreneurship center



**common  
impact**

## Overview:

# Facilitation Skills, Agility and Flexibility Key to a Successful In-person-to-Virtual Transition

### Partnership

In honor of International Women's Day, S&P Global partnered with nonprofit Renaissance Entrepreneurship Center and leveraged employee talents to help tackle challenges women face, from launching and developing their business to a systemic lack of capital.

"This project really made me think. I felt engaged and like I had a serious stake in the outcome. I also felt that our end product was a reflection of S&P and therefore it mattered to me that we put our best foot forward, even given the circumstances."

*S&P Global volunteer*

### The Story

In March 2020, as the coronavirus situation was unfolding, S&P Global and Renaissance Entrepreneurship Center (REC) partnered for a Day of Service project to develop recommendations for a volunteer stewardship and cultivation strategy that would enable REC to maintain longer-term relationships with corporate volunteers and encourage them to serve on an ongoing basis.

The project was intended to be implemented in person, but the rapidly evolving COVID-19 pandemic required the teams transition to a safer, remote format just two days before.

Common Impact quickly reconfigured the project into a virtual engagement via webcam and screen sharing, which allowed it to go on as scheduled with the same level of communication, collaboration and high-quality deliverables originally envisioned.

**\$7,500**

Social Return on Investment

## The Nonprofit Impact

The S&P Global team developed a corporate volunteer engagement plan with actionable and prioritized deliverables that would yield immediate value to REC without the need for a significant time investment.

**The team members from REC reported that the project would improve their volunteer engagement infrastructure** and save them time and resources that could now be allocated to delivering services to empower and increase the entrepreneurial capacities of socially and economically diverse women and men.

## Best Practices

Invite a couple of extra volunteers. Sometimes people can't make it or their technology fails. This can be especially challenging when one or more participants is working from home.

Shorter sessions are better. It can be hard to maintain focus over several hours when looking at a screen.

Consider additional tools for collaboration (Google Docs, polling tools, etc.)

It's okay to be flexible, and it's important to have fun.

Make sure you have an experienced facilitator to keep things moving.

# 100%

of team members said this project:

Was a useful professional development opportunity.

Made them more inclined to recommend S&P Global as a great place to work.

Made a real difference for Renaissance Entrepreneurship Center.

"The day of service project was a great experience and a valuable use of time."

*Renaissance  
Entrepreneurship Center  
participant*