



AI Capacity-Building for Nonprofits: Maximizing Impact Through Skills-Based Volunteering

CASE STUDIES + BEST PRACTICES

team4tech

Artificial intelligence has gained momentum in the nonprofit sector, evolving from a shiny new tool to a baseline organizational requirement. But nonprofits need training, coaching, and hands-on support to leverage this technology sustainably and effectively.

Research shows a divide between nonprofits using AI and nonprofits that are ready for it:

82% of nonprofits report using AI informally or ad-hoc (primarily for content drafting). ¹

5% have a formal, documented plan for how AI integrates into their mission and operations. ²

As an impact accelerator, Team4Tech builds organizational and technical capacity for community-based nonprofits around the world. Our global, online Community of Practice offers AI accelerator programs, peer learning cohorts, resources, and events to empower nonprofits with the skills they need to use AI tools confidently, responsibly, and effectively.



Organizations that combine training with hands-on implementation support are 3.5x more likely to achieve sustained AI adoption.³ That's why Team4Tech goes beyond traditional capacity-building. Through skills-based volunteering and regional coaching, we help nonprofits move from learning to doing—**pairing training with real implementation support**. By collaborating with companies to engage corporate employees in high-impact, tech-focused volunteer projects, we ensure nonprofits not only understand AI but also embed its use into daily workflows and organizational culture.

1. NonProfit PRO. "Nonprofit AI Adoption Hits 92% but Only 7% See Major Impact." NonProfit PRO, April 1, 2024. <https://www.nonprofitpro.com/article/nonprofit-ai-adoption-hits-92-but-only-7-see-major-impact/>

2. The NonProfit Times. "Survey Data Shows Challenges of Tech Stacks, AI Readiness." *The NonProfit Times*, Jan. 14, 2026. https://thenonprofittimes.com/npt_articles/survey-data-shows-challenges-of-tech-stacks-ai-readiness/

3. Joe DiGiovanni and Janelle Levesque, "The State of AI in Nonprofits: Benchmark Report on Adoption, Impact, and Trends." Techsoup and Tapp Network, 2025. <https://message.techsoup.org/hubfs/Downloads/The%20State%20of%20AI%20in%20Nonprofits%202025.pdf>

CASE STUDIES

LEARNING LINKS FOUNDATION, INDIA

Learning Links Foundation (LLF) is one of the largest and most respected education enhancement and skill-building organizations in India, offering highly innovative educational solutions across 24 states in the country. LLF has partnered with Team4Tech since 2020.



TEAM4TECH TRAINING

LLF staff participated in a Team4Tech AI Accelerator program, engaging in twelve weeks of synchronous training, self-paced coursework, and expert coaching to develop AI skills and create strategic implementation plans. With course resources and coaching, LLF staff developed a pilot AI-powered learning tutor for their students, building in the capability to respond in local languages with LLF's organization-specific data.

TEAM4TECH SKILLS-BASED VOLUNTEERING

LLF staff are bringing learnings from their AI Accelerator experience into a skills-based volunteering project. LLF staff are collaborating with 10 employee volunteers to build a device donation procurement strategy and inventory system. This work will help LLF provide digital learning tools to students in remote areas and equip educators with better instructional tools. In an immersive, on-site phase in Chennai, India, volunteers are providing hands-on implementation support to LLF staff.



The program excelled in both the quality of its content and the effectiveness of its delivery, directly impacting my professional capacity and confidence."

— Abhishek Kumar, LLF



Throughout the cohort, I learnt about new tools which I started using regularly. The cohort helped me to improve my prompts and understand privacy concerns."

— Bharat Venna, LLF

AFRICA ICT RIGHT, GHANA

Africa ICT Right (AIR) is a nonprofit dedicated to bridging gaps in under-resourced communities in Ghana through Information and Communications Technology (ICT). AIR has partnered with Team4Tech since 2022.



TEAM4TECH SKILLS-BASED VOLUNTEERING

Over the course of our partnership, Team4Tech has facilitated three skills-based volunteering programs supporting AIR. With Team4Tech's support, Africa ICT Right has set up a comprehensive STEM lab serving 300+ learners and scaled their STEM outreach programs, introducing coding, robotics, and digital literacy to hundreds of students across five schools who previously had limited or no exposure to technology-driven learning. Team4Tech's volunteering programs helped build out AIR's tech infrastructure and AI capabilities, building a foundation for innovation and growth.

TEAM4TECH TRAINING

AIR staff completed two Team4Tech peer learning cohorts on AI capacity-building. The cohorts developed AIR's knowledge and skills—their pre-cohort knowledge assessment scores averaged 66%, while their post-cohort knowledge assessment scores improved to 100%. AIR piloted a comprehensive AI literacy program targeting students and policymakers and created a STEM lesson plan creation application aligned with STEM kits distributed by Ghana's government to all secondary schools. The work from these learning experiences supported AIR in piloting, testing, and evaluating these innovations, and helped enable AIR to secure \$50,000 in funding to launch and scale these AI initiatives to reach more learners in Ghana.



Participation in the GenAI Cohort strengthened our capacity to integrate responsible GenAI tools into our incubation and STEM programs, improving curriculum design, founder coaching, and internal workflows. Peer learning with other organizations helped translate GenAI concepts into practical, low-resource, community-relevant applications for youth and teachers."

— Daniel Kwaku Ganyoame, AIR

VOLUNTEERS HONE AI SKILLS AND BECOME TECHNOLOGY MENTORS

Team4Tech's skills-based volunteering engagements create project-based learning opportunities for building problem-solving, customer empathy, and collaboration skills. These projects provide a unique opportunity for employees to stretch their innovation muscles—leveraging AI tools to solve real-world problems for nonprofits.

While volunteers generate solutions and help implement AI-powered solutions for nonprofits, they gain practice with these tools and strategies, honing their professional skills.

“I've become more confident in my AI knowledge and can share what I've learned with colleagues and friends.”

— Yesenia Carillo

Team4Tech Volunteer from Cadence Design Systems

Volunteers also help drive nonprofit organizational change initiatives around implementing AI solutions. Through nonprofit coaching and practical, hands-on demonstrations that build trust and support mindset shifts, volunteers help nonprofit leaders develop responsible AI implementation plans.

“One of the most meaningful moments came from discussing AI and the impact of technology. Many students had a fear of AI, thinking it might be something cold or disconnected from real life. Through conversations and examples, I was able to show them how AI, like Salesforce's Agentforce, can enrich lives, simplify tasks, and empower people. It was incredible to see them shift their perspective, realizing that AI can be a force for good, improving everyday experiences and opening up new possibilities for their futures.”

— Jungmi Choi

Team4Tech Volunteer from Salesforce



BEST PRACTICES

Over the past two years, Team4Tech has delivered AI capacity-building programs to more than 80 nonprofit organizations, reaching more than 1 million learners. Our self-paced courses, peer learning cohorts, and AI accelerator programs are empowering nonprofits with the skills they need to use these tools confidently, responsibly, and effectively.

SPOTLIGHT: DELL AI ACCELERATOR

In a 12-week blended learning experience in partnership with Dell Technologies and Computer Aid International, Team4Tech engaged 15 nonprofits from 7 countries in synchronous training, self-paced coursework, and coaching to develop AI skills and create strategic implementation plans. Nonprofit staff identified specific pilot use cases—from automating administrative workflows to enhancing data analysis for community programs. In addition, 89% of participants reported they can now train others on effective AI use within their organizations.

“This course gave me the tools to integrate AI into my work in a critical and strategic way. Now I can automate tasks, improve data analysis processes, and design more innovative solutions, especially in community work and knowledge generation.”

—Lady Juliana Cano, Manager of Knowledge Management,
Fundación Tiempo de Juego, Colombia



Team4Tech's experience across our global AI capacity-building initiatives shows that successful AI integration requires more than just tool adoption. Team4Tech supports nonprofit staff in building digital infrastructure and their capacity in digital literacy and operational effectiveness—a strategy that results in successful, sustainable AI integration. With this foundation and implementation support, nonprofits in our cohorts are using AI to improve programming, skills development, and operational efficiency.

Best practice from our programming indicates that:

✓ *Cultural and linguistic relevance are non-negotiables.*

Training programs must build NGOs' capacity to identify and champion AI tools that authentically reflect the communities they serve.

✓ *Organizational frameworks for AI equity, inclusion, transparency, and accountability are critical.*

Equipping NGOs with practical governance frameworks can help them build trust and ensure AI benefits are accessible to all, especially those in under-resourced communities.

✓ *Nonprofits need support in monitoring and evaluating their AI initiatives.*

NGOs need the knowledge and skills to generate fast, credible evidence that supports informed decision-making and strengthens the case for continued investment.

✓ *Pair training with coaching and implementation support.*

A major finding from our work is that training is not enough. Organizations need help identifying use cases, piloting solutions, refining them, and building confidence.

✓ *Incorporate opportunities for practical, hands-on learning.*

Data from our AI cohorts shows that nonprofits want practical AI skills for immediate, daily application. AI capacity building that offers opportunities for practical, hands-on learning through coaching or volunteer support strengthens learning and skill development.

✓ *Peer learning is a central driver of participant engagement and applied learning.*

Nonprofit-to-nonprofit sharing, discussion, and reflection strengthen connection and engagement between participants and support relevance and applied learning.

The most effective AI training programs integrate innovative technologies through coaching and implementation. Skilled corporate volunteers are a valuable resource in scaling impact to build a stronger, more efficient nonprofit sector.



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