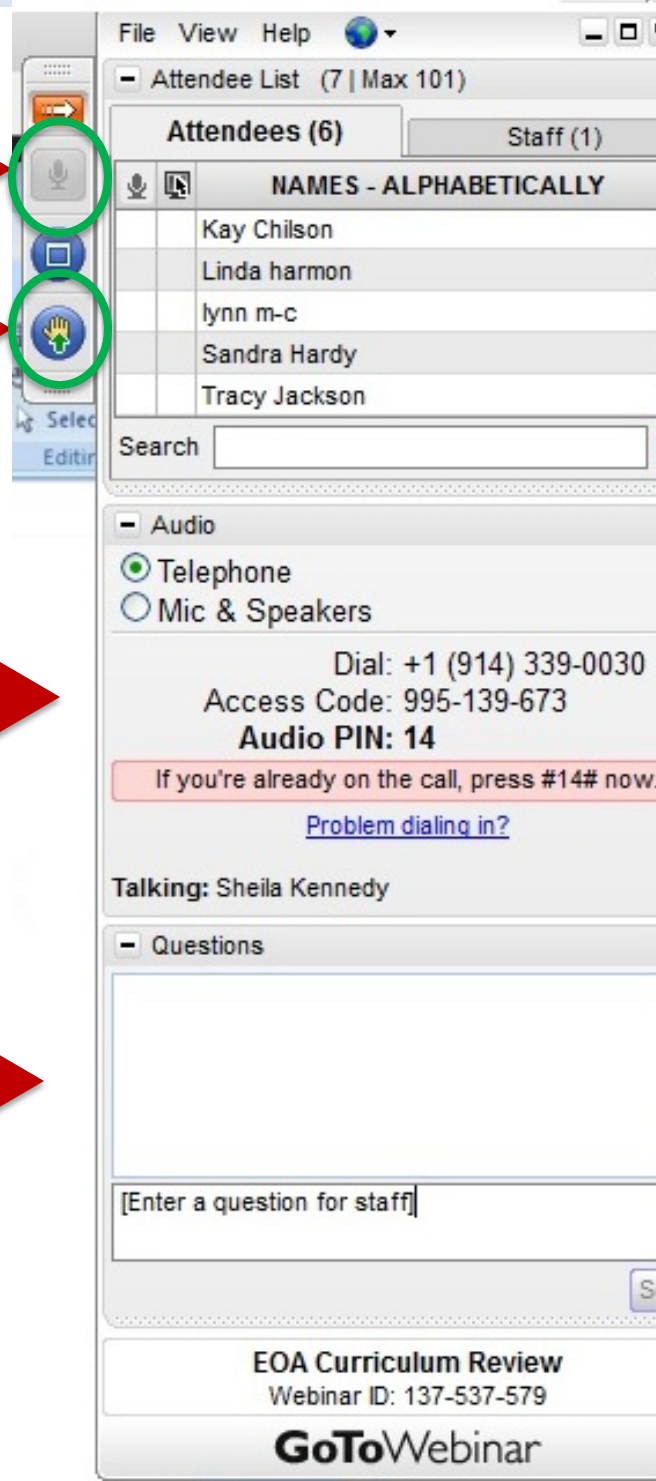


Service Unit Troop Consultant Orientation



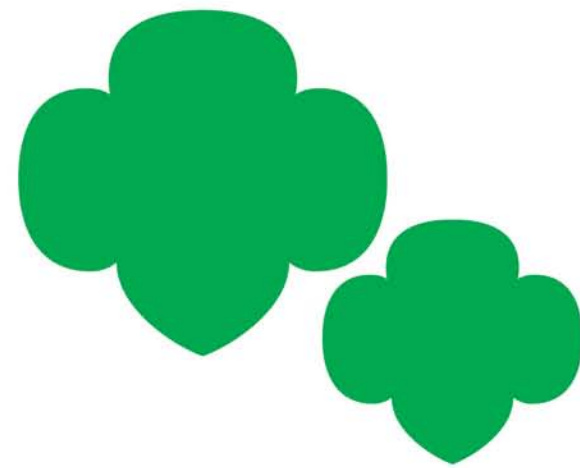
Webinar How To:



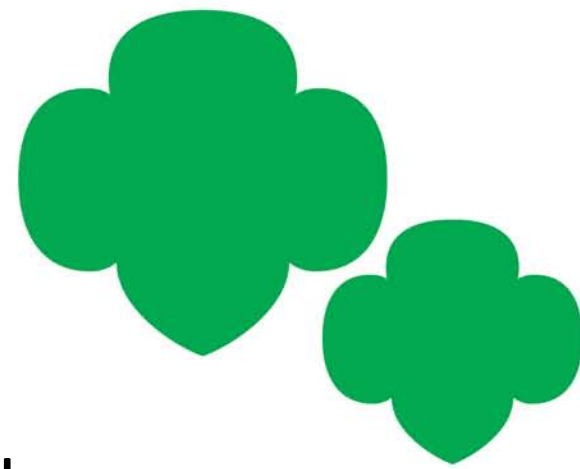
The screenshot shows the GoToWebinar interface. On the left, a vertical toolbar contains icons for microphone, chat, and a hand. Red arrows point to these icons. The main window is divided into several sections:

- Attendee List (7 | Max 101)**: A tabbed interface with "Attendees (6)" and "Staff (1)". The "Attendees (6)" tab is active, showing a list of names: Kay Chilson, Linda harmon, lynn m-c, Sandra Hardy, and Tracy Jackson. A search bar is located below the list.
- Audio**: A section with radio buttons for "Telephone" (selected) and "Mic & Speakers". It displays the dial number: Dial: +1 (914) 339-0030, the access code: Access Code: 995-139-673, and the audio PIN: Audio PIN: 14. A red box contains the text: "If you're already on the call, press #14# now." Below this is a link: [Problem dialing in?](#)
- Talking: Sheila Kennedy**: A section indicating the current speaker.
- Questions**: A section with a text input field and a "Send" button. The input field contains the placeholder text: "[Enter a question for staff]".

At the bottom of the interface, the text "EOA Curriculum Review" and "Webinar ID: 137-537-579" is displayed, followed by the "GoToWebinar" logo.



Special Thank You to the Service Unit
Team Support Go Team:



Cassandra Alexander

Debbie Fountain

Heather Hetrick

Jaunita Doplemore

Kate Knight

Katie Jimenez

Laura Gordon

Liisa Froggatt

Linda Harmon

Liz Miller

Lynda Misiak

Lynn Mack-Costello

Sylvia Wikle

Tammie Scott

Yvonne Scheller



Service Unit Troop Consultant



Welcome to the Girl Scouts of Greater Los Angeles' Girl Scout Service Unit Troop Consultant Orientation. This orientation prepares a Girl Scout volunteer to carry out the responsibilities and functions of the position.

For this orientation, you will need to print the *Service Unit* Troop Consultant course manual.

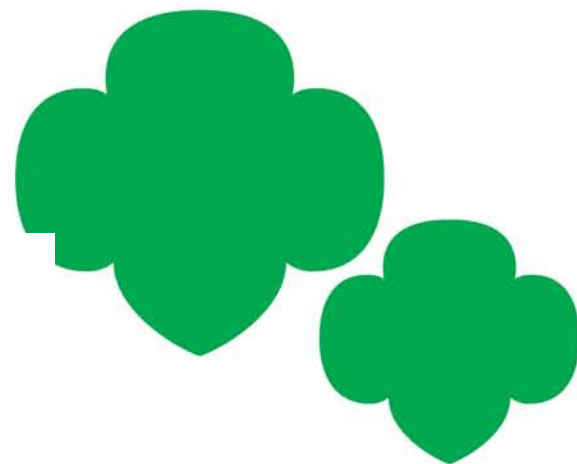
When finished, you will be able to:

- Describe the responsibilities of a Service Unit Troop Consultant
- Explain the procedures for consulting leaders.
- Identify the forms used by leaders



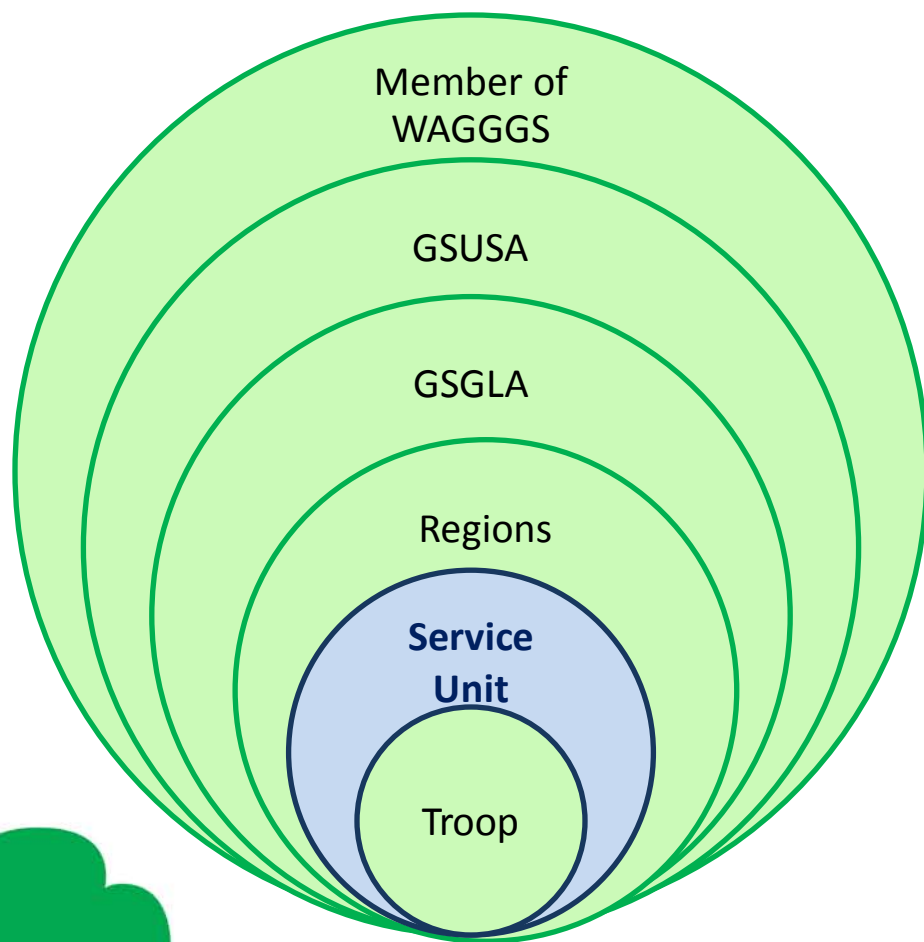
Service Unit

When you first joined Girl Scouts, you were welcomed by a team of volunteers and became a part of a Service Unit. The Service Unit is an important link between the Council and troops.



The role of the Service Unit is to:

- Form troops, recruit and place girls and adults
- Support volunteers in the on-boarding process
- Provide on going assistance to existing troops and other pathways.
- Celebrate and recognize volunteers



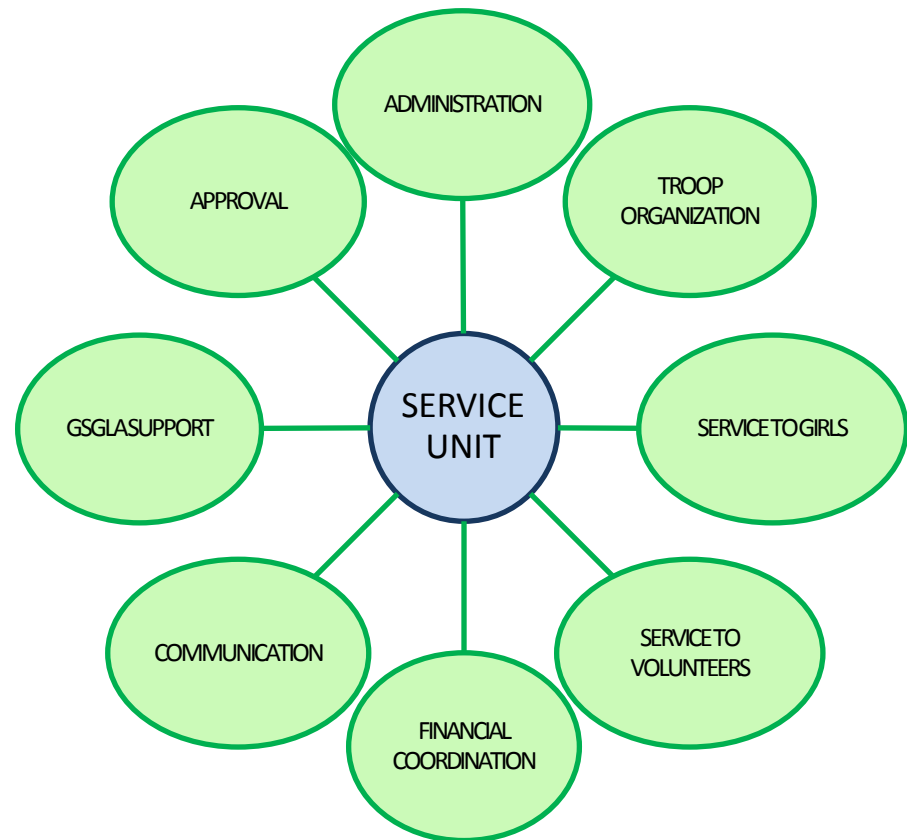
Service Unit Responsibilities and Functions

The Service Unit is delegated responsibility to organize and service Girl Scout troops/groups and girls within its boundary. Girl Scout *Pathways* are the way girls and adults participate in Girl Scouting.

Girl Scout Pathways



Service Unit Responsibilities and Functions



Service Unit Team

Do you remember what it was like when you attended your first Service Unit Leader meeting? Wouldn't it have been easier if there was someone there you knew who could introduce you and explain the ins and outs? As a Service Unit Team member, you work with your team to set the atmosphere for your Service Unit.



- Go to the Service Unit Team Meetings to find out the latest happenings.
- Pay close attention to all the information you receive from GSGLA e-newsletter. It has helpful information to share.

Providing a Welcoming Service Unit

Dear Service Unit,

It amuses me to think that your organization spends so much time looking for new members when I was there all the time. Do you remember me?

I'm the person who came to every meeting, but nobody paid any attention to me. I tried several times to be friendly, but everyone seemed to have her own friends to talk to and sit with. I sat down among some unfamiliar faces several times, but they didn't pay much attention to me. I hoped someone would ask me to join one of the committees or somehow participate and contribute – but no one did.

Finally, because of illness, I missed a meeting. The next month, no one asked me where I had been. I guess it didn't matter very much whether I was there or not. On the next meeting date, I decided to stay home and watch a good television program. When I attended the next meeting, no one asked me where I was the month before.

You might say that I'm a good person. I have a good family and love my community. You know who else I am?

I'm the volunteer who never came back.

Communication

It's important to know how each volunteer wants communication. Everyone is different ~ establishing how to communicate with each volunteer from the beginning will prevent problems in the future.

Do you know how each generation communicates?

Generations	Communications	Messages that Motivate
<i>The Greatest Generation</i> Prior to 1945	Formal - written	Your experience is respected
<i>Boomers</i> 1946 - 1964	In person	You are valued, you are needed
<i>Gen X</i> 1965 - 1980	Direct and immediate E-mail Voice Mail	Forget the rules. Do it your way.
<i>Nexters – Gen Y</i> 1980 - 2000	Text messaging Twitter Facebook	You will work with other bright, creative people.

Communication

The term “social media” refers to tools that allow the sharing of information and creation of communities through networks or people. It is a method to have two way conversations online. Some of the most common types of social media include:

- Networking sites (Facebook)
- Microblogging sites (Twitter)
- Forums (Shutterfly, Google group)
- Blogs
- Content-sharing service (YouTube)

Ask leaders and volunteers:

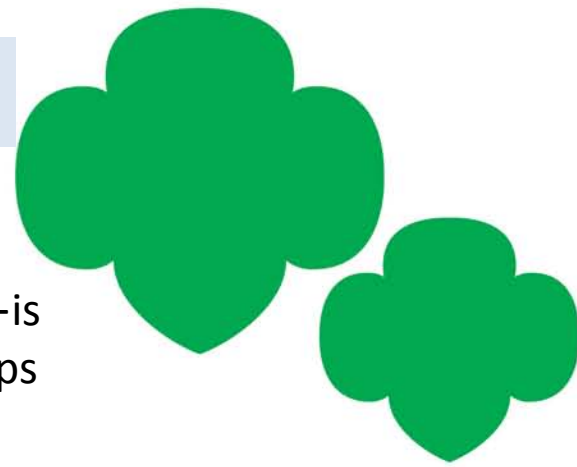
- How would you like me to communicate with you?
- How often should we communicate? (keep in mind there are certain things that come up at specific times)

Consistent communication with leaders and volunteers is just one way you will be successful. Here are others:

- Understand and support the Girl Scout mission, vision, and values
- Promote the Girl Scout Leadership Experience
- Provide timely and effective feedback
- Provide guidance; not directive.
- Be open to new ideas and ways of thinking
- Be willing to invest time, energy, and personal know-how to assist the growth of another person
- Maintain confidences

Promoting the Girl Scout Leadership Experience

Everything we do is aimed at helping each girl develop her own unique leadership skills. The Girl Scout program—what girls do in Girl Scouting—is based on the Girl Scout Leadership Experience, a national model that helps girls become leaders in their own lives and as they grow.



Using the Girl Scout Leadership Experience as our guide:

- Activities are designed to give girls the opportunity to **DISCOVER** themselves, **CONNECT** with others, and **TAKE ACTION** to make the world a better place.
- Activities are **GIRL-LED**, which give the girls the opportunity to **LEARN BY DOING** in a **COOPERATIVE LEARNING** environment.

Implementing the Girl Scout Leadership Experience:

- **Girls First** – Build a team relationship. Allow girls to benefit from adult guidance and mentoring.
- **Girl Choice** – with younger girls, use girl choice.
- **Journeys & Badges** – Use *Journey* and *Girls Guide to Girl Scouting* to facilitate girl development. Use the *Adult Journey Guide*.
- **Feedback** – Solicit girl and parent feedback. Everyone's feedback counts.
- **Team Work** – Work with younger/older troops to help facilitate bridging requirements and girl development. Requirements are found in *Girls Guide to Girl Scouting*.



Service Unit Troop Consultant Position Description




Summary: Provide help and advice to leaders

Term: October 1 through September 30

Accountable to: Service Unit Manager and Membership Specialist

CORE COMPETENCIES

- Girl Focused
 - Demonstrates personal integrity
 - Demonstrates adaptability
 - Demonstrates effective oral communication
 - Fosters Diversity
 - Demonstrates adequate computer skills
 - Additional requirements
 - Good standing with GSGLA
 - Belief in the purpose of Girl Scouting
 - Knowledge of goals, objectives, policies of GSGLA
 - Familiar with service unit
 - Team player
 - Communicate effectively
 - Respect decisions made
 - Commitment and time
 - Planning, organizing, supervisory skills
- 

Service Unit Troop Consultant Position Description




SERVICE UNIT TROOP CONSULTANT RESPONSIBILITIES

To the Service Unit:

- Assist leaders with activities that align with the Girl Scout Leadership Experience
- Help leaders plan safe and progressive activities
- Monthly contact with leaders
- Aid leaders with record keeping
- Encourage leaders to attend leader meeting
- Promote learning activities
- Monitor and record troop activities

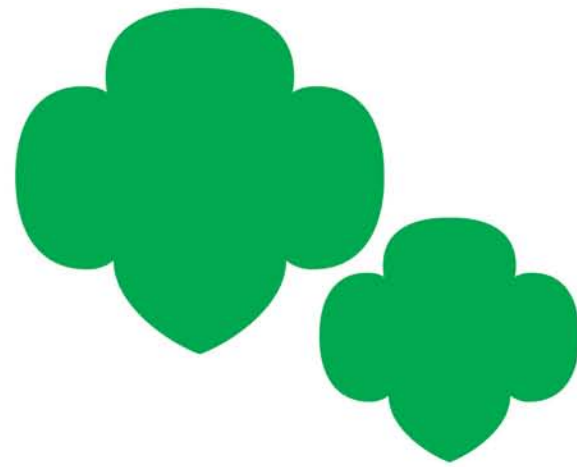
To the Service Team:

- Keep team updated on troops
 - Provide informal recognition
 - Attends and participate in service unit team meetings and service unit leader meetings
 - Stay informed on current policies, procedures, and guidelines
- 

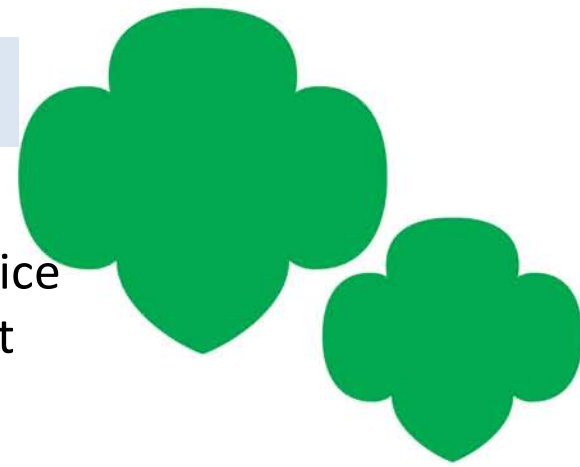
As a Service Unit Team Member

As a Service Unit Team member, you are part of a team who will promote healthy communication and be a role model to troops, leaders, and girls.

- Service Unit Team Positions
- With your Service Unit Manager



As a Service Unit Team Member - Plan of Work



One of the first items on your to do list, is to work with your Service Unit Manager, Service Unit Team and your Membership Specialist to prepare your Service Unit Plan of Work.

The Plan of Work is a guide for what the Service Unit Team has accomplished in the past year and plans to accomplish in the upcoming membership year.

Items on the list include:

- Service Unit Membership Goals
- Girl Recruitment
- Volunteer Support and Retention
- Reaching out to lapsed girls and adults
- Communication
- Product Sales
- Finances
- Program



As a Troop Consultant - Consulting Leaders

Experienced Leaders:

- Challenge them to step back and let girls lead
- Plan for safety and progression in all activities

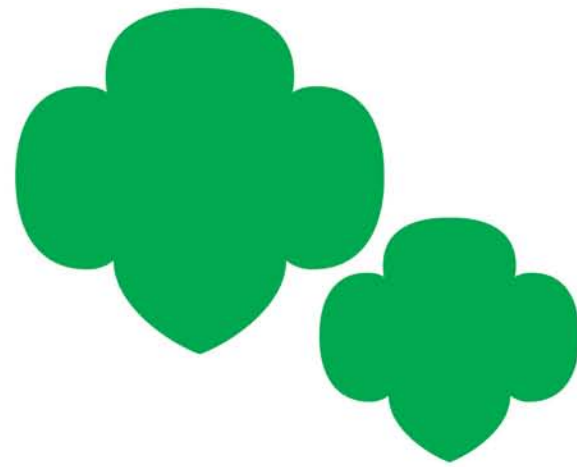
New Leaders:

- Create a friendly, welcoming atmosphere
- Share your knowledge and experience
- Guide in planning

As a Troop Consultant - Supporting Leaders

Support to leaders includes ensuring they have skills and knowledge in the following areas:

- | | |
|------------------|-------------------|
| • Communication | • Problem Solving |
| • Troop Safety | • Contracts |
| • Program | • Troop Paperwork |
| • Adult Disputes | |



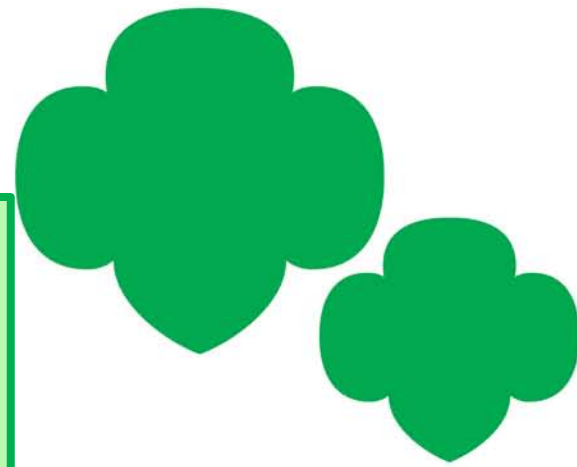
As a Troop Consultant - Engaging Leaders

Volunteers are engaged when they feel appreciated, when they see they are making a difference, when there is opportunity for personal growth, and when they have a sense of belonging and teamwork. Here are some tips to get you started.

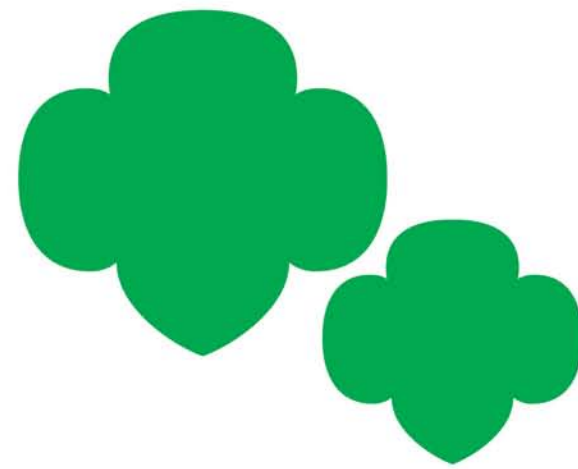
- Give a warm welcome
- Keep in touch
- Connect with leaders
- Share your secrets
- Challenge leaders
- Reminders

What would you say?

As a consultant, you are going to get all kinds of questions. You need to know how to respond or at least where to go for the information.



As a Troop Consultant - Forms



Troop Forms

- Girl Registration Form
- Adult Registration Form
- Health History
- Permission Slip
- Product Sales Permission
- Sensitive Issues Form
- Troop Roster
- Dues & Attendance
- Detailed Cash Record
- Annual Troop Finance Report
- Money Earning Form
- Accident Incident Form

Consultant Forms

Activity Form

Consultant contact journal



As a Service Unit Recruiter - Recognitions

As part of the service unit team, it is part of the teams responsibility to help recognize your fellow volunteers for outstanding contributions to the service unit and council.

Council level awards are due to the Council the second Friday in January.



Recognizing Adults

GSGLA holds a recognition ceremony in conjunction with the annual meeting

Resources

A very important part of what you can do is to help leaders with resources and learning opportunities. Become very familiar with everything on our website. Here are some links to get you started:

Website:

Adult Learning
Become a Leader or Volunteer
Cool Tools
Family Partnership
Forms
On-line Event Calendar
eBiz
Pixie List – GSGLA classifieds
Registration information
Safety Activity Checkpoints
Volunteer Essentials
Volunteer of The Month

Your most important resources:

Volunteer Essentials

- Troop finance information
- Activities needing approval
- Council Policies
- Adult Learning requirements
- Journeys and badges
- Planning a girl-led environment

Safety Activity Checkpoints

When preparing for any activity with girls, leaders should always begin with Girl Scout Safety Activity Checkpoints written about that particular activity.

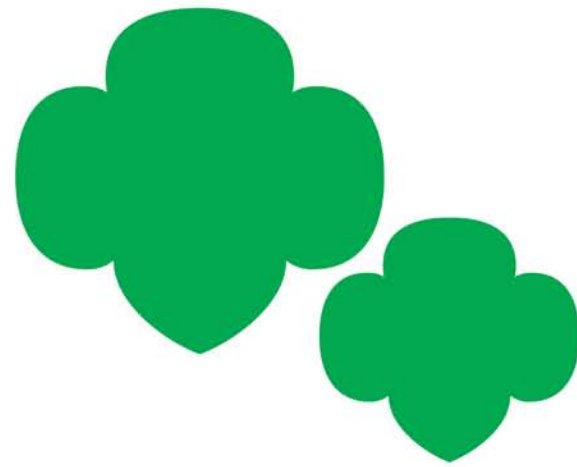
Tips

MANAGING APPROACHES

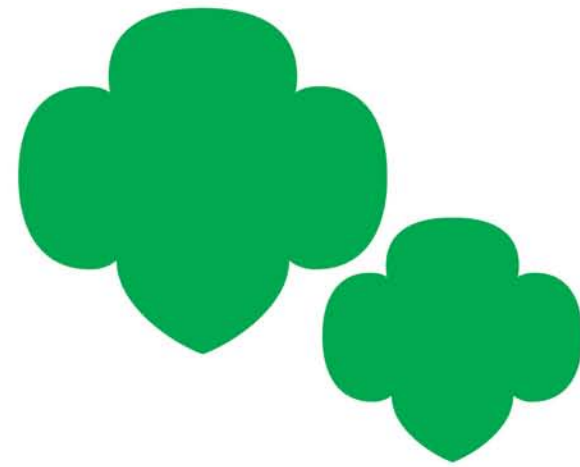
WORKING WITH LEADERS AND VOLUNTEERS

EBIZ TUTORIAL

WHAT I NEED TO TAKE....



***GSGLA Go Teams
in Cooperation With Council Staff
Invite Service Unit Team Members to:***



**Service Unit Team
Position Orientations**

All position orientations will run 6:30 p.m. to 8:30 p.m.

Sept. 10: Service Unit Recruiter

Sept. 12: Service Unit Troop Consultant

Sept. 17: Service Unit Registrar

Sept. 19: Service Unit Treasurer

Oct. 1: Service Unit Cookie Chair

Oct. 3: Service Unit Cookie Mentor

Oct. 8: Mediator Squad Rep (Dispute Resolution Team Member)



Go Teams

goteams@girlscoutsla.org



Adult
Recognitions

Kristine Wiscarson

Girltopia
Volunteers

Communications
Cindy Bernsdorf

Dispute
Resolution
Kristine Wiscarson

Travel
Tammie Scott

Gold Award
Lynn Mack Costello

Special Events &
Troop Money Earning
Debie Wakeland

Troop
Support

Service Unit
Support
**Yvonne
Schueller**

Business
Smarts
(Cookie Program)
Teri Proffitt

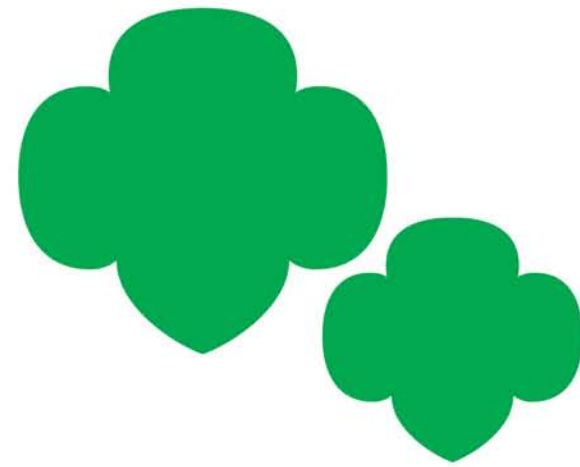
Environment
and Outdoor
Adventure
**Sandra
Hardy**

Wellness and
Healthy
Living (1st
Aid/CPR)
Julie Miller

Adult Educator Support
Lynn Mack Costello

Curriculum
Linda Harmon





Congratulations!

You have completed

Service Unit Troop Consultant Orientation

