

# SERVICE UNIT

## RECRUITER

## WORKBOOK



## Notes

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### WELCOME TO THE SERVICE UNIT TEAM!

Thank you for agreeing to serve as the Service Unit Recruiter for your service unit. Your role is important to the Girl Scout movement. As a Service Unit Recruiter, you will facilitate service to girls through its volunteers, support troop leaders, and support council in achieving goals for membership and retention.

So much happens behind the scenes in Girl Scouts. Most girls and adults have no idea how many adults it takes to keep our troops running smoothly. Thank you for taking on a role that supports leaders in building a great experience for girls.

Your position has 5 key components:

- Work with Service Unit Team to develop recruiting plans for the service unit
- Maintain and communicate information on recruitment progress
- Recruitment and retention of both girls and adults
- Submits names of potential leaders to the Mission Delivery Specialist.
- Contacts existing troop/group leaders to place individual girls

There is a whole volunteer team around you—your service team. Your Service Unit Manager has appointed you to be part of the service unit team. As a team you help determine the success and sustainability of your service unit. There is a whole staff behind you, too. Your membership specialist is your direct liaison to Girl Scouts of Greater Los Angeles (GSGLA).

This workbook is a resource for the Service Unit Recruiter. The information in this workbook will help you engage volunteers, connect them to the service unit, and answer general troop and Girl Scout related questions.

## SERVICE UNIT RESPONSIBILITIES AND FUNCTIONS

Girl Scout Pathways



Service Unit Responsibilities and Functions



The Service Unit is delegated the responsibility to organize and service Girl Scout troops/groups and girls within its boundaries. This includes troop organization, recruitment, and placement of girls and adults. This also includes supporting the volunteer on-boarding process, celebrating and recognizing volunteers, and annual reflection.

The Service Unit provides ongoing assistance to existing troops and other pathways, which includes consulting service, recognition of adults, community contact, and inter-troop programs.

The Service Unit serves as an important link between the Council and troops. It is important to communicate to the Council what triumphs and challenges your Service Unit is experiencing and to pay careful attention to notices and information that come from GSGLA and GSUSA. Participation in Council-wide meetings and events and administration of GSGLA annual product sales are also important Service Unit responsibilities.

### SERVICE UNIT FUNCTIONS

#### I. ADMINISTRATION

- Responsible for all aspects of Girl Scouting in a given geographic area
- Supervise and support volunteer leadership and Service Unit Team members
- Recommend volunteer leadership and Service Unit Team members for selection, appointment, and when needed, for reassignment
- Call meetings of Leaders and Service Unit Team
- Act as Liaison between Council and Service Unit
- Approval of various troop/girl activities
- Partnership with Mission Delivery

#### II. SERVICE UNIT

- Recruitment
- Meetings of volunteers
- Coaching of volunteers
- Peer group support and sharing
- Securing parent and adult support
- Establishing community contacts
- Ongoing support to direct service volunteers
- Inter-troop program
- Recognition of adult volunteers

### **III. TROOP ORGANIZATION**

- Recruit and support on-boarding of Troop Leaders, Co-Leaders/Assistant Leaders and other pathway volunteers
- Assist in finding meeting places
- Recruit and place girl members
- Develop potential sponsors
- Cultivate volunteer support
- Membership registration (Online and Early Bird)
- Reengage lapsed membership within Service Unit

### **IV. SERVICE TO GIRLS**

- Troop/Group and other pathway programs
- Girl Scout Leadership Experience
- Knowledge of Girl Scout program and standards
- Participation in the Girl Scout organization through workshops and the Service Unit structure

### **V. SERVICE TO VOLUNTEERS**

- Provisions for interaction among Leaders
- Coaching for troops/groups
- Acquaint volunteers with existing and new resources
- Identification of learning needs
- Coordination of troop activities within Service Unit

### **VI. FINANCIAL COORDINATION**

- Oversees troop finances
- Promotion and support of Council product sales activities

### **VII. COMMUNICATIONS**

- Send all notification of meetings and activities
- Keep accurate and complete records of all meetings and make such records available to the Service Unit
- Handle all correspondence for Service Unit

### **VIII. GSGLA SUPPORT**

- Keep accurate dates for terms of office of Service Team members
- SUM attends Quarterly Service Unit Manager meetings
- Recommendations for appointment for various other Council positions, including Product Sales, Program, Girl Scout volunteers, and other community relations

### **XI. APPROVAL REQUIRED BY SUM**

- Service Unit Events
- Troop Camping
- Troop Travel
- Troops to participate in money-earning activities
- Intent to charter a bus
- Intent to conduct saddle animal activities
- Year-End Financial reports
- Troop Disband Notice
- May designate requisite approvals to other Service Team members

## SERVICE UNIT TEAM

In the Service Unit there are essential responsibilities that must happen to ensure we are working towards the mission and goals of the Girl Scout movement. These functions are carried out by a group of volunteers working together as the Service Unit Team. While each team member has a specific job, a solid support system and shared responsibilities make the Service Unit function more smoothly.

Before the Service Unit Team can work to support girls and adults, each member must not only know and understand the role of the Service Unit Team, but also the Girl Scout Leadership Experience and GSGLA Goals.

The Service Unit Team is responsible for:

- Extending membership – recruit volunteers and girls reflective of the diverse community
  - Service Unit Team members
  - Leaders and volunteers for a variety of pathways including troops and series
  - Girl membership at all grade levels
  - Supporting the on-boarding of volunteers
  - Assist girls' and volunteers' registration through eBiz
  
- Providing direct support to girls and adults
  - Enrichment training
  - Service Unit networking and discussion groups
  - Support to all volunteers through a variety of communication methods including Service Unit Leader Meetings
  - Girl planned Service Unit events that promote a connection between troops in the Service Unit and enhance the troop experience
  - Participation in council and community events, including the Girl Scout Cookie Sale, Fall Product Sale, and Family Partnership
  - Volunteer recognition
  - Provide Service Unit events which incorporate the Girl Scout Leadership Experience
  - Within each of the functions of the Service Unit, support will be consistent, flexible, and provide ease of access to the Girl Scout experience
  
- Community engagement
  - Educate the community about the benefits of Girl Scouting
  - Ensure messages and activities of the Service Unit reflect the Girl Scout Leadership Experience and Council goals

## PROVIDING A WELCOMING SERVICE UNIT LEADER MEETING

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 explain the ins and outs? As a Service Unit Team member, you have the opportunity to get the leaders off to a good start and give them a positive experience.

Dear Girl Scout Service Unit:

It amuses me to think 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 their own friends to talk to and sit with. I sat down among some unfamiliar faces several times, but they didn't pay any 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 I am 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.**

Don't let your leaders be the volunteer who never came back! Take action with your team and brainstorm welcoming ideas to make every Service Unit Leader meeting a positive experience!

Here are some ideas to get you started:

- Provide time in the meeting for the different grade levels groups to meet and share information and concerns
- Include a "fun thing" on the agenda (*i.e.*, learning a new song, playing a game, having a contest, teaching a new craft)
- Regularly thank individuals and recognize special services or achievements
- Have something at each meeting the leaders can take back to their troop

## COMMUNICATION

It's important to know how each volunteer wants communication from you. Everyone is different ~ establishing how to communicate with each volunteer right 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.

Communicating by social media is becoming popular and is an acceptable way to communicate for adults as well as girls.

The term "social media" refers to the tools that allow the sharing of information and creation of communities through online networks of people. It is a method to have two way conversations online.

Remember the Internet is an open forum and its benefits of easy access and sharing of information can also attract those who would use that information to cause harm. To ensure the girls' safety:

- Girls must be 13 years and older and have parental permission to be involved in a project that involves creating/maintaining a troop Web page or social media profile;
- All girls need to sign the "Internet Safety Pledge" before participating in any troop/service unit or organized online activity. Girls and volunteers make great partners to ensure that Girl Scout environments and activities are safe. Before girls explore the Internet, they need to sign the GSUSA Online Safety Pledge," <http://www.girlscouts.org/program/basics/safety/>;
- Go over internet safety for girls by visiting *Let Me Know* ([www.lmk.girlscouts.org](http://www.lmk.girlscouts.org)), a site addressing internet safety for girls and young women (and many more resources); and
- If you wish to post Girl Scouts' names on a Web site, use first names only (no last names). Remember: do not identify the Girl Scouts pictured in any photos you post online! Never identify the schools, addresses, phone number, or e-mail addresses of Girl Scouts.

For more information regarding social media and computer safety, refer to the Girl Scout Safety Activity Checkpoint for "Computer/Online Use."

Consistent communication with volunteers is just one way to 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 communication
- Provide guidance; not directive
- Be willing to invest time, energy, and personal know-how to assist the growth of another person
- Be discreet and maintain confidences

Ask Volunteers: How would you like me to communicate with you?



## 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 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*.

The National Program Portfolio has two main parts – the National Leadership Journeys and *The Girl’s Guide to Girl Scouting*. Complemented by the Girl Scout Cookie program, Girl Scout travel, and Girl Scout awards, the National Program Portfolio is designed to help girls develop as leaders and build confidence by learning new skills. It also ensures that Girl Scouts at every level are sharing a powerful, national experience—girls together changing the world!

The Girl’s Guide **Handbook Section** is designed just for girls, and allows girls to personalize their Girl Scout experience by scrapbooking and documenting their activities

- **Legacy Badges:** Artist, The Girl Scout Way, Citizen, Cook, First Aid, Athlete, Naturalist,
- **Financial Literacy Badges:** Girls can earn a different Financial Literacy Badge each year. Daisies earn Financial Literacy “leaves.”
- **Cookie Business Badges:** Girls can earn a different Cookie Business Badge each year. Daisies earn Cookie Business “leaves.”
- **Skill Building:** Brownie through Senior: Outdoors, Performance, Animals, Practical Life Skills, Healthy Living, Manners, Do It Yourself, Digital Arts, Adventure, Craft, Storytelling, Creative Play, Investigation, Science & Technology, Innovation
- **PLUS:** Make Your Own, My Promise, My Faith Pin, Journey Summit Pin, PA, CIT, VIT, Bronze/Silver/Gold Awards

Journeys include three series of subjects for each Girl Scout program level:

- **It’s Your World – Change It!**
- **It’s Your Planet – Love It!**
- **It’s Your Story – Tell It!**

**Summary:** The Service Unit Recruiter, along with the Service Unit Manager is responsible for planning and implementing recruitment events with the goal of placing every girl who wishes to be a Girl Scout member in a troop/group or as an individual Girl Scout and carry out recruitment of adults for various positions for all pathways.

**Term of Appointment:**

The Service Unit Recruiter position is appointed from October 1 through September 30, for a term of 1 year with re-appoint occurring annually.

**Appointed by/Accountable to:**

Service Unit Manager/Membership Specialist

**Duties and Responsibilities:**

**Responsibilities to the Service Unit:**

- May work with one or more service unit team members to develop and implement recruiting plans for the service unit.
- Takes affirmative action to recruit minority adults and non-traditional leaders.
- Collect information on upcoming school/area events.
- Identifies sources for recruiting adult leadership.
- May assist leaders with conducting parent meetings to recruit volunteers/leaders
- Submits names of potential leaders to the Mission Delivery Specialist.
- Contacts existing troop/group leaders to place individual girls
- Maintains information on recruitment progress

**Responsibilities to the Service Unit:**

- Keep the service team up-to-date on recruiting progress.
- Attend and participate in service unit team meetings and service unit leader meetings to collect and provide information.
- Remain informed about and comply with the most current policies, procedures and guidelines of GSGLA and GSUSA including *Volunteer Essentials* and *Safety Activity Checkpoints*.
- Identify potential recruiters.

**Core Competencies: Each GSGLA Volunteer will effectively demonstrate these behaviors:**

- **Girl focused:** Empower girls to choose and adapt activities, learn by doing, cooperate with others, and reflect on what they've accomplished (as well as on current issues that involve their interests and needs) while having fun.
- **Demonstrate personal integrity:** Demonstrate dependability, honesty, and credibility.
- **Demonstrate adaptability:** Adjust, modify own behavior, and remain flexible and tolerant in response to changing situations and environments.
- **Demonstrate effective oral communication:** Express ideas and facts clearly and accurately.
- **Foster diversity:** Understand, respect, and embrace differences.
- **Demonstrate adequate computer skills:** Access to e-mail and the Internet, plus knowledge of social media.
- **Additional requirements:**
  - Must be in good standing with Girl Scouts of Greater Los Angeles (GSGLA), be a registered adult member of Girl Scouts of the United States of America (GSUSA),

## Volunteer Position Description Service Unit Recruiter

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complete a Volunteer Application / Criminal Background Check and update these items every three years.

- Believe in the purpose and philosophy of Girl Scouting and adhere to the principles of the Girl Scout movement and the goals of GSUSA and GSGLA.
- Have a working knowledge of the goals, objectives, and policies of GSGLA and an acceptance of and willingness to promote them.
- Be familiar with the appointed service area.
- Perform tasks willingly and effectively and be a team player.
- Have an ability to communicate effectively under pressure while maintaining good working relationships with volunteers, staff, and parents.
- Demonstrate planning, organizing, recruiting, problem solving, human relations, and supervisory skills.
- Understand and observe the organizational structure and relationship of GSGLA staff and volunteers.
- Have an ability and willingness to make decisions and delegate responsibility.
- Have the commitment and the time needed to perform specified duties.

As a supportive partner with the Service Unit Team, I agree to fulfill my duties for the upcoming membership year.

Volunteer - Print Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Membership Specialist - Print Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Membership Manager - Print Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

## BEST PRACTICES AS A SERVICE UNIT RECRUITER

You are there to support the volunteers and council. You will pass on an extraordinary gift to your Service Unit ~ your time, knowledge, and experience.

**Share** - your knowledge and past experiences with volunteers

- Planning
- Your love of Girl Scouting
- Your leadership skills

**Encourage** – volunteers when they have moments of doubt

- Help problem solve
- Be positive
- Report unresolved issues to your service unit manager

**Guide** - volunteers in promoting a high-quality Girl Scout program in a safe setting

- Understanding and completing necessary forms
- Engaging parents
- Safety Activity Checkpoints

**Create** – a friendly, welcoming atmosphere for the Service Unit

- Monthly communication
- Respond promptly when contacted
- Share skills

**Challenge** – volunteers to expand their knowledge to better help girls lead

- Training opportunities
- Meeting ideas
- Level resources

**Inspire** – volunteers to become successful in Girl Scouting

- Informal recognition
- Share progress
- Recommend for formal recognitions

**Take Action** – with your Service Unit team and Mission Delivery team

- Plan yearly service unit calendar and budget
- Recruit and retain girls and adults
- Recognize deserving volunteers

## YOUR SERVICE UNIT TEAM

### Service Unit Team Positions

This is a suggested listing of service team positions. Additional positions may be added to suit the needs of your Service Unit.

- Service Unit Manager
  - Manages the Service Unit
  - Oversees service unit team and leaders
  - Oversees service unit events and finances
- Treasurer
  - Manages the service unit checking account
  - Assists troops with all financial matters
  - Facilitates Annual Troop/Group Finance reports (including collecting and reviewing with you )
  - Maintains accounting for Independent Girl Scouts within the Service Unit
- Registrar
  - Supports troop registration thru E-Biz
  - Analyzes monthly membership reports from council
- Events Coordinator
  - Manages and approves events for the service unit
  - Assists troops in hosting events
- Troop Consultant
  - Provides support to troop leaders
  - Reviews troop trips and activities
  - Approves overnight activities
  - Is familiar with Safety Activity Checkpoints
- Recruiter
  - Coordinates recruitment events
  - Manages girl and adult placement
- Product Chairs (Fall and Cookie)
  - Train and support troop product chairs and troop leaders
  - Manage products sales tasks per council guidelines
- And other positions...Cookie Mentor

### With Your Service Unit Manager

Create a take action plan to:

- Create a welcoming environment – helps with leader retention
- Work as a team – helps the service unit run smooth
- Set goals – provides service unit direction
- Establish a yearly calendar – everyone is able to plan activities
- Solve Service Unit problems as a group – helps all team members develop problem solving skills
- Develop an agenda for Service Unit Leader meetings and Service Unit Team meetings – using a team approach keeps everyone involved

## SERVICE UNIT PLAN OF WORK

The Service Unit 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. Your team planning should take place before August, so your plan is ready for the beginning of the new school year! The Plan of Work should be tailored to your service unit needs and is a working tool to achieve goals and needs to be reviewed ongoing throughout the year. The Plan of Work will include what you will be doing to meet the goal, when it will happen and who is responsible. Your Service Unit Team will work with you and your Mission Delivery team to complete the Service Unit Plan of Work. Items of priority include:

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

As the team sets dates for Service Unit Leader meetings or events, be sure to consider GSGLA program training and dates, as well as, special Girl Scout dates/celebrations. Leader meetings are key to implement and achieve the Service Unit goals and should be scheduled to meet the needs of your volunteers and Service Unit needs, if not meeting monthly, some type of communication piece should go out to the volunteers in your Service Unit.

### Girl Scouts of Greater Los Angeles

#### Sample 2013/2014 SERVICE UNIT MEMBERSHIP RECRUITMENT GOALS

Service Unit: \_\_\_\_\_

<b>Grade Level</b>	<b># Girls Last Year</b>	<b># Girls This Year</b>	<b>% Change</b>	<b>#Adults Last Year</b>	<b># Adults This Year</b>	<b>% Change</b>
Daisy Troops						
Brownie Troops						
Junior Troops						
Cadette Troops						
Senior/ Ambassador Troops						
Individually Registered Girls						
Groups						
Pathway Volunteers – Non-traditional troop leader positions						
Total						

## **RECRUITING**

Growth in the Girl Scout movement depends upon ongoing recruitment. Girl Scouting would cease to exist without the recruitment of girls and adults and the organization of new troops/groups.

Work closely with your Service Unit Manager and Membership Specialist to develop a Service Unit recruitment plan.

Recruitment ideas:

- Table at Back to School Night
- Table at Kindergarten Round-ups
- Host a Recruitment Fair at beginning of each school year
- Host a booth at community events
- Handout fliers at school and community events
- Post blurbs in school newsletters, church bulletins, and other community forums
- Put contact information/number on all school websites

## **RETENTION**

Once we recruit, it is important to retain girls as well as adults. Retention happens when leaders and girls are:

- Engaged in activities
- Able to explore new skills and interests
- Able to develop leadership skills
- Feel valued
- Are supported

Work closely with your Service Unit Team, membership specialist, troops, and leaders to:

- Ensure your Service Unit hosts events for all age-levels
- Include girl planning in all Service Unit events
- Communicate timely information about upcoming Service Unit and Council events and activities

## RECRUITER COMPETENCIES

Information in this handbook is based upon the seven skill/knowledge areas or competencies needed to be a Recruiter in Girl Scouting.

Planning

Communication and presentation

Working with volunteers

Publication and marketing techniques

Awareness of cultural differences

Interpersonal relations

Working with adults and girls

### Six Recruitment Steps

Six steps have been identified in the process of recruiting; using these steps will help ensure success in recruiting both girls and adults into your service unit.

State your purposes clearly.

Present the benefits of involvement in Girl Scouting.

Present your major points. Listen and give feedback.

Manage “no’s” and other objections from potential volunteers.

Ask potential volunteers about previous volunteer work and their knowledge of Girl Scouting.

Identify follow up as needed.

### Recruit Girls

1. Become acquainted with the principals, secretaries, and PTA/PTO members of public and private schools. They are valuable resources to help you get into the schools. The recruiter discusses recruitment methods and distributes fliers where allowed.
  - Determines best method for recruiting in the area.
  - Invites girls to a meeting.
  - Participates in school assemblies to inform girls about Girl Scouting.
2. Makes a list of interested girls and verifies that they are contacted and placed according to the priority system contained under “Guidelines for Troop Size.”
3. Determines other areas of recruitment (i.e., places of worship, recreation centers, day-care centers, kindergarten roundup days, businesses, community groups and colleges.)
4. Takes affirmative steps to recruit girls in under served areas and girls with disabilities.



5. Contacts girls from previous year's membership registration and girls not placed last year.
6. Contact lapsed members to evaluate their interest in Girl Scouting.
7. Contact girls/volunteers referred from the council service centers looking for a troop throughout the year. Attempt to place those girls into existing troops.

### **Recruit Troop Committees of New Troops**

Explains the role of the troop committee and the important contributions it can make. (Note: some leaders prefer to recruit their own troop committee members; others rely on their recruiter to recruit team members.)

### **Recruit non-traditional troop volunteers**

1. Understand the council's need for volunteers outside of the traditional troop leader.
2. Work with Mission Delivery staff to place Pathway volunteers.

## **TROOP ORGANIZATION**

The troop is the main pathway for organizing and delivering program to girls within the Girl Scout Movement. The service unit recruiter plays an important role in seeing that troops are organized and that they continue to be strong and stable from year to year. To ensure stability, the Recruiter should be sure that the following elements are in place for each troop.

1. **Generate Parent Interest** – Parents and guardians should encourage girls to attend troop meetings and participate in projects and activities. They also support Girl Scout Leaders throughout the year in many ways
2. **Recruit Adult Leadership** – Two or more qualified, approved, and cleared, unrelated Girl Scout leaders guide the girls as they carry out the program
3. **Recruit and Place Girls** – Troops should be large enough to give the girls the group experience and allow for self-government
4. **Recruit the Troop Committee** – The three or more women or men in this group work with the troop and help the girls and leaders carry out their plans
5. **Find a Suitable Meeting Space** – The type of meeting space can affect the quality of the troop program. The number of girls, planned activities, and time of the meeting must be considered

## RESOURCES FOR RECRUITERS

Your most important resource is other Recruiters; learn best practices from others to enhance your recruiting efforts.

### GENERAL RESOURCES

Computer	Recruiter list for the area	Posters (Ask your Service Center)
Internet access	Flip chart	DVD's/ Videos/YouTube
Training schedule	Fliers	List of schools
Safety Activity Checkpoints	Volunteer Essentials	Sign in sheets
Recruiter handbook	Phone message pads	

### RECRUITMENT BOOTH OR RECRUITMENT NIGHT TOOLS

Table	Chairs
Signs & Posters	Fact sheets
Referral pads (to write down information)	Pens
Give-A-ways (if possible)	Balloons
Leader packet	Adult Learning schedule
List of volunteer positions	Girl Scout catalog
Grade Level handbooks/Journeys	Small craft activities for girls to do
Troop scrapbooks	Supportive leaders and girls
Displays from troop or service unit events	
Laptop and projector for recruitment events (ask your membership specialist)	
Check for wifi access to show websites, YouTube videos, etc.	

## PLANNING RECRUITMENT EVENTS

Fliers are provided for your recruitment effort, ask your membership specialist for assistance. To use a flier other than those provided by Girl Scouts of Greater Los Angeles, council must first approve it. See guidelines for fliers at [www.GirlScoutsLA.org](http://www.GirlScoutsLA.org)

- Plan a recruitment event/information event with the membership team. Keeping in mind the needs of the service unit and the plan of work for the goals.
- Set a date and time.
- Reserve space at the school cafeteria, multipurpose room, apartment complex recreation room, church hall, etc.
- School district office approval is necessary in most areas before fliers can be distributed. Call the district office to find out what information they require, or ask your membership specialists if she has had them approved.

- Get to know the school secretary. She can be your best friend! Remember to send her a thank you note, or box(es) of cookies.
- Sort fliers into “classroom bundles” of 20 or follow the guideline of the school district. The school secretary can just pop them into the teachers’ boxes. They may end up in the trash if this step is not followed.
- Find out if there is going to be a school assembly, parent night or open house where you might be able to say a few words about Girl Scouts.
- Share with other recruiters your successful techniques in using fliers.

## VOLUNTEER RECRUITMENT MATERIAL DISTRIBUTION SUGGESTIONS

Here are some ideas for distribution of recruitment materials (fliers, bookmarks, posters, etc.). Many of the suggestions are traditional (the tried and true basics) and some highly innovative. We hope that this will serve as a checklist to spur your own creative thinking!

Beauty Salons and Barber Shops	Libraries	Dry Cleaners and Laundromats	Bowling Alleys	County and Community Fairs	Doctor and Dentists Offices
Shopping Malls	Grocery Stores (grocery bag stuffers)	Volunteer Centers	Business and Professional Organizations	Colleges, Technical Schools	Cultural/Ethnic Centers
Welcome Wagons	Department Stores	Women’s Clubs and Centers	Credit Unions	Schools	Cookie Booths
Speaker’s Bureaus	Banks	Naturalization Ceremonies	Insurance Agencies	Employment Development Departments	New Housing Developments
Hospitals	Small Businesses	Chambers of Commerce	Senior Citizen Centers	Skating Rinks	Sporting Goods Stores
Police Stations	Fire Stations	Employee Bulletin Boards	Public Utilities Payment Desks	Day Care Centers	Realtors
Door Hangers	Museums	Clubs and Agencies	Social Security Offices	Houses of Worship	Bumper Stickers

## PLANNING THE PRESENTATION

### Meeting Preparation Checklist

- |  |   |
|--|---|
| <input type="checkbox"/> I have determined the purpose of the meeting and I have outlined the results I wish to achieve. | <input type="checkbox"/> I have chosen a date, time, and place that is most convenient to a majority of the participants and the size of the group. |
| <input type="checkbox"/> Those individuals participating in the program have been recruited and briefed.                 | <input type="checkbox"/> Notification of the date, time, and place of the meeting has been sent to the prospective audience.                        |
| <input type="checkbox"/> Arrangements have been made. Check on details of the meeting well in advance.                   |   |

## PRESENTATION BASICS

### Know Your Audience

Try to “connect” your speech or presentation topic to your audience’s special needs and concerns. Select those aspects of Girl Scouting that apply to the group. Ask yourself what aspect of Girl Scouting will most interest your listeners.

- Is it family’s involvement in program activities?
- Girl Scout values?
- Education?
- New Friendships?
- The sense of community that Girl Scouting offers?

Don’t try to cover all the ground. Emphasize those aspects of Girl Scouting that you know will have special appeal for the audience. A good speech always has a clearly defined focus and relates to an audience’s special interests.

### Tips to Remember:

- Tell the audience what you are going to say right at the beginning. Summarize what you’ve said at the end of your presentation
- A good speech or presentation consists of an attention-getting opening, middle content, and conclusive ending, spaced not very far apart. Avoid clichés, and be creative in your introduction and conclusion
- Look at your audience. Maintain eye contact. Pick a few faces in the audience and shift your gaze among them
- Be enthusiastic. Use a conversational tone. Speak clearly. Be concrete
- Pause occasionally. Speak slowly but maintain the group’s attention
- Be courteous and friendly

### Points to be emphasized in speeches or presentations to parents and community groups:

- Girl Scout program supplements the learning experiences the girl receives at home, in school, and from her religion
- Cost of membership and participation is low
- Girls of every race, culture, religion, and socioeconomic group are welcomed as members
- The flexibility of Girl Scout troop/group organization offers a wide variety of membership opportunities for long-or-short-term participation
- Girl Scouting is the largest voluntary organization for girls and women in the world
- Girl Scouting has a code of ethics and a program that encourages girls to build courage, confidence, and character while making the world a better place
- Girl Scouting helps create and foster an appreciation for one’s own cultural heritage and a respect for all heritages
- Adults have opportunities for personal growth, for sharing their expertise with girls, and learning new skills
- All activities for girls are adult supervised, follow safety standards, and are educational

## The Presentation

Pre-meeting reminders:

- Hostess at the door
- Sign in sheets for each grade level, school, or community center
- Supplies available (flags, forms, pencils, handouts, etc.)
- Babysitting arrangements, if necessary

After majority of attendees are seated

- Greet the audience
- Opening: Flag ceremony (optional)
- Get-acquainted song
- Introduce yourself and helpers with you
- What is Girl Scouting? Have a skit, a video, flip chart or Power Point presentation
- Testimonies: Current Girl Scouts can talk about what they enjoy most about GS

SUGGESTION: You may want to separate the girls (or children) in the audience after the presentation so they may go with older girl troops (in uniform if possible) to a separate area for a pre-planned activity (games, songs, an easy craft)

Make your case – Gather adults who expressed an interest in volunteering. Explain the time involved and the support and training available

Describe the various jobs and the kind of people needed to fill those jobs

You may have leaders at different tables with a sign showing her troop number and school posted  
Have a poster or sign which lists number of girl vacancies and troop jobs to be filled

If you do not have openings in current troops make sure the adults know that their daughter will be placed on a waiting list or may join Girl Scouts as an Individually Registered Girl  
Always have the following items available for your recruitment effort

- Laptop with wifi capability, check with your membership specialist
  - Registration is done online at:  
<https://gsusa.ebiz.uapps.net/vp/Home.aspx?pid=52>
- Recruitment fliers
- Leader Position descriptions
- Volunteer application and background checks are done online at:
  - <https://www.gsglavolunteerapps.org/>
- Girl Scout Catalog – Uniforms, Insignia and Recognitions
- Girl Scout Handbooks; Girls Guide to Girl Scouting, Journeys for different grade levels
- Color pages and crayons
- Volunteer Essentials Book (can be shown online if wifi is available)

## SAMPLE PRESENTATION ON GIRL SCOUTING

(Can be used with recruiter Flip Chart or Power Point presentations)

Sample Script, adapt to your audience and your own speaking style, and adapt slides so text fits comfortably on slides.

Slide 1 Trefoil and Girl Scout mission statement on front cover  
Mission Statement: Girl Scouting builds girls of Courage, Confidence, and Character, who make the world a better place.  
Introductions  
Thank adults for coming

Slide 2 Girl Scout Promise –  
On my honor, I will try:  
To serve God\* and my country,  
To help people at all times,  
And to live by the Girl Scout Law.

\* In keeping with Girl Scouts timeless commitment to welcome and celebrate all girls, each Girl Scout has the option to substitute wording appropriate to her own spiritual beliefs for the word “God” while reciting the Girl Scout Promise.

Slide 3 The Girl Scout Law  
I will do my best to be  
Honest and fair,  
Friendly and helpful,  
Considerate and caring,  
Responsible for what I say and do,  
And to  
Respect myself and others,  
Respect authority,  
Use resources wisely,  
Make the world a better place, and  
Be a sister to every Girl Scout.

Slide 4 I CAN'T WAIT TO BE A GIRL SCOUT  
Have fun, active pictures of girls

Say: At Girl Scouts, we want every girl to be so excited about her future that she can hardly wait for it, because she knows she can achieve anything she sets her mind to. That feeling starts with one day, one meeting, or one role model that shows her she can accomplish more than she ever imagined.

Slide 5 Who Can Join?  

- Girls ages 5 – 17 or in kindergarten through 12<sup>th</sup> grade, and all adults.
- Girl Scouts is open to any girl who accepts the Girl Scout Promise and Law.

Slide 6 Girl Scout Daisies are in kindergarten and the first grade.  
Girl Scout Daisies can:  

- Earn petals and awards as they do Journeys.
- Learn crafts and songs.
- Go on local outings and make new friends.
- Being a Girl Scout Daisy allows each girl to develop her own interests and abilities.

- Slide 7 Girl Scout Brownies are in 2<sup>nd</sup> and 3<sup>rd</sup> grade.  
Girl Scout Brownies might:
- Earn badges and awards as they do Journeys.
  - Visit a neighborhood radio station.
  - Have a food drive for a local homeless shelter.
  - Go on an overnight camping trip and learn about living in the out-of-doors.
  - Make crafts and learn new songs.
- Slide 8 Girl Scout Juniors are in the 4<sup>th</sup> and 5<sup>th</sup> grade.  
Girl Scout Juniors can:
- Learn new outdoor living skills on weekend camping trips or at summer camp.
  - Tour backstage at a musical or play.
  - Try everything from photography and dramatics to fashion and computers.
  - Have a recycling drive at a local school.
- Slide 9 Girl Scout Cadettes are in 6<sup>th</sup>, 7<sup>th</sup> and 8<sup>th</sup> grade, Girl Scout Seniors are in the 9<sup>th</sup> a 10<sup>th</sup> grade while Girl Scout Ambassadors are in 11<sup>th</sup> and 12<sup>th</sup> grade.  
These older girls:  
Take the lead in planning and developing ideas that reflect their needs and interests:
- Go backpacking, canoeing, or rafting
  - Belong to a robotics team
  - Exchange ideas about drug awareness, bullying, and careers with other girls
  - Apply for “*destinations*” and travel the country or the world
- Slide 10 What does the Girl Scout Leadership Experience offer?  
The opportunity to: DISCOVER  
Girls develop a strong sense of self  
Girls develop positive values  
Girls gain practical life skills  
Girls seek challenges in the world  
Girls develop critical thinking
- Slide 11  
The opportunity to: CONNECT  
Girls develop healthy relationships  
Girls promote cooperation and team building  
Girls can resolve conflicts  
Girls advance diversity in a multicultural world  
Girls feel connected to their communities, locally and globally
- Slide 12  
The opportunity to: TAKE ACTION  
Girls can identify community needs  
Girls are resourceful problem solvers  
Girls advocate for themselves and others locally and globally  
Girls educate and inspire others to act  
Girls feel empowered to make a difference in the world
- Slide 13 Your daughter will also have:  
MEMORIES!!!

When your daughter joins Girl Scouts, you, too, can become a member of the Girl Scout family. As in any family, we all have responsibilities. Our Girl Scout troops need your help with driving, mentoring, cookie and fall product sales, crafts, skills, and camping, BUT MOST OF ALL WE NEED:

Slide 14 Leaders and Co-leaders

Have pictures of adults working with girls

Say: That role model could be you. As a volunteer, you'll introduce girls to new experiences that make every day feel like the best day ever. Because we want our girls to try everything they've ever dreamed of, we let them have a say in what they'll do next. But at every turn, you'll be their cheerleader, guide, and mentor, helping them develop skills and confidence that will last long after the meeting is over. Imagine the smiles, the excitement, and the memories you'll make—those are the moments you'll share at Girl Scouts.

Slide 15 You might be thinking, "I can't be a leader because"—

- I have younger children (Have another parent baby-sit).
  - I work. (Most leaders do. That's why we have 2 or 3 leaders per troop; they can share the job with a strong parent team.)
  - I'm not available right after school. (More and more meetings are being held in the evening and weekends.)
  - I can't have meetings in my house. (There are schools, churches, community meeting halls, or another parent's home.)
  - I can't sing, do crafts, or camp. (classes are offered throughout the council, and at leader meetings, or there might be a parent who will enjoy taking over those projects)
  - I was never a Girl Scout. (You deserve to be in Girl Scouts now!)
- SO ALL YOU HAVE TO DO IS ----

Slide 16 SAY YES!!!

- Submit an online application and background check, once cleared you can:
- Take training – Girl Scouting 101 (an online course), Welcome Session, and Council Orientation
- There are many classes available to enhance your knowledge and skills such as Basic Leader, Grade Levels (Daisy, Brownie, etc.), First Aid/CPR, Outdoor, and Travel
- Hold a parents' meeting – to set up your parent team, a team to help the leaders and make the troop experience as awesome as possible.
- Plan and hold troop meetings.
- Attend monthly leaders' meetings to receive current information, new ideas, additional training, and to have contact with other leaders.

Slide 17 You will experience:

- Personal growth
- Valuable job experience
- Develop new interests
- Meet new people
- Experience satisfaction
- You will be joining more the 22,000 other volunteers in the Girl Scouts of Greater Los Angeles Council who contribute their energy and enthusiasm to Girl Scouting.

It's challenging, worthwhile and, best of all, Fun!

Slide 18 Questions?



## TOOLS TO HELP ENGAGE PARENTS

### Sample - PARENT INTEREST SURVEY

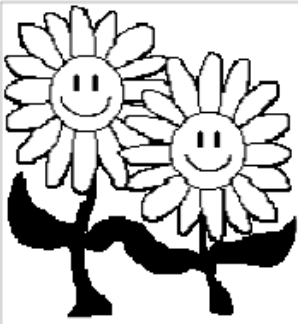
Our troop/group family will serve as our best resource in developing meaningful program activities for our girls. Please share a little about your interests, hobbies, or profession so that we may know a little about you!

Standard First Aid	CPR	Lifeguard	Water Safety Instructor	Licensed Driver	Archery Instructor
Leadership Training/ Experience	GSGLA Troop Camping Certification	Bicycling	Architecture	Arts & crafts	Astronomy
Audio Visual	Auto Maintenance	Boating	Bookkeeping	Camping	Career Planning
Child Care Games Cooking Nutrition	Community Service Computers	Dental Health	Dramatics Ecology	Drawing, Painting	Environmental Issues First Aid, Health & Safety
Gardening	Global Issues	Health & Fitness	Hiking	Homemaking	Horseback Riding
Human Relations Skills Knitting/Crocheting	Literacy - helping others to read	Mathematics	Music	Photography	Sciences
Sculpting	Sewing	Singing	Special Needs	Sports	Storytelling
Swimming	Woodworking	Women's Issues	Other talents	Other hobbies	Other skills

My job, business, or profession would be of interest to the girls:

I am affiliated with the following community groups:

List other ways you could help:



# Meet My Daughter

This form is designed to give your daughter's troop leader additional information about your daughter that is not included on the health history form. We hope this will help make your daughter's time in Girl Scouts happy, rewarding, and exciting.

Dear Troop Leader,

My daughter, \_\_\_\_\_ is excited about being a Girl Scout, and so am I. This is her first year in your troop and I want you to know a little more about her, so meet my daughter:

My daughter is most happy when...

She is unhappy when...

She gets excited about...

She is afraid of...

This year in her Girl Scout troop, she is looking forward to...

She might have the following special needs during Girl Scout activities:

My additional comments:

Parent/Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_

## LEADER APPLICATION AND APPOINTMENT PROCESS

1. Fill out the online Volunteer Application and background check
  - a. <https://www.gsglavolunteerapps.org/>
2. Take GSUSA's Girl Scouting 101: <https://training.girlscouts.org>
  - a. Password is: aboutGS101, this is case sensitive
  - b. Our Council is: Greater Los Angeles
3. Meet with a Membership Specialist for a Welcome Session and register online for a Council Orientation class once you receive your clearance letter.

## ORGANIZING TROOP MEETINGS

Troops should meet often enough to fulfill the needs and interests of girls and to maintain continuity. School schedules, safety concerns, and availability of transportation, and meeting places should be considered when planning meeting times.

Typical meeting schedules for troop are:

- Daisy – once a week for 45 – 60 minutes
- Brownie – once a week for 1 – 1 ½ hours
- Junior – once a week for 1 – 2 hours
- Cadette – regularly as decided by girls and leaders
- Senior and Ambassadors - regularly as decided by girls and leaders

Troops should meet in places that are easily accessible to all members and that are:

- Safe, clean, well-ventilated and free of hazards
- Large enough for active games and troop activities
- Accessible to restrooms and hand washing facilities
- Accessible to telephone – land line or cell service.
- Accessible to first aid equipment

Leaders and girls respect the opinions and practices of all religious, ethnic, racial, linguistic, and socio-economic groups in the troop membership when:

- Choosing meeting places
- Selecting meeting days and times
- Planning group activities
- Considering dates for trips
- Planning group menus

Consideration is given to disabled girls when selecting meeting places and planning activities

## GUIDELINES FOR TROOP SIZE

The troop leader and service unit recruiter together, in accordance with criteria listed in *Volunteer Essentials, Chapter 4 Safety-Wise*, should make the decision as to individual troop size. Here are the current standards that are recommended by GSUSA and GSGLA.

<b>National Standard – Troop / Group Size: Number of Girls</b>		
<b>Girl Scout Grade Level</b>	<b>Grade</b>	<b>Troop/Group Size Number of girls</b>
Girl Scout Daisy	K – grade 1	5 – 15
Girl Scout Brownie	Grades 2 -3	5 – 25
Girl Scout Junior	Grades 4 – 5	5 – 30
Girl Scout Cadette	Grades 6 – 8	5 – 30
Girl Scout Senior	Grades 9 -10	5 – 30
Girl Scout Ambassador	Grades 11-12	5 - 30

The minimum troop size for registration is 5 for all levels, Daisies through Ambassadors. Girls should be added to the troop until it falls within the appropriate size standards. Two unrelated adults need to be with the girls at all times.

At least one adult needs to be an approved and trained leader/co-leader. Other cleared (application and background check) adults may assist the leader(s) when needed. Recommended ratios of adults to girls are:

<b>National Standard – Adult to Girl Ratio – Troop /Group meetings</b>		
<b>Girl Scout Grade Level</b>	<b>Two non-related adults (at least one of whom is female) for each number of girls</b>	<b>Plus one adult for each additional number of girls</b>
Girl Scout Daisy (grades K-1)	12	6
Girl Scout Brownie (Grades 2-3)	20	8
Girl Scout Junior (grades 4-5)	25	10
Girl Scout Cadette (grades 6-8)	25	12
Girl Scout Senior (grades 9-10)	30	15
Girl Scout Ambassador (grades 11-12)	30	15

## **ADDING GIRLS TO TROOPS**

New girls should be added to troops whenever possible. Work with the leaders in your service unit when placing girls. Parents are always encouraged to step up to become a leader. The following is the priority for placing girls into troops

1. Girls currently registered, including Individually Registered Girls
2. Girls transferring and currently registered
3. Girls bridging into troops
4. Waiting list girls
5. Inquiring girls

### **SAMPLE INTERVIEW INFORMATION AND QUESTIONS**

- Try to determine the volunteer candidate's needs and motivation for volunteering
- Describe the various volunteer positions using the volunteer position descriptions handbook. Does the prospect understand the responsibilities of the assignment?
- Describe the learning opportunities that will be offered by the council for the position
- Be honest about how much time the position will take. Help the prospect to see what contributions and personal satisfaction can be gained from the position
- Find out the candidate's interests and skills and show how these can relate to Girl Scouting
- Encourage the candidate to ask questions
- Look for enthusiasm, friendliness, flexibility, and leadership skills in the candidate  
How much time can the candidate give to the position?
- Invite the candidate to a troop meeting or Girl Scout event to help capture her/his interests
- If you are unsure of the candidate's interest, don't push. Give the person time to think about the commitment involved in taking the position
- If you are convinced that this candidate should be appointed, contact your membership specialist with the volunteers contact information and then leave her/him a copy of the position description and other Girl Scout information

Interviewing prospective troop leaders is a necessary step in the formation of a troop. Below are some questions that may help you.

- Why do you want to be a Girl Scout leader?
- What other experiences do you have working with girls?
- What attracted you to Girl Scouting?
- Are you willing to go to the training?
- Are you willing to attend the service unit meetings?
- Are you willing to get involved with Service Unit activities and events?
- Is your family (husband/wife/children) supportive of your involvement in Girl Scouting?
- What do you feel you have to offer girls?
- Is there anything you would like to add?
- Are you able to fulfill the requirements of the position?

## WHAT IS A PARENTS' MEETING

A parents' meeting is a meeting held traditionally by a troop leader to introduce themselves, inform parents about Girl Scouting, and what kind of help the troop will need from the parents. The leader has already been approved, cleared, and trained, and has probably had one or two meetings with the girls in her troop by the time she has the first parents' meeting. Some leaders have a parents' meeting every few weeks to recruit help as needed.

At times, when there are new leaders, they are unfamiliar with procedures of parents' meeting and will need guidance and help from the recruiter, troop consultant, or membership specialist.

The following is a step-by-step procedure for a parents' meeting

### **Planning the Parents' Meeting:**

- The troop leader and co-leader are responsible for planning and conducting the meeting with the help of the recruiter
- The leader and co-leader decide how often they want to have parents' meetings. Each troop should try to have one parents' meeting at the beginning of each year. This meeting will help orient the parents to the troop plans and to make clear the responsibilities of the parents
- Consider who will be invited. Are girls to be included (parents are more likely to attend if they are), and if so, are activities planned for them?
- Arrange for a meeting place and time
- Objectives for parents' meetings:
  - Introducing leaders and co-leaders to parents.
  - Informing parents about Girl Scouting and what troop activities the leaders and girls have planned
  - Recruiting help from the parents of the girls in the coming year
  - Forming troop committees

### **Preparing for the Parents' Meeting**

- A written checklist of the necessary preparation will be helpful
- Publicity should begin at least two weeks prior to the meeting. There should be a follow-up telephone call the week of the meeting (preferably 3 or 4 days before the meeting). Notify parents by e-mail, phone, or note sent home with the girls
- Check your supplies: Masking tape and large sheets of paper, felt tip markers, name tags, attendance sheets, and any handouts for parents. If parents will be filling out forms have pens and writing surfaces for them to complete the paperwork before they leave
- Plan the refreshments – perhaps coffee, tea, and cookies
- Early planning facilitates better organization resulting in greater success
- 

### **Conducting the Parents' Meeting**

- Enthusiasm and use of a positive attitude are of prime importance
- How you begin the meeting sets the mental attitude of the group for the rest of the meeting. The meeting should be well organized so that everything runs smoothly and all pertinent information is covered
- The parents' meeting should be kept simple, fun, short, and to the point

## Sample - Agenda for a First Parent Meeting

The first meeting with parents is crucial. It is where they learn about how Girl Scouting really works. Use the outline below or develop an agenda of your own.

**Note:** For new Leaders, a Girl Scout representative may be available to attend this meeting

### Welcome

- Introduce yourself and other persons taking part in the meeting
- Brief explanation of your job and reason for being there

### Business

- Briefly explain the structure and purpose of the Girl Scout organization
- Program information - explain:
  - Program level information for the troop - badges, journeys etc.
  - Future Service Unit or Council events
- Health and Safety Standards
  - Girl Medical History
  - Permission slips
  - Transportation and seat belts (booster seats when necessary)
  - Insurance (including Proof of Insurance .Coverage for drivers)
- Reintroduce Leaders - give some background information on them and what their jobs are.  
Explain:
  - Troop meeting day, time, and place
  - Uniforms (optional)
  - Troop refreshments (optional)
  - What's expected of the girls
  - Parent's responsibilities as to leaving and picking up girls from meeting
  - Communicating - a two-way street between leadership and parents
  - Troop roster (confidential distribution)
- You or the GS representative talks about "How Parents Can Help the Troop"
  - Girl Scouts as a parent/child activity
  - Troop Team overview
  - Specific positions needed
- Finances - discuss:
  - National registration dues
  - Family Partnership Campaign
  - Product Program (primary income for troop)
  - Troop dues
- Paperwork to be completed by parents
  - Creating an eBiz account
  - Online GSUSA membership registration
  - Girl Medical History
  - Troop Meeting Permission slip
  - How you can help the troop

### Closing Remarks and "Thank you for attending" Evaluation and Follow-up

- A thorough evaluation conducted by the leader and co-leader or the Recruiter in a few quiet moments following the meeting will allow for a positive learning experience. It will be a chance to appraise the meeting and find its good and bad points, so the next parents' meeting will run even more smoothly and successfully
- Prompt follow-up on potential parent helpers is essential

## WHAT IS A TROOP COMMITTEE?

A troop committee is a group of volunteers who are willing to devote their time and skills helping a troop leader. The kind of help a troop leader needs depends on the leader's particular skills, on the time she/he has available, and on the size, maturity, and experience of the troop. Each leader decides how the abilities and knowledge of the troop committee can best be put to service.

### POSSIBLE TROOP COMMITTEE POSITIONS

<b>Transportation Chair</b>	<b>Arrange for adequate transportation for troop trips, ensuring that there is one seatbelt for each girl and adult in the cars. Booster seats if needed. California child restraint laws apply</b>
<b>Product Sales Chair</b>	Compile and check orders from girls; distribute the products, recognitions, and collect money. Should enjoy working with numbers. Have access to computer and internet.
<b>Troop First Aider</b>	An adult who has a current first aid/CPR certification or is a medical professional must be available to attend troop activities that require first aid coverage. Training is offered through the council or you may attend any other council approved first aid/CPR certification course. Online courses must have a hands on component as part of the training
<b>Leader Stand-in</b>	Work with the girls as a substitute if the leader is to be absent. Needs to be cleared as a volunteer and have an application and background check on file with council
<b>Telephone/E-mail Chair</b>	Maintain a current list of troop members and their phone numbers and e-mail contacts to get in touch with parents, girls, or other troop committee members.
<b>Emergency Contact Person</b>	The person who makes herself/himself available to contact parents in an emergency during a troop activity. Needs contact information for all parents/guardians of girls involved in the activity
<b>Reservations Chair</b>	Locate parks, museums, gardens, etc. as needed for troop activities and make necessary reservations
<b>Child Care Provider</b>	Care for leader's children so they are free to attend troop activities and/or training events
<b>Special Projects Chair</b>	Assist the troop with special projects, such as putting on a play, preparing food for a large group, planning and budgeting for a overnight trip, etc.
<b>Troop Representative</b>	Act as a liaison between the troop and the sponsor attending activities of both as needed
<b>Treasurer</b>	Assist the leaders and the girls with bookkeeping, individual girl records, making financial reports
<b>Troop Secretary</b>	Write email newsletters to parents, parents' permission slips, etc.
<b>Family Partnership Representative</b>	Coordinate family partnership campaign with service unit representative via events and direct contributions.



**SAMPLE - THE TROOP COMMITTEE**

Troop # \_\_\_\_\_ Service Unit \_\_\_\_\_ Level \_\_\_\_\_

<b>Position</b>	<b>Phone</b>	<b>Cell Phone</b>	<b>Email</b>
Leader			
Co-Leader			
Co-Leader			
Transportation Chair			
Troop First Aider			
Leader Substitute			
Cookie Chair			
Fall Product Chair			
Emergency Contact Person			
Reservations Chair			
Child Care Provider			
Special Projects Chair			
Troop Representative			
Bookkeeping Assistant			
Troop Secretary			
Other			
Other			

## SAMPLE - WAITING LIST LETTER

Dear Parent:

At a time when so many activities are competing for your daughter's interest, we are pleased that she has expressed interest in becoming a Girl Scout.

Unfortunately, we have more girls than we have places in troop at this time. We are only able to form new troops as adult volunteers become available.

\_\_\_\_\_ is now on the waiting list for \_\_\_\_\_ Service Unit.

**We will notify you when an opening becomes available in a Girl Scout troop in your area. In the meantime you can register your daughter as an Individually Registered Girl. She may work on badges and Journeys, attend events for individual girls, and receive the GSGLA Council newsletter and emailed information.**

The one sure way to have your daughter placed in a troop is to become a Girl Scout leader. We provide training and you may work your meetings around your schedule. If you would like to discuss the possibilities of becoming a Girl Scout leader, please call:

\_\_\_\_\_ at \_\_\_\_\_ .

Thank you for your interest in Girl Scouts. We hope to have good news for you soon.

Sincerely,

\_\_\_\_\_  
Service Unit Recruiter

\_\_\_\_\_  
Contact Information

\_\_\_\_\_  
Service Unit

## RECOGNITIONS

### ADULTS

There are many ways to recognize volunteers for their time and dedication. Whether in the form of a simple “thank you” for a small job well done or a formal commendation for years of faithful service in a key position, acknowledgment is a signal to the recipient that she/he is noticed and appreciated.

You can honor any Girl Scout leader, Service Unit Team member or adult volunteer by nominating her/him for an award or by making a special recognition of your own! Recognitions usually take the form of pins, badges, certificates, or other tangible tokens. They may be presented at a special Service Unit ceremony, Girl Scout meeting, or recognition event such as the GSGLA Recognitions Ceremony, held in conjunction with the annual meeting.

It is important to let your leaders, Service Unit Team members, and other volunteers know the information about the awards and adult recognitions in a timely manner. Nominations and requests for awards are due the second Friday in January. Information about the awards is posted on the GSGLA website.

A few of the awards are below.



Volunteer  
of Excellence



Thanks  
Badge



Platinum  
of Service



Appreciation  
Pin



Honor  
Pin



First Year  
Leader Award



Years of  
Service

### GIRLS

The Bronze, Silver, and Gold Awards are the highest awards a girl can earn as a Girl Scout. These are national awards with significant standards that must be met, representing a girl's skills, leadership, creativity, values, and efforts contributed to make the world a better place. Requirements for these awards can be found in the Girl's Guide to Girl Scouting and on the GSGLA website. Girls must rely on GSGLA forms and requirements.

It's important to let your leaders, Service Unit Team members, and other volunteers know about these awards and recognize the girls who have earned them. Gold Awardees are recognized annually at a Council-wide event; recognitions for Silver and Bronze awardees can be done on a regional, Service Unit, or troop level.



Bronze Award  
Juniors



Silver Award  
Cadettes



Gold Award  
Seniors & Ambassadors

## TIPS AND TOOLS

One of the most important functions of a Service Unit team is to provide leader support so as they work with girls they have the resources they need to deliver a high-quality Girl Scout program in a safe setting.

Sharing your knowledge and experience by answering questions and clarifying information helps leaders become successful in Girl Scouting and gain a sense of pride. Here are some resources to help you.

### GSGLA WEBSITE

There is a wealth of information accessible to all volunteers at a given time on the GSGLA website.—  
**<http://girlscoutsla.org>**

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

### DISCIPLINE APPROACHES

A common problem with girls in a group setting is misbehavior. Leaders ask for guidance on handling behavioral situations. The following are some tips for resolving behavior:

- Work with the girls to create a troop/group agreement – they will better abide by what they help create
  - Girls, depending on age, create the troop/group agreement
  - Include consequences
  - Girls tend to be hard on themselves when creating consequences
  - Be sure all situations are addressed
  - Share troop/group agreement with parents
- Respond consistently
  - Try nonverbal cues to improve behavior
  - Use gentle verbal reminders
  - Redirect to the activity if not responding to the reminder
- Explore the reason for the behavior
  - If for attention: respond with positive choices
  - If for power: give responsibility or choices
  - If for belonging: structure activities to help them feel a part of the group
- Teach positive behaviors
  - Discuss and role play positive behaviors
  - Notice when behaviors are positive
  - Ratio should be 3 positives to 1 negative comment
- If misbehavior continues
  - Remove from the activity
  - Discuss with parent/guardian

## WORKING WITH LEADERS AND VOLUNTEERS

One of the most important goals is to set the expectation of leaders/volunteers to be active and engaged participants. Your key responsibility in this area is to work with the leaders/volunteers and to maintain frequent contact. You should also encourage the leaders to develop a troop support committee – parents who have specific, assigned tasks, such as cookie mom, treasurer, program assistant, and driver. It is very important that those relationships are built early on.

Most leaders/volunteers are helpful and supportive and sincerely appreciate your time and effort on behalf of Girl Scouts. And you almost always have the same goal, which is to make Girl Scouting an enriching experience for girls.

Perhaps the most important tip for communicating with leaders/volunteers is to use “I” statements instead of “you” statements. You want to clearly communicate what you observe or need and how they can help.

- “You” statements may make a person feel defensive. Here are examples of “you” statements:
  - “Your daughter just isn’t responsible.”
  - “You’re not doing your share.”
- “I” statements tell someone what you need from her/him. Here are examples of “I” statements:
  - “I’d like to help your daughter learn to take more responsibility.”
  - “I’d really appreciate your help with registration.”

Here are some specific situations:

If a parent or guardian....	You can say...
Is uninvolved and asks how she can help but seems to have no idea of how to follow through or take leadership of even the smallest activity.	“I do need your help. Here are some written guidelines on how you could help me prepare for our camping trip.”
Constantly talks about all the ways you could make the group better.	“I need your leadership. Project ideas you would like to develop and lead can fit in well with our plan. Could you write out your suggestion so we can see how to fit it into the girls’ program?”
Tells you things like, “Denise’s mother is on welfare, and Denise really doesn’t belong in this group.”	“I appreciate your letting me know. Girl Scouting is for all girls. Denise probably needs our support more than many. I could use your help to teach the girls to be sensitive to others’ feelings.”
Shifts parental responsibilities to you and is so busy with her own life that she allows no time to help.	“I love volunteering for Girl Scouts and want to make a difference. Could you take a few moments from your busy schedule to let me know what you value about what we’re doing, I’d appreciate it. It would keep me going for another year.”



## How to Create an eBiz Account

Overview

Creating Your eBiz Account

Questions?

### Overview

To use the GSGLA online registration system (eBiz), you must first create an online account which allows you to create a Username and Password that you will use to login for all subsequent visits to eBiz.

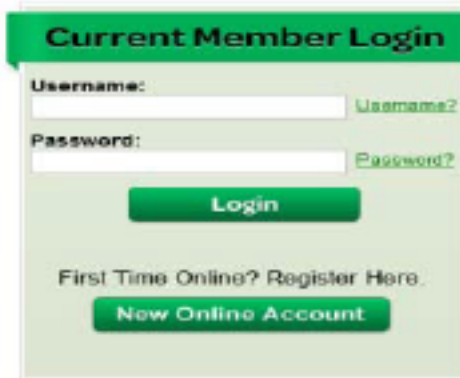
If this is your first time accessing the eBiz system after August 10<sup>th</sup> 2013, you will need to complete this process even if you have created an account in the past.

As of August 10<sup>th</sup>, parents of girl members under the age of 18 will no longer need to access their daughter's individual eBiz accounts.

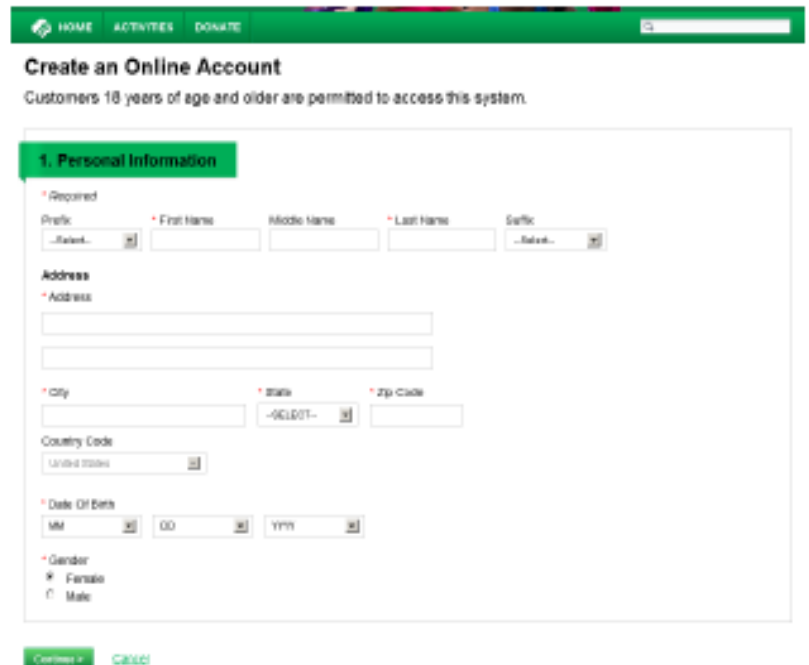
- Adults who are designated as the Guardian 1 for their daughter(s) will have access to the Family Management areas from their own individual accounts. As a Family Manager, Guardian 1's will now have the same access and capabilities that were previously only available to Troop Leaders.
- Designated 01 Troop Leaders will continue to have access to Troop Management.
- Adults who are both Guardian 1's and Troop Leaders will have access to both areas of management.

## Creating Your eBiz Account

1. Using a supported browser (Internet Explorer 8,9 & 10, Firefox, Safari or Chrome), access the GSGLA website: [www.girlscoutsla.org](http://www.girlscoutsla.org)
2. Scroll to the far right and click on the eBiz tab, click on Log-in. This will open the eBiz webpage.
3. Below you will see the screen; you will see an area title **Current Member Login**. Click on the button that reads **New Online Account**.



4. The screen should show the form below. Fill in all required fields marked with a red asterisk.



5. When you click **Continue** the system will attempt to match the data entered into the form with a record in GSGLA's database. If a match is found and you are able to create a login, you will receive the message below, if so, skip to [step 8](#).



6. If a match is found but there is a complication in creating your login, you will receive the message below:



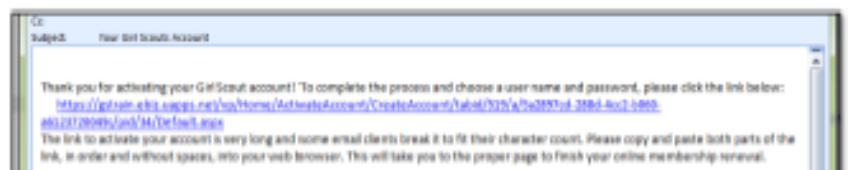
In this case, please email [helpdesk@girlscoutsla.org](mailto:helpdesk@girlscoutsla.org) for assistance. A Help Desk staff member will need to research the problem before you can make another attempt creating your account.

7. If you are new to GSGLA or if the system does not identify your information with a record in the system, you will see the below screen:

If you are certain that you are a new member who has not previously participated with GSGLA, you can fill out the online form to create a new account.

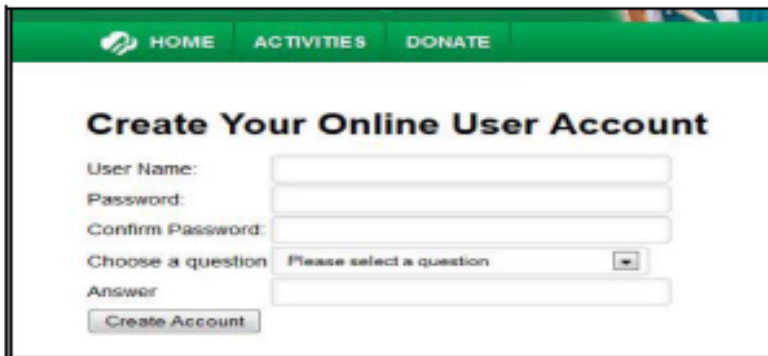
If you have participated with GSGLA in the past, or if your daughter has been a Girl Scout with GSGLA in previous years, please contact the Help Desk [helpdesk@girlscoutsla.org](mailto:helpdesk@girlscoutsla.org) for assistance. A Help Desk member will need to research your account to determine why the system has not recognized you. Please do not continue to create a new account.

8. If you have received the "successful" message in step 5, then the system has sent you an email from [noreply@uspps.net](mailto:noreply@uspps.net) that will contain a link for you to access and create your login. Go to your email account to access the email:





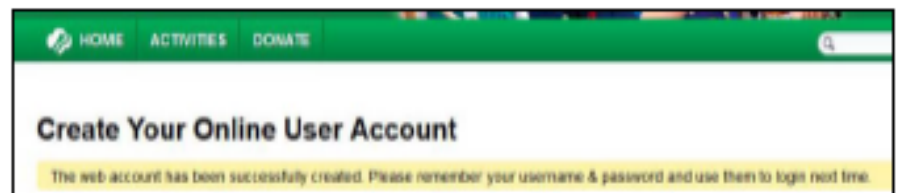
9. Click on the link, or copy the whole link and paste it into your web browser. The below page should load:



The screenshot shows a web page with a green header containing 'HOME', 'ACTIVITIES', and 'DONATE' links. The main heading is 'Create Your Online User Account'. Below the heading are five input fields: 'User Name:', 'Password:', 'Confirm Password:', 'Choose a question' (with a dropdown menu showing 'Please select a question'), and 'Answer'. A 'Create Account' button is located at the bottom left of the form area.

10. Fill in the username and password of your choice. It will need to be unique in the system and your password must meet security requirements (needs to be at least 7 characters long and include at least one number). You will receive a message if you need to revise your login credentials.
11. Choose a security questions and provide the answer. Click **Create Account**
12. You may wish to record this information for future use as you will be using this username and password each time you login to eBiz. Should you forget your username or password, you can click on the **Username?** Or **Password?** Links next to the fields in the **Current Member Login** area, shown on [page 2](#) of these instructions. This will allow you to retrieve your login credentials using your provided security question.

13. When you've successfully completed the account creation process, you will receive the below success message and an email will be sent to confirm the creation of your account.



The screenshot shows the same 'Create Your Online User Account' page as in the previous image, but with a yellow success message box at the top of the form area. The message reads: 'The web account has been successfully created. Please remember your username & password and use them to login next time.'

14. Congratulations! You have successfully created your eBiz account. You are now logged into your account and can begin using the online registration system.

## Questions?

If you need help or have questions during the process, email our Help Desk at:

[helpdesk@girlscoutsla.org](mailto:helpdesk@girlscoutsla.org)

Help Desk tickets are answered in the order they are received.

## **WHAT YOU NEED FOR YOUR GIRLS TO....**

Getting the girls out to explore their world and experience new activities is fundamental to Girl Scouting and developing leadership qualities in the girls, whether it is taking a hike, planting new flowers at the local assisted living facility, camping, or traveling to Sea World, Savannah, Georgia, or Our Chalet in Switzerland. It is often confusing for leaders to know exactly what training they need, forms to fill out, or equipment to bring. The GSGLA Adult Educators team has created a handy chart reduce the mystery!

On the following page, you will find “What I Need for My Girls to Attend A....” Please feel free to share it with the leaders and volunteers in your Service Unit. It will be found in the workbook for each GSGLA Adult Education course and on our Council website. On the website, it will have interactive links so adults can immediately download the proper form or register for the necessary class! This chart will be updated periodically, so have your volunteers confirm all requirements in the online version.

## WHAT I NEED FOR MY GIRLS TO ATTEND A...

Activity	*Forms/Equipment	Approval/Notification/Insurance	**Training/Certification	Review
Troop Meeting				
Troop Meeting - Location Change		Notify - Parents		
Meeting Time Trip	**Parent Permission Form	Notify – Service Unit Manager/Designee		
Day Trip	**Parent Permission Form	Notify - Service Unit Manager/Designee ***Insurance – needed for non-registered attendees	***First Aider	
1-2 Night Indoor Overnight (including federal holidays)	**Parent Permission Form	Approval – Service Unit Manager/Designee ***Insurance – needed for non-registered attendees	Indoor Overnight ***First Aider	
1-2 Night Outdoor Overnight (including federal holidays)	**Parent Permission Form	Approval – Service Unit Manager/Designee ***Insurance – needed for non-registered attendees	Indoor Overnight Camping Skills ***First Aider	Adult-to-girl Ratio
2+ Nights Outdoor Overnight (excluding federal holidays)	Extended/International Travel App. **Parent Permission Form Additional Insurance	Extended Approval – Council 6 weeks in advance ***Insurance – needed for extended trips	Indoor Overnight Camping Skills Domestic Travel ***First Aider	Safety Activity Checkpoints
2+ Nights Indoor Overnight (excluding federal holidays)	Extended/International Travel App. **Parent Permission Form Additional Insurance	Extended Approval – Council 6 weeks in advance ***Insurance – needed for extended trips	Indoor Overnight Domestic Travel ***First Aider	Volunteer Essentials
International	Extended/International Travel App. **Parent Permission Form Additional Insurance	International Approval – Council 18 mo. in advance ***Insurance – needed for international trips	Indoor Overnight International Travel ***First Aider	
Group Money Earning	**Parent Permission Form Money Earning Form	Applications submitted online no less than 6 weeks before the event. Service Unit Manager/Designee	Special Events and Money-Earning	
Product Sales	Product Program Agreement Form		Product Program Sale Troop Training	
Product Sales Boothing	**Parent Permission Form Product Program Agreement Form	Notify – Service Unit Manager/Designee		

\*Health History and First Aid Kit are required for every Girl Scout activity.

\*\*Welcome Session and Council Orientation are required for all troop leaders, co-leaders, and assistant leaders.

\*\*\*Parent Permission Form is required for every activity or trip for every girl, whether parents attend or not.

\*\*\*\*Purchase additional insurance from council at least 4 -6 weeks in advance of activity.

\*\*\*\*\*First Aider Level depends on remoteness of activity and danger involved.

Access to EMS	Minimum Level of First Aid Required
15-20 min.	Level 1 (Some health care providers may also serve)
30 min. or more	Level 2 (Some health care providers may also serve)
Wilderness	Wilderness First Aider or Wilderness First Responder

Federal Holidays: New Year's Day; Martin Luther King Day; President's Day; Memorial Day; Independence Day; Labor Day; Columbus Day; Veterans' Day; Thanksgiving Day; Christmas Day.