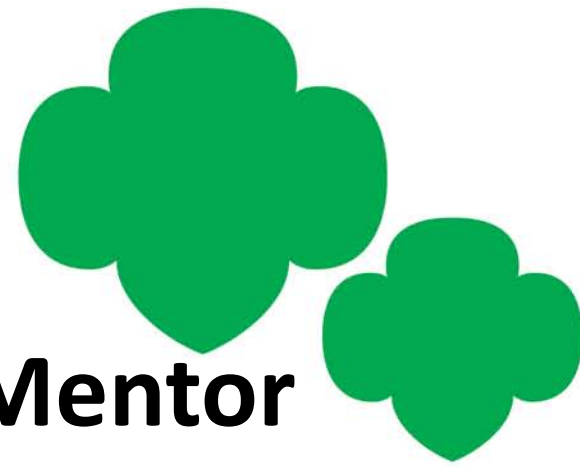
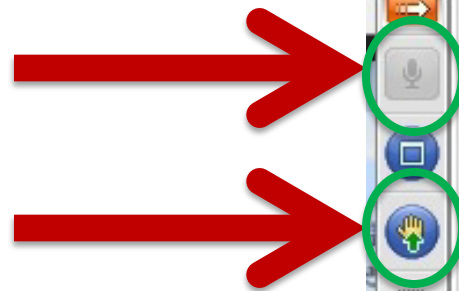


# Service Unit Troop Cookie Mentor Orientation





# Webinar How To:



File View Help

Attendee List (7 | Max 101)

**Attendees (6)** Staff (1)

**NAMES - ALPHABETICALLY**

	Kay Chilson
	Linda harmon
	lynn m-c
	Sandra Hardy
	Tracy Jackson

Search

**Audio**

☒ Telephone  
☐ Mic & Speakers

Dial: +1 (914) 339-0030  
Access Code: 995-139-673  
**Audio PIN: 14**

If you're already on the call, press #14# now.

[Problem dialing in?](#)

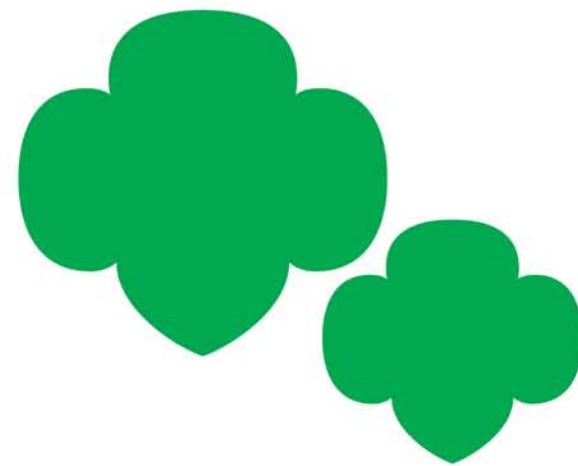
Talking: Sheila Kennedy

**Questions**

[Enter a question for staff]

EOA Curriculum Review  
Webinar ID: 137-537-579

**GoToWebinar**





Special Thank You to the Product Sales  
Cookie Program Go Team:

- Ann Sera
- Ashley Abdalla
- Carol Fairshter
- Carolyn Libuser
- Cassandra Alexander
- Danelle Jiron
- Debbie Fountain
- Gloria Halfacre
- Helen McNamee
- Laurel Pavone
- Linda Otto
- Lisa Fay
- Lynn Mack-Costello
- Marisa Gallo
- Teri Knerr
- Teri Proffitt
- Tina Galindo
- Yolanda Evans





# As a Troop Cookie Mentor



Welcome to the Girl Scouts of Greater Los Angeles Troop Cookie Mentor Orientation. This orientation prepares a Girl Scout volunteer to help lead the Service Unit Cookie Program.

For this orientation, you will need to print the  
*Troop Cookie Mentor Orientation Manual.*

When finished, you will be able to:

- Understand the purpose of a Service Unit
- Learn techniques to effectively communicate throughout the cookie program
- Describe the responsibilities of the Troop Cookie Mentor
- Identify strategies for assisting in a successful Service Unit cookie program





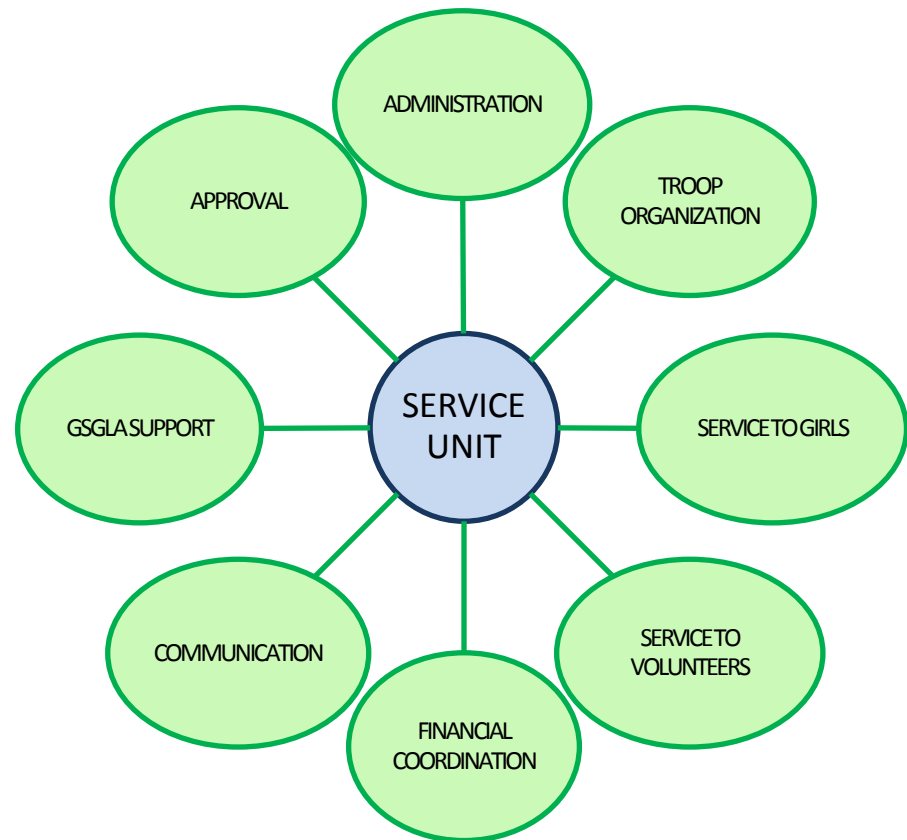
# Service Unit Responsibilities and Functions

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



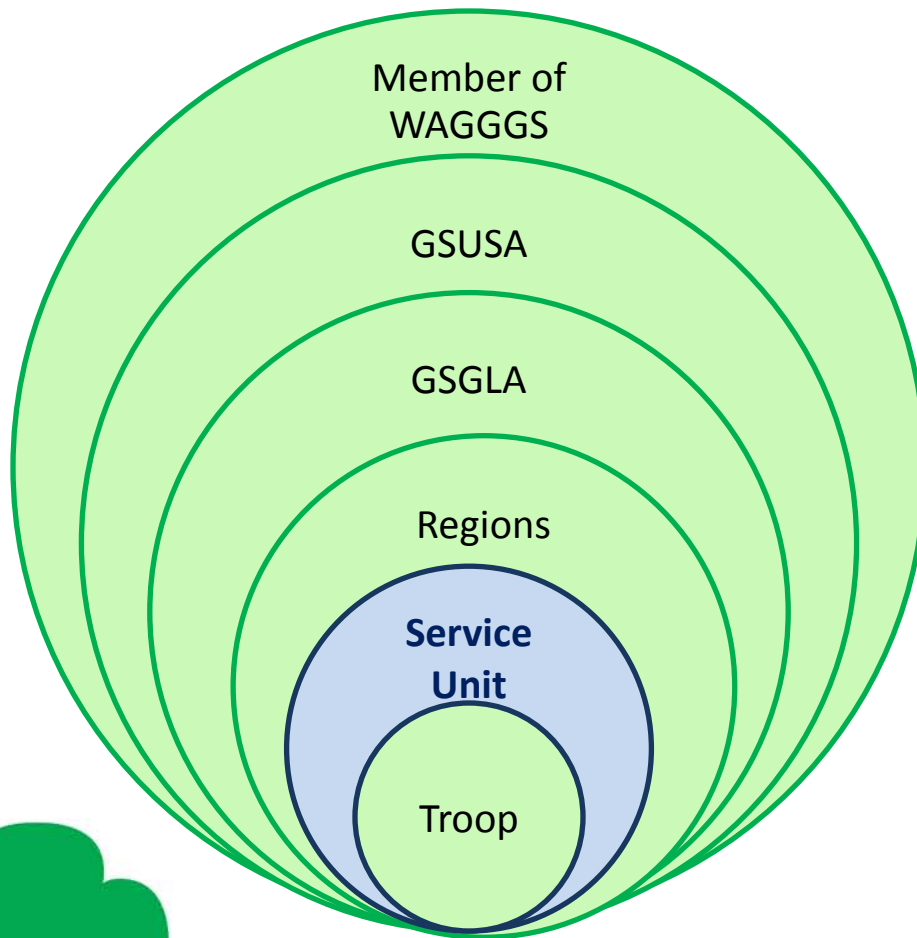
## Service Unit Responsibilities and Functions





# Service Unit

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.



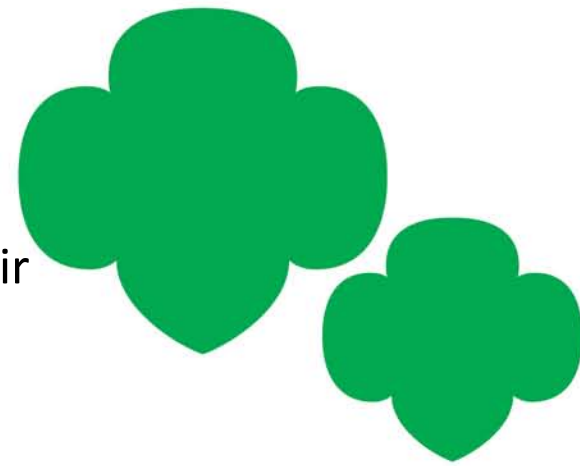
The role of the Service Unit is to:

- 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



# As a Troop Cookie Mentor...

...you will help set the atmosphere of the Service Unit Cookie Program. You will work with the Service Unit Cookie Program Chair to encourage and motivate Troop Cookie Chairs.



## Share...

your knowledge and past experiences with the TCCs

## Encourage...

volunteers when they have moments of doubt

## Guide...

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

## Create...

a friendly, welcoming atmosphere for your Service Unit TCCs and Team Members

## Challenge...

volunteers to identify their strengths and interests to help girls lead and reach their goals

## Inspire...

volunteers to become successful in the cookie program

## Take Action...

with your Service Unit Cookie Team





# 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.

The Cookie and Fall Product programs are the best means of putting these skills into action.

- 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.

Explain to leaders and volunteers the importance of allowing girls to embark upon the Girl Scout Leadership Experience.



# The 5 Skills: Shaping A Girl's Future



The benefits of the Girl Scout Leadership Experience will enhance lifelong skills.



GOAL SETTING

DECISION MAKING

MONEY MANAGEMENT

PEOPLE SKILLS

BUSINESS ETHICS





# The 5 Skills: Shaping A Girl's Future



## Why do they matter?

Because when a Girl Scout has learned these skills, she'll be poised for success in her career. Think about it:

When employers interview job candidates, they all look for the same things. This is true whether the employer is a bank, high-tech company, university, hospital, publishing house, car dealership, accounting firm—or even the local pet store. They want:

Someone who can set goals and meet deadlines.

Someone who works well with others.

Someone who understands customers.

Someone who can influence others.

Someone who is honest, trustworthy, and reliable.





# As Troop Cookie Mentor Position Description

## TROOP COOKIE MENTOR RESPONSIBILITIES

**Summary:** Mentor Troop Cookie Chairs with all aspects of the cookie program, including: training girls, the importance of setting goals and how to reach them, using eBudde, product ordering, Gift of Caring, setting up cookie booths and best practices for money handling, delivery, and managing parent participation.

- Fully understand the cookie program.
- Attend Cookie Program and eBudde software training as provided by GSGLA
- Attend Service Unit meetings and Service Unit Cookie Training to connect with troops and promote the cookie program
- Work closely with Service Unit Cookie Program Chair (SUCPC) to motivate, encourage and support new troops as needed, helping them to navigate through the cookie program to achieve success.
- Be familiar with the *Cookie Program Troop Guide* and all support resources for troops on the GSGLA website
- Assist the SUCPC with calling troops that have not submitted an initial order to query the reason and offer assistance
- Work with the SUCPC and/or Product Sales Manager to identify and reach out to encourage troops who are close to reaching the next reward level mid-way through the program
- Celebrate and acknowledge troop successes!



# Troop Cookie Mentor Position Description

**Term:** October 1 through September 30 (*most concentrated commitment is January - March*)

**Accountable to:** Service Unit Cookie Program Chair and Product Sales Manager

## 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
  - Access to computer required
  - Enthusiastic about the Cookie Program!





## As a Troop Cookie Mentor – Interaction with SUCPC

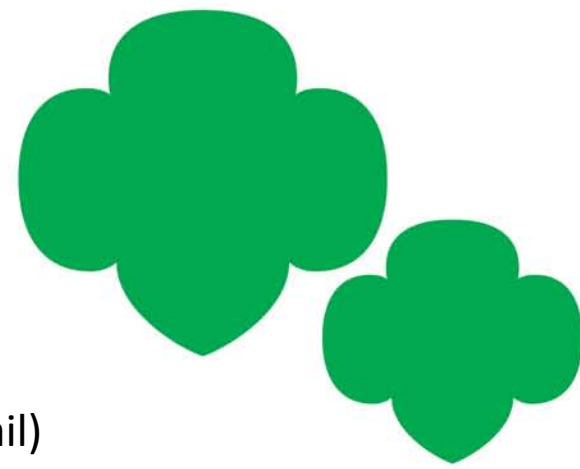


- Work with the Service Unit Cookie Program Chair to identify the new troops in your Service Unit, or those who may need additional assistance, and how you can best support them
- Assist the SUCPC with contacting TCCs that did not place initial orders and/or are within a few boxes of reaching the next reward level- offering assistance with helping them place orders and/or help girls set and reach attainable goals.
- Review troop activity via eBudde to advise the Service Unit Cookie Program Chair and Service Unit Manager of the Service Unit's ability to reach the next reward level.
- Keep the Service Unit Cookie Program Chair abreast of interaction with troops. Make sure to include the troop number in the subject line of email correspondence with your SUCPC , and include contact info for easy reference.





## As a Troop Cookie Mentor – Helpful Hints

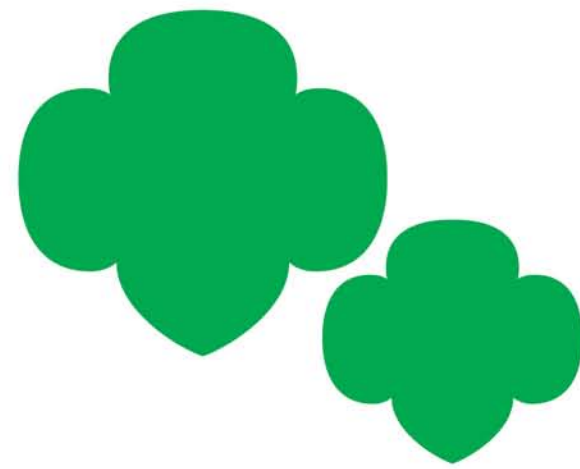


- Create a separate email account for cookies.
- Let them know the best way to reach you. (i.e phone or email)
- Inform Troop Cookie Chairs to include their Troop Number in the subject line of each email. This way, you can quickly look up the Troop's information in eBudde if necessary.
- Inform Troop Cookie Chairs to include their contact information.
- Confirm with the Service Unit Cookie Program Chair the procedure for responding to emails and/or questions, and if they would like to be copied on troop correspondence.
- Share your enthusiasm! How you present the program goes a long way in motivating others.





# As a Troop Cookie Mentor – Working with Troops



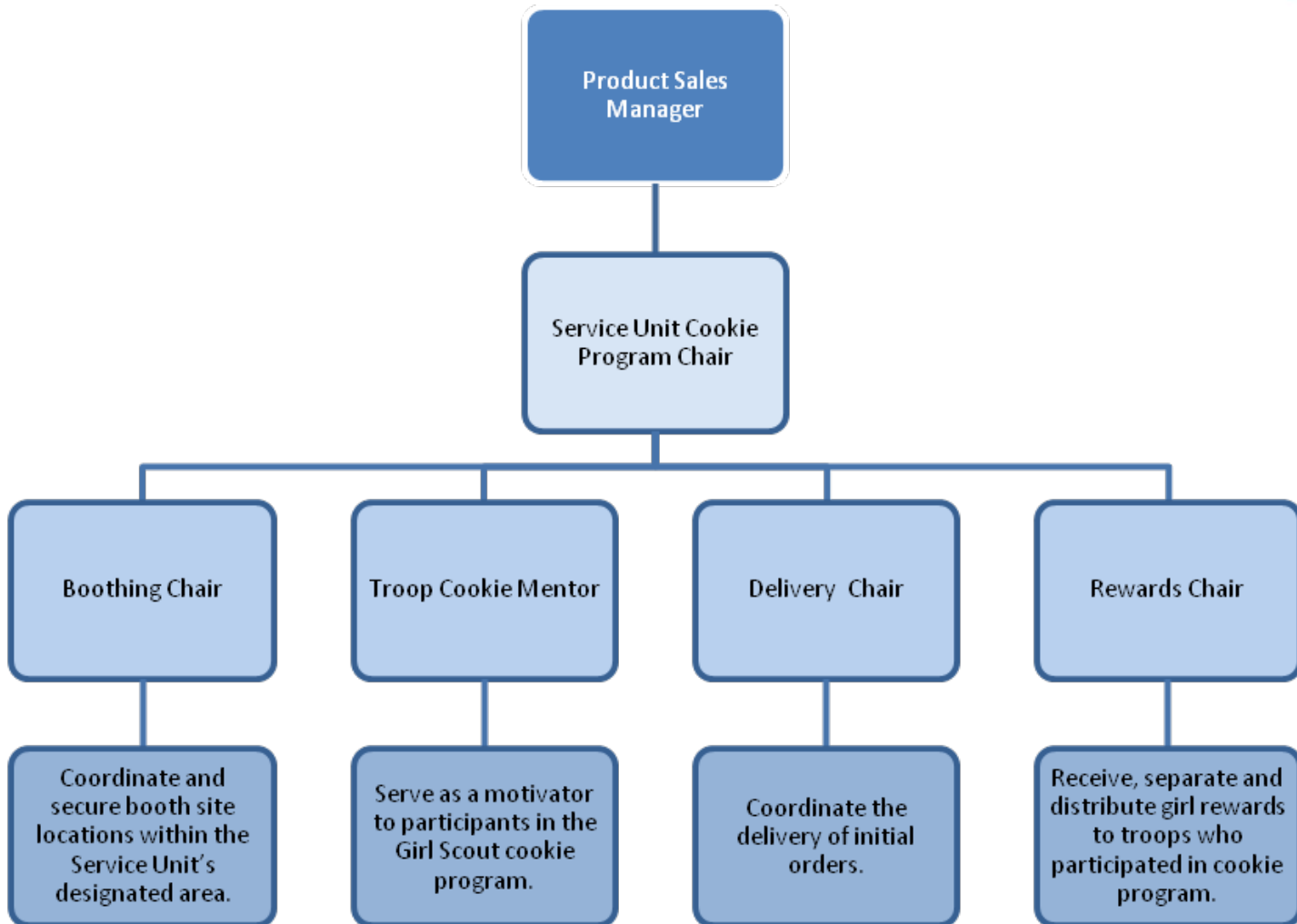
Below are basic discussions that should happen with a new and/or experienced troops who require mentoring in some form or fashion:

- Explain the purpose of the cookie program (*5 Skills for Girls*).
- Coach the Troop Cookie Chairs on how to work with the girls to set attainable goals.
- Discuss Gift of Caring and other service opportunities.
- Review last year's sales statistics with Troop Cookie Chairs and see what the next goal could be.
- New TCCs and parents do not inherently know how to booth. Review and reinforce boothing guidelines, assist with boothing tips and share best practices.
- Review *Safety Activity Checkpoints*, *Volunteer Essentials*, as well as the *Troop Cookie Chair Guide* with Troop Cookie Chairs as needed.
- Check in with new troops throughout the program to offer assistance with eBudde or other aspects of the cookie program.
- Make suggestions for helping troops to reach the next reward level.
- Review important dates and deadlines. Meeting deadlines is critical to the success of the program!





# As a Troop Cookie Mentor – The Cookie Team



***Recommended Positions***



# As a Troop Cookie Mentor

One of the very first things that you will do is attend your Service Unit Troop Cookie Training . *Do you remember what it was like when you attended your first troop cookie training?* Wouldn't it have been easier if there was someone there you knew who could introduce you and explain the ins and outs? As the Service Unit Cookie Mentor, you assist the Service Unit Cookie Team with setting the atmosphere for the Service Unit cookie training and program.



- Attend the Service Unit Meetings to find out the latest happenings and welcome new troops.
- Make sure to attend Service Unit Troop Cookie Chair Training to share your enthusiasm about the cookie program with new troops.
- Pay close attention to all the information you receive from GSGLA e-newsletter. It has helpful information to share.



## Providing a Welcoming Troop Cookie Chair Training

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 starts with being approachable. Make sure you establish a welcoming environment when you talk and meet with cookie participants.



# Communication

*Now, the training is completed and the questions start coming -- how do you respond?* It's important the Troop Cookie Chairs know how to expect communication during the cookie program. Everyone is different ~ establishing how to communicate with Troop Cookie Chairs 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)

**Find out from the Service Unit Cookie Program Chair the method and frequency of communication most appropriate for the Troop Cookie Chairs!**

**Communication should be consistent within the Service Unit!**

**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



# Resources

Sharing your knowledge and experience by answering questions and clarifying information help Troop Cookie Chairs become successful in the cookie program as well as in Girl Scouting as a whole. For this reason, many TCCs will look to you for general Girl Scout information. Become familiar with everything on our website. Here are some links to get you started:

## Your most important resources:

- Troop Cookie Guide
- Service Unit Cookie Program Guide
- GSGLA's Cookies & Nuts Page
- Little Brownie Baker's Website
- Volunteer Essentials
- Safety Activity Checkpoints

**" LIKE" us on Facebook**  
for real time updates and exciting cookie news!

## GSGLA's Website

(<http://girlscoutsla.org>):

Cookies & Nuts Page  
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



# As a Troop Cookie Mentor – Troop Cookie Guide

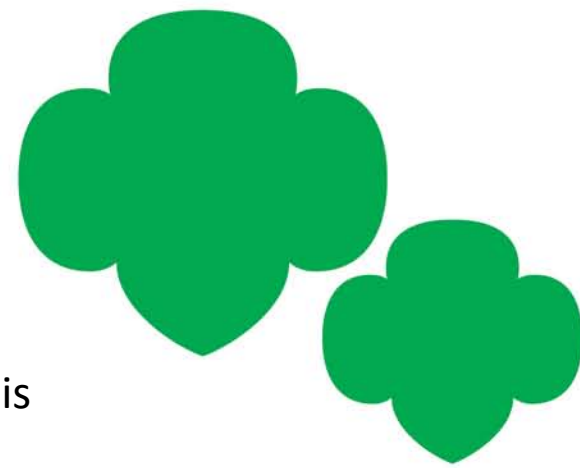


- One of the primary resources that you will refer to often is the Troop Cookie Guide.
- The guide will be distributed to TCCs at your training.
- The guide for the 2014 cookie season will:
  - List important dates and activities.
  - Progress you through the cookie program from beginning to end while providing detailed steps.
  - Provide a reference list at the end of the book.
  - Include necessary forms to be used during the cookie program.
  - Include step-by-step instructions on providing eBudde transactions.
- Several reference materials will be provided to ensure a successful cookie business for all participants.

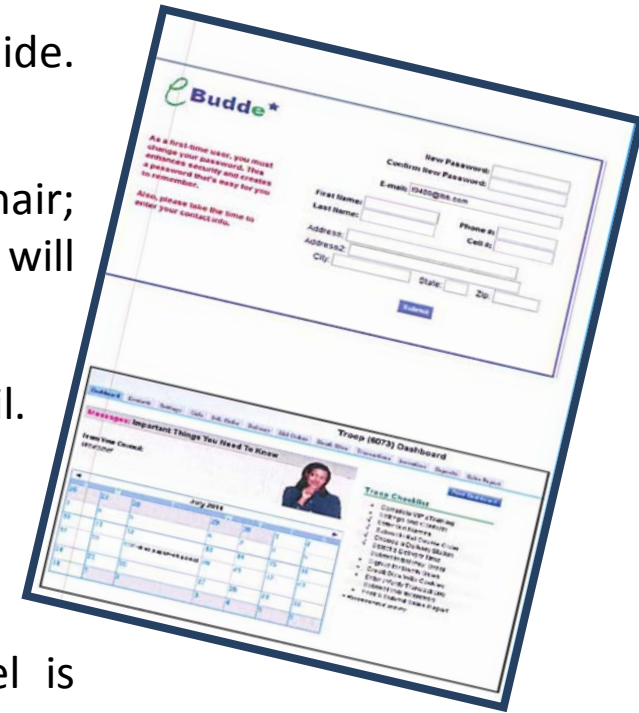




# As a Troop Cookie Mentor – Service Unit Cookie Program Chair Guide



- Basically, anything that is needed at the Service Unit level is included in the Service Unit Cookie Program Chair Guide.
- This guide is not all inclusive of the Troop Cookie Chair Guide. These are two separate and distinct guides.
- This guide is primarily for the Service Unit Cookie Program Chair; however, because of the counseling and instruction that you will provide troops, you should refer to it often as well.
- Instructions are provided for documentation needed by Council.
- eBudde instructions are provided for running reports.
- Various tips are provided.
- Basically, anything that is needed at the Service Unit level is included in this guide.
- If you cannot find something in the guide, you can always contact your Service Unit Cookie Program Chair.





# As a Cookie Mentor Chair – Important Dates

SU Cookie Team Training is scheduled for December 7-17, 2013

SU Troop Cookie Chair trainings are held mid-December or in January

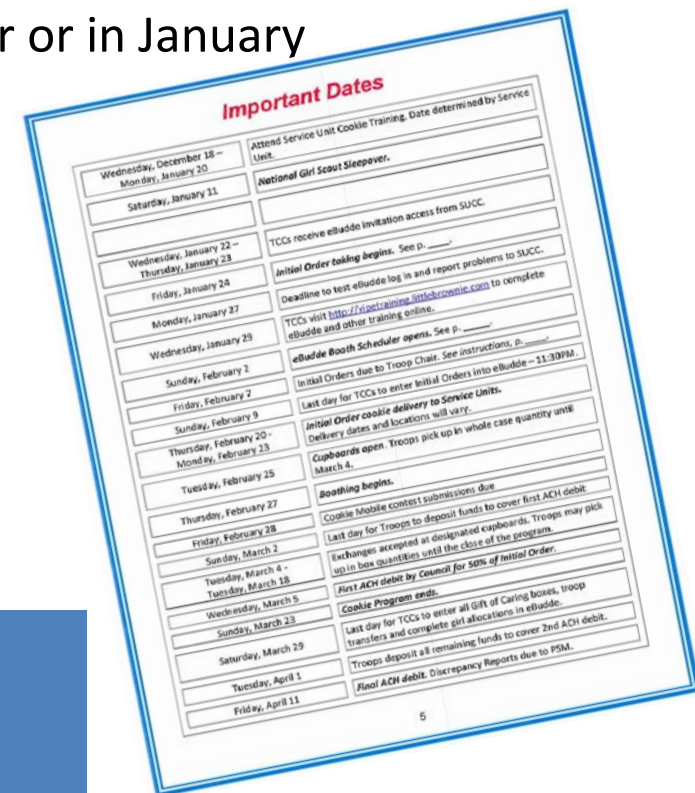
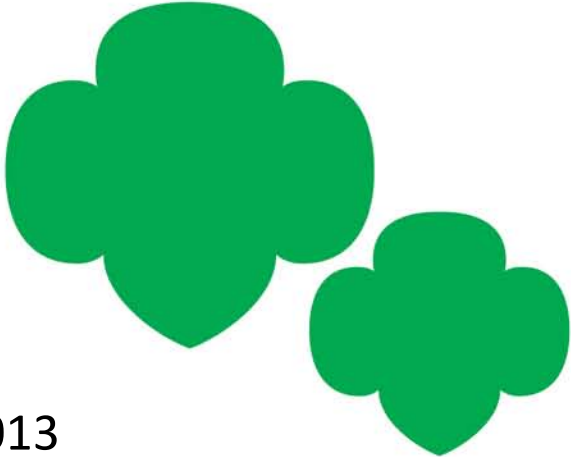
2014 Cookie Season will begin January 24, 2014.

Boothing will begin February 25, 2014.

Delivery will occur February 20-23, 2014.

Cookie Program Ends March 23, 2014

Troops may need additional support as deadlines approach. Be prepared to talk with your Service Unit Cookie Program Chair and be available to assist troops as needed.



Date	Event
Wednesday, December 18 – Monday, January 20	Attend Service Unit Cookie Training. Date determined by Service Unit.
Saturday, January 11	National Girl Scout Sleepover.
	TCCs receive eBuddy invitation access from SUCC.
Wednesday, January 22 – Thursday, January 23	Initial Order taking begins. See p. _____.
Friday, January 24	Deadline to test eBuddy log in and report problems to SUCC.
Monday, January 27	TCCs visit <a href="http://justtraining.milescrowne.com">http://justtraining.milescrowne.com</a> to complete eBuddy and other training online.
Wednesday, January 29	eBuddy Booth Scheduler opens. See p. _____.
Sunday, February 2	Initial Orders due to Troop Chair. See instructions, p. _____.
Friday, February 7	Last day for TCCs to enter Initial Orders into eBuddy – 11:30PM.
Sunday, February 9	Initial Order cookie delivery to Service Units. Delivery dates and locations will vary.
Thursday, February 20 – Monday, February 23	Cupboards open. Troops pick up in whole case quantity until March 4.
Tuesday, February 25	Boothing begins.
Thursday, February 27	Cookie Mobile contest submissions due.
Friday, February 28	Last day for Troops to deposit funds to cover first ACH debit.
Sunday, March 2	Exchanges accepted at designated cupboards. Troops may pick up in box quantities until the close of the program.
Tuesday, March 4 – Tuesday, March 18	First ACH debit by Council for 50% of Initial Order.
Wednesday, March 5	Cookie Program ends.
Sunday, March 23	Last day for TCCs to enter all Gift of Caring boxes, troop transfers and complete girl allocations in eBuddy.
Saturday, March 29	Troops deposit all remaining funds to cover 2nd ACH debit.
Tuesday, April 1	Final ACH debit. Discrepancy Reports due to PSM.
Friday, April 11	



# As a Troop Cookie Mentor - Recognitions

Help recognize your fellow volunteers for outstanding contributions to the Service Unit and Council during the cookie program.

Council level award nominations are due to Council the second Friday in January.

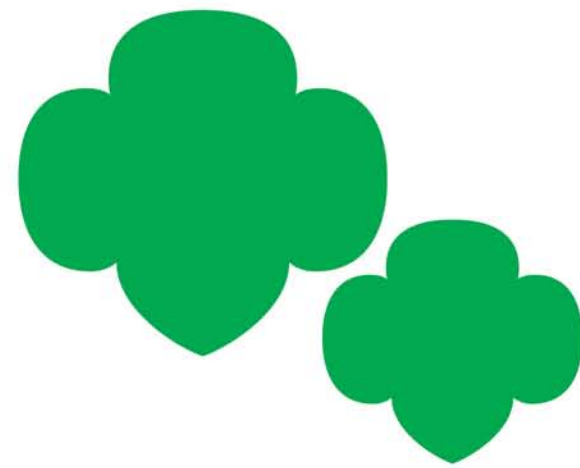


## Recognizing Adults

GSGLA holds a recognition ceremony in conjunction with the annual meeting



***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: Troop Cookie Mentor***

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





# Go Teams

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

Adult  
Recognitions

**Kristine Wiscarson**

Girlltopia  
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

Product Sales  
(Cookie Program)  
**Teri Proffitt**

Environment  
and Outdoor  
Adventure  
**Sandra  
Hardy**

Wellness and  
Healthy  
Living (1<sup>st</sup>  
Aid/CPR)  
**Julie Miller**

Adult Educator Support  
**Lynn Mack Costello**

Curriculum  
**Linda Harmon**



# Congratulations!

You have completed

## Troop Cookie Mentor Orientation

