

Girl Scout Council of the Nation's Capital Feedback to Volunteers

Process for Troop Leaders/Co-leaders/Advisors

Step 1 **Leader/Advisor Self-reviews**

The Volunteer Appointment Letter will serve as the self-review tool for leaders. A leader will indicate in the "On-Target" column if s/he is meeting the expectation. For the expectations that are proving to be a challenge, the leader should make note on the back of any barrier(s) to success and request(s) for support.

Step 2 **Service Unit Team Collects Self-review and Discovers or Identifies Issues**

The Team is not able to comment on all aspects of a leader's work, but there are a number of duties and responsibilities that have direct accountability to the service unit. In addition, the leader has an opportunity to communicate areas of development that are not apparent to the Team but may benefit from their support.

Step 3 **Service Unit Team Provides Formal Feedback to Leader**

The Team provides a written statement acknowledging the volunteer's work. Nominations for official recognitions are made when appropriate. Verbal follow-up is used to address issues of concern for the Team or the volunteer.

In addition to monthly meetings, the Service Unit Team tracks information about:

- Registration
- Troop organization
- Money management
- Product sales
- Association support
- SHARE

GIRL SCOUT COUNCIL OF THE NATION'S CAPITAL
VOLUNTEER APPOINTMENT LETTER
FOR TROOP LEADER/ADVISOR/CO-LEADER/ADVISOR

Having successfully met the position qualifications, _____ is appointed to the position of Troop # _____ Leader/Advisor / Co-Leader/Advisor for the period of _____ to _____. The volunteer agrees to fulfill the role, duties, and responsibilities of the position with accountability to the service unit manager, field director, and area manager.

ROLE: Work in partnership with girls to develop and provide well-rounded opportunities that are age-appropriate, fun, and in line with the basic Girl Scout philosophy

DUTIES AND RESPONSIBILITIES:	On-Target	
	Yes	No
Ensure timely registration of all girls and adults in the troop/group		
Assure maximum safety standards as a part of all activities		
Accept all girls in troop as assigned by the troop organizer		
Recruit adult volunteers to support troop programs		
Meet with the troop on an agreed-upon, regular basis		
Help girls take increasing responsibility for the affairs of the troop		
Encourage flexibility in the troop program to meet all individual girl needs		
Maintain troop records, manage troop funds responsibly, and keep parents informed of troop meetings, programs, field trips and camping activities		
Authorized to open a troop checking account in the name of GS Troop # and GSCNC With Federal Tax ID # 54-0732966 and at least two authorized signatories		
Responsible for troop representation at monthly service unit meetings		
Provide all girls and parents with necessary information and applications regarding all GSCNC and GSUSA opportunities including: Calendar Sales: Cookies Sales: QSP:		
Encourage troop participation in association meetings and activities		
Actively support and assure troop participation in SHARE and all GSCNC fund development campaigns		

QUALIFICATIONS:	On-Target	
	Yes	No
Register as an adult member of Girl Scouts of the USA Date:		
Complete the Volunteer Position Application process Date:		
Accept and adhere to the purpose and principles of Girl Scouting		
Show a willingness to work with diverse groups with varying life styles and cultures in a positive manner		
Recognize, understand, accept, interpret, and support all council goals, policies, and objectives including the Human Relations Policy Statement		
Complete required training 101: Level: Camping: Travel:		
Owe no outstanding debt to the council		
Have a knowledge of up-to-date Girl Scout program and community resources		
Maintain patience, warmth, and strong human relations skills		
Have a genuine liking for and an interest in girls and the time to devote to them		
Demonstrate planning, organizational, and problem-solving abilities		

I, _____, Troop # _____ Leader/Advisor/Co-Leader/Advisor agree to fulfill the duties and responsibilities as listed above and have met or will meet all qualifications as listed. I understand that failure to fulfill these responsibilities and/or qualifications could result in my not being re-appointed and/or dismissal from this position.

Signature	Date	Number of Years in Position	Date of Review	Initials
Signature Service Unit Manager	Date		Date of Review	Initials

Use back to expand on the duties and responsibilities of this position and or the volunteer's role in meeting them.

Ask volunteer to consider each item and indicate if s/he was "on-target" during the past year by checking the "yes" or "no" box. If "no" is checked, use the back of the form to share a plan of action or to request help from the SU Team.

Ask to date and initial when s/he completes self-review.

A Service Unit Manager may designate Team Member(s) to complete review.

Feedback can simply be a note on the bottom of the form indicating "thanks, job well done".

Methods of Feedback

Acknowledgement

Ideally, the Team is recognizing the efforts of leaders throughout the year. One form of acknowledgement is providing meeting content that is of immediate use to the leaders. Value for their time is communicated by planning effective meetings. Teams are encouraged to ask leaders what they need to make their positions easier. Some Service Units have incorporated "level" time, troop spotlights and sharing or guest speakers into their agenda. Others provide printed information on local program resources.

Acknowledgement is also saying thank you. This may simply be a round of applause or a small gift for a leader at a service unit meeting, sending a thank you note or e-mail or serving refreshments at a meeting.

The Adult Recognition Handbook provides ideas for both formal and informal ways to express appreciation to a leader serving the membership well.

Verbal Feedback

There will be times when the Team may need to discuss an issue of concern with a leader. The following table provides some suggestions to help deliver the message in a way that can be well received.

Make observations about behaviors and conditions, not judgments about the person.	
<i>Judgment/Evaluation</i>	<i>Behavior/Situation</i>
You are unreliable and disorganized.	Based on the sign-up sheet, I expected to see you at the event. What happened?
Be less direct by using passive rather than the active voice.	
<i>Active</i>	<i>Passive</i>
You need to respond to calls from your troop organizer more quickly.	Placing girls in troops requires quick communication between the leader and troop organizer. How can we make that happen?
Your troop is the only one not giving to SHARE in our Service Unit.	SHARE provides important support to the service unit and troops in our area and depends on full participation. How can we gain your troop's support?
Be less direct by making the feedback impersonal (Omit the you.)	
<i>Personal</i>	<i>Professional</i>
You need to be more patient with new parents.	New parents require patience while they are learning about Girl Scouts.
You and your troop are too aggressive during cookie booth sales.	Troops are expected to accept "no" graciously. It is important for both the girls and adults to represent Girl Scouts in a positive way.
Be positive, telling what you do want, not what you don't want.	
<i>Negative</i>	<i>Positive</i>
Don't have side conversations during the meeting.	Let's save side conversations for the end of the meeting.
Your Money Manager Report better not be late again this year.	Money Manager Reports are due on June 1, 2005. Please meet this important deadline.

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