



601: Service Unit Team Overview

Home Study Participant Guide

Talent wins games, but

TEAMWORK

and intelligence win championships.

Michael Jordan

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Objectives

Honest & Fair: SU Basics

Cover the basics of the service unit, SU positions and your support team.

Considerate & Caring: Volunteers Managing Volunteers

How to work with other adults and keep girls safe.

Making the World a Better Place: Service Unit Success

Planning for the future and measuring outcomes.

Using Resources Wisely: Tools, Tips, Tricks & Takeaways

Tangible assets to help you along the way.

Homestudy Credit

To receive training credit for this course, please make sure that you register for it in and eBiz. In your confirmation email, you will receive a copy of this participant guide as well as a link to complete a short 10-question knowledge check survey following your review of these materials.

Honest & Fair:
SU Basics



What is a GSNETX Service Unit?

PURPOSE

The purpose of a service unit (SU) is to encourage, support and organize local Girl Scout troops/groups by providing direct support and service to Girl Scout members, including girls, leaders and volunteers, as well as parents and caregivers. The service unit engages their local community to encourage the overall mission of the Girl Scouts of Northeast Texas.

FUNCTION

The service unit helps recruit new girl and adult members as well as engages and retains existing girl and adult members through local SU events and opportunities. Service units provide an extra layer of support to local volunteers, allowing Girl Scouts to reach more girls more ways.

Service units:

- recruit new girl and adult members to form new Girl Scout troops
- support and develop Girl Scout troop leaders, volunteers and girls to keep troops engaged
- recognize volunteer contributions and efforts
- promote participation in the GSNETX Cookie Program and the Family Partnership giving campaign
- submit required financial reporting and SU planning documents in a timely manner
- host events and activities that meet the needs of their Girl Scouts
- develop networks within their community to open up additional opportunities for girls and volunteers.

The work of a service unit provide an incredible base of support for local volunteers!

COMPOSITION

A Girl Scout service unit is a specifically defined geographic area. Designed to best serve the girls and volunteers in the area, a Service Unit may be as small as several adjoining neighborhoods containing a cluster of schools, or as large as an entire county. Service units should strive to engage all girls in our communities, particular diverse populations within a particular SU's boundaries.

SU Team Members, Responsibilities & Support

Direct service and support to girls and adults is provided by a group of skilled and trained volunteers - called a service unit team - who help support new leaders, plan events and activities, and hold regular volunteer meetings. Our staff can help connect you to these volunteers. Each team is comprised of various positions to support the goals and needs of their community. The size of an SU team and the jobs performed vary from service unit to service unit.

Core SU Team Members are those that are part of the basic structure of any successful SU Team. They are fundamental roles that support the basic functions of the service unit- recruiting, supporting, engaging and recognizing volunteers and in turn their girls in the Girl Scout leadership experience as well as the GSNETX Cookie Program and the Family Partnership Campaign.

Support SU Team members and General SU Team Members add value and strength to the support a service unit provides. There is formal GSNETX position-specific training available for Support SU Team Members but may not be specific training for General SU Team members.

SU team members must be registered adult members, have a current background check and have an active status for their SU Team position(s) for the current membership year. Core SU Team Members should also complete position-specific training every past three years.

This Girl Scout SU team structure is a common way of organizing service in Girl Scout service units. Service units are encouraged to customize their team in order to meet the needs of their community and Girl Scouts. Full position descriptions of individual roles as well as additional tools, resources and training information are available on the GSNETX Service Unit volunteer page at www.gsnetx.org/suvolunteers.

Some volunteers may serve in various roles throughout the year. Additionally, due to size, capacity, and other factors, some service units may choose to divide up the roles of the positions differently among different team members. All of that is great! As administrative team members, you have the ability to shape and customize your team to meet the needs of your specific service unit.

Core SU Team Member Positions

When looking at your SU team structure, these roles are considered the most important and the ones you should attempt to fulfill first.

The **SERVICE UNIT MANAGER** is appointed by the volunteer coordinator. They work in partnership to support the service unit and its volunteers and girls, as well as:

- Identifies, supports and inspires SU Team members to help carry out plans and activities from the SU Action Plan
- Assists in recruiting new volunteers and Girl Scouts each membership year
- Connects with SU team members, volunteers, parents and girls as appropriate on a regular basis through meetings and various other means of communication
- Facilitates problem solving and assist with conflict resolution when necessary with the support of the assigned Volunteer Coordinator
- Attends conferences, meeting and other scheduled events as appropriate
- Receives support from the assigned GSNEX Volunteer Coordinator and the assigned GSNEX Recruitment Coordinator
- Training Course- TR602: SU Manager – Leading the Service Unit

The **TROOP ORGANIZER** organizes and maintains troops and groups, as well as:

- Identifies, appoints and manages recruiters to recruit girls and adult leadership
- Recruits new adult volunteer leadership
- Places girls into Girl Scout troops
- Ensures that girls and adults recruited are reflective of the population groups (racial, ethnic, economic) in a specified area
- Receives support from the assigned GSNEX Recruitment Coordinator and Sales Support Specialist
- Training Course- TR603: Recruitment 101

The **SU COOKIE COORDINATOR** coordinates the GSNEX Cookie Program within the service unit, as well as:

- Provides support to troop cookie managers throughout the length of the cookie program
- Distributes cookie program materials and rewards to troops
- Compiles, maintains and submits accurate cookie program records, as necessary
- Receives support from the GSNEX Cookie Team
- Training Course- TR607: SU Cookie Coordinator

The **REGISTRAR** ensures girls and adults participating in the Girl Scout program are registered members, as well as:

- Sees that troops and groups register or renew each membership year
- Receives support from the assigned GSNEX Volunteer Coordinator and the assigned Sales Support Specialist
- Training Course- TR605: SU Registrar

The **RECRUITER(s)** conduct(s) girl and/or adult recruitment activities, as well as:

- Plans, promotes and carries out recruitment activities
- Obtains information on interested girls and adults
- Follows up on placement of girls and selection of adults as needed
- Ensures that girls and adults recruited are reflective of the population groups (racial, ethnic, economic) in a specified area
- Receives support from the assigned GSNETX Recruiter
- Training Course- TR603: Recruitment 101

The **SU COACH** welcomes, onboards and equips new Girl Scout leaders as they begin their Girl Scout adventure, as well as:

- Gives information, advice and encouragement to new and experienced leaders
- Supports, mentors and guides troop leaders to ensure understanding of Girl Scouts
- Provides resources and tools
- Receives support from the GSNETX Volunteer & Organizational Learning Team
- Training Course- TR606: SU Coach

The **FAMILY PARTNERSHIP COORDINATOR** promotes the GSNETX Family Partnership campaign, as well as:

- Ensures GS Service Unit volunteers, troop volunteers, and parents and caregivers are made aware of the opportunity to give through the Family Partnership Campaign
- Supports troop and SU-level campaign efforts
- Receives support from the GSNETX Fund Development team
- Training Course- TR612: Family Partnership Coordinator

The **ADULT RECOGNITION SPECIALIST** promotes recognition for adults in the service unit, as well as:

- Encourages nominations for GSNETX and GSUSA formal recognition awards
- Reviews and determines SU adult recognition eligibility
- Ensures that service unit recognition activities are held annually
- Provides recognition and encouragement to volunteers informally throughout the year
- Receives support from the GSNETX Volunteer Process & Recognitions Specialist
- Training Course- TR608: Adult Recognition Specialist

Support SU Team Member Positions

Depending on the size and capacity of your service unit, it is recommended to have the following positions on your SU team if at all possible.

The **EVENT COORDINATOR(s)** plans and carries out SU activities to meet girls' interests and needs, as well as:

- Plans SU events/activities to support retention efforts
- Recruits assistance and support for SU event/activities
- Receives support from the GSNETX Program Team
- Training Course- TR610: Event Coordinator

The **TREASURER** maintains, updates and tracks the Girl Scout Service Unit budget, as well as:

- Maintains the SU bank account
- Submits an annual SU Financial Report
- Ensures all troops are aware of and complete annual troop financial reports
- Receives support from the GSNETX Finance Team
- Training Course- TR609: Treasurer

The **DELEGATE** or **ALTERNATE DELEGATE** serves as representatives of the service unit during GSNETX's Annual Meeting, typically held in April each year. The delegate:

- Must attend the Annual Meeting to help reach a quorum for voting purposes.
- Receives information about and abides by guidelines of the GSNETX formal governance system
- Elects the GSNETX Board of Directors, Board Development Committee and National Delegates (every 3 years.)
- The number of delegates per SU is based on the number of girls registered:
 - 1 – 300 girls = 1 Delegate
 - 301 – 600 girls = 2 Delegates
 - 601+ girls = 3 Delegates
- Each service unit should select 1 alternate delegate. In the event a delegate cannot attend a meeting in which votes are required, the alternate may attend in their place, moving up in the delegate position.
- Training Course: Training information is sent directly to volunteers identified in this role during February of each year.

The **JULIETTE COORDINATOR** supports individually registered members within the service unit, as well as:

- Stays in regular contact with Juliettes (individually registered members) and their parents
- May organize activities for all Juliettes within the service unit
- Training Course: GSNETX is currently redesigning this course. More information to come soon.

The **PUBLIC RELATIONS SPECIALIST** coordinates promotional activities in the service unit, as well as:

- Stays informed of service unit and troop activities for promotional opportunities

- Coordinates contact with local newspaper media and council publications in consultation with the GSNETX Marketing & Communications Team
- Publicizes service unit and troop activities to enhance awareness and positive community exposure and Girl Scout visibility
- Receives support from the GSNETX Marketing & Communications Team
- Training Course- TR611: Public Relations & Branding

The **ACTIVITY APPROVAL SIGNER** ensures Girl Scout troops and service units are taking the proper steps to receive approval for certain Girl Scout events and activities, as well as:

- Ensures all events are following Safety Activity Checkpoints and GSNETX Volunteer Policies & Procedures
- Training Course- TR613: Signing Activity Approvals
- Receives support from the GSNETX Program Team.

The **SCHOOL LIAISON** acts as a local representative of Girl Scouts, seeking to build relationships at the grassroots level, as well as:

- Assists in recruiting in their school
- Connects GSNETX team members to school principals, parent teacher organizations and other local services
- Training Course- TR604: School Liaisons
- Receives support from the GSNETX Recruiter.

Other Potential SU Team Member Positions

Though the positions listed above are the ones that have formal GSNETX training available for them at this time, your service unit may decide that you need to have additional positions in order to best fit the needs and wants of the girls, adults and volunteers in your service unit. These members would still all need to take this course- the SU Team Overview- and may include positions such as:

Community Service Coordinator: Identifies community service opportunities within the service unit to share with troops and girls. May coordinate girls and adults receiving the Presidential Service Award.

Social Media: Maintains a SU Facebook page, Shutterfly account, Yahoo! Group, etc., in accordance with GSNETX and Girl Scouts of the USA internet safety guidelines.

STEM Coordinator: Plans science, technology, engineering and math activities for the service unit.

Communications: Uses a varied communication plan (phone, e-mail, flyers, etc.) to communicate with all key stakeholders in the service unit- other service unit team members, volunteers, troop leaders, parents, caregivers and girls.

Service Unit Team Appointment & Training

The Volunteer Coordinator appoints SU Manager, who in turn appoints other members of the team. They should discuss joint expectations for service unit plans for the coming year and identify potential team members for team positions that are currently vacant. After completing their training, the SU manager can appoint members of their team, in consultation with their volunteer coordinator. If there is not a SU Manager in a service unit, the volunteer coordinator will assume the responsibility of appointing SU team members.

All service unit team members in core and support positions are required to take TR601: SU Team Overview- the very course you are taking right now. 😊 The purpose of this training is to provide information about how the team should function as a whole, as well as sharing information about the Girl Scout Service Unit's support by GSNETX.

Certain SU team members will need to attend additional training appropriate to their positions as appropriate and available. For information about SU position training, you can check out the Service Unit volunteer page at www.gsnetx.org/suvolunteers. We offer comprehensive SU Team Training throughout the Girl Scout membership year that includes both in-person and virtual learning opportunities.

It is recommended that volunteers serving on Girl Scout Service Unit Teams be appointed to any one position for a two-year commitment, with the option of serving three consecutive terms – for a total of six years. By using two-year appointments, it affords the volunteer time during the first year to learn the responsibilities of the position, and the second year to refine those skills, carry out the position responsibilities, and begin mentoring others. Rotating terms allows for mentoring and sharing of knowledge, as well as the ability to broaden knowledge and skills into new areas.

Who supports the Service Unit?

The main support person for the SU Team is the GSNETX volunteer coordinator. The SU manager is appointed by and receives direct support from the volunteer coordinator. Together, the SU manager and volunteer coordinator work together to support the rest of the team. Additionally, the SU manager and other team members receive support from other Girl Scouts of Northeast Texas staff members who can give unique and specific insight into various questions and SU team positions.

This combination of efforts is designed to allow the SU Team to receive the best possible support from the staff member whose role is focused on certain activities and functions. Your volunteer coordinator may have a support plan designed specifically for your service unit that they can share with you.

THE ROLE OF THE VOLUNTEER COORDINATOR

Working in partnership with the appropriate SU team members, the volunteer coordinator will:

- Provide superior service to volunteers
- Connect SU team members- and all volunteers – with the resources, experts, tools and information they need to have a successful Girl Scout volunteer experience
- Ensure that membership retention goals are met
- Assist in the planning and facilitation of the SU leaders’ meeting agendas, as necessary
- Engage in the planning, development and implementation of SU action plans
- Support the identification of team members and succession planning for future SU positions
- Ensure GSNETX communications are sent in a timely fashion
- Clarify GSNETX policies and procedures
- Work to provide support and assistance with problem solving and conflict management
- Attend SU team meeting, SU leaders’ meetings and SU events to provide additional support to the service unit throughout the membership year

Considerate & Caring:
Volunteers Managing Volunteers



Working as an SU Team

It is incredibly intentional that the SU Team is called a TEAM. Teams must come together to collaborate, support each others' efforts and share responsibilities in order to achieve the greatest amount of success. However, just because you have a group of people working together does not necessarily make a team. Read below to see the differences between a team and a group. Does your SU work more as a group of individuals or more as a team?

TEAM	GROUP
Members recognize their interdependence and understanding both personal and team goals are best accomplished with mutual support. Time is not wasted struggling over "turf" or attempting personal gain at the expense of others.	Members think they are grouped together for administrative purposes only. Individuals work independently; sometimes at cross purposes with others.
Members feel a sense of ownership of their positions because they are committed to goals they helped establish and plans they helped create.	Members tend to focus on themselves because they are not sufficiently involved in planning. They approach their job simply as a hired hand
Members contribute to the organization's success by applying their unique talent and knowledge to team objectives.	Members are told what to do rather than being asked what the best approach would be. Suggestions are not encouraged.
Members work in a climate of trust and are encouraged to openly express ideas, opinions, disagreements and feelings. Questions are welcomed.	Members distrust the motives of others because they do not understand each other's roles. Expressions of opinion or disagreement are considered divisive or non-supportive.
Members practice open and honest communication. They make an effort to understand each other's point of view.	Members are so cautious about what they say that real understanding is not possible. Game playing may occur and communications traps are set to catch the unwary.
Members are encouraged to develop skills and apply what they learn on the job. They receive the support of the team.	Members may receive training but are limited in applying it to the job by the supervisor or other group members.
Members recognize conflict is a normal aspect of human interaction but they view such situations as an opportunity for new ideas and creativity. They work to resolve conflict quickly and constructively.	Members find themselves in conflict situations which they do not know how to resolve. Their supervisor may put off intervention until serious damage is done.
Members participate in decisions affecting the team but understand their leader must make a final ruling whenever the team cannot decide, or an emergency exists. Positive results, not conformity are the goal.	Members may or may not participate in decisions affecting the team. Conformity often appears more important than positive results

Conflict Escalation

Occasionally, members of the service unit team may need to assist with resolving conflicts between volunteers, girls, parents, troop leaders or even the SU team members themselves.

There are different levels of conflict intensity. By understanding the possible escalation of conflict, it is possible to keep a conflict from escalating to a point it becomes unmanageable:

The escalation stages of conflict are often:

- **Differences:** People have various views about their world and circumstances and those views don't always align with others.
- **Misunderstandings:** People often misunderstand each other. People make presumptions, and "filter" what others say through their own experiences, knowledge, and beliefs. This is a critical stage of conflict and one in which the situation can escalate quickly, depending upon how people respond.
- **Disagreements:** It is okay to disagree with someone. People can explore their disagreements and they can debate issues to learn from each other. The danger lies in letting emotions get out of control. While some level of emotion is okay, when people become too passionate, they can lose their reasoning and say or do things they later regret.
- **Discord:** Conflict at this level "is characterized by generally deteriorating relationship between the conflict partners." The discomfort is apparent not only in discussing the issue, but also in dealing with the person. Emotions tend to run incredibly high at this point. Consequently, a person will likely try to avoid the other person, avert eye contact, or say things that are hurtful. One way to tell when conflict is at this level is when people find themselves having difficulties with that person even when they are not dealing with the original conflict.
- **Polarization:** This is the nasty stage of conflict that is damaging to relationships. People often recruit others to join their cause; make themselves "right" and others "wrong"; expend a lot of energy to defend their position and demean the other person; and refuse to work toward resolving the conflict. At this stage, a person is so emotionally vested in the conflict that it turns to "winning" the fight at any cost and "doing in" the other side. Consequently, the issue goes unresolved, and the relationship continues to deteriorate.

The good news is people can make conscious choices about their responses to conflict and take responsibility for their behavior. While a person cannot control the behavior of others, a person can control his or her own actions – or at least try, which is, admittedly, very hard to do without practice.

A practice that GSNETX has implemented is called LEAP. The acronym stands for Listen, Empathize, Acknowledge / Apologize and Problem Solve. These steps can be followed simply and are explained more in the next section. GSNETX does have specific guidelines in our Volunteer Policies and Procedures (www.gsnetx.org/volunteerpolicies) regarding conflict escalation that all SU team members should follow.

LEAP

LISTEN: Listening is the FIRST step to the LEAP process. Why is it the very first step? A vast majority of the time, the only thing someone with a concern, complaint or question wants is simply for someone to listen. They don't expect that you can move mountains. They don't expect that you'll know every "right" answer. They simply want to know that someone is acknowledging them and their situation.

How to Listen Well:

- Stop everything you are doing. (Don't read e-mails while you are listening!)
- Face the person with open posture. Relax and maintain eye contact.
- Process what you are hearing — honor the "golden pause."
- Paraphrase — restate the message to test your understanding.
- Clarify thoroughly to bring all information into sharper focus.

EMPATHIZE: Empathizing lets the other person know that you understand where they are coming from and their unique point of view. It is not saying that you agree with them but does let them know that you are on the same team.

How to Empathize Well:

- Remember that individuals with strong emotions seek to be understood.
- Stay authentic.
- Be honest and caring.
- Relate to their experience and confirm your support and appreciation.
- Acknowledge that a difficult situation exists and you are on the same team to find a fair resolution.
- Accept others' right to their own feelings.

APOLOGIZE / ACKNOWLEDGE: The art of apologizing is something that many of us struggle to master. When it comes to LEAP, the most important thing to remember is that you are not (necessarily) apologizing for something you have done or any one person has done- just that the situation has occurred.

How to Apologize Well:

- Stay sincere.
- Don't take it personal.
- Keep it simple.
- Remember, it's not about you- it's about what has happened.

PROBLEM SOLVE: Problem solving is the last step in this process- once you've gathered the facts, let the person know you are on the same team, and acknowledged their concerns, you are now prepared to actually take steps to address the issue at hand.

How to Problem Solve Well:

- Focus on the issue not the person.
- Determine the underlying need — what do they want? What do they need? It's not always the first thing they say.
- Discover the intention behind the proposed solutions.
- Connect with the intention of reaching an agreement.
- Take action by offering fair alternatives and compromising on a balanced, two-sided agreement.

Toxic Behaviors

While the hope is that your TEAM was much more than just a GROUP, there are behaviors that can contribute toward a team not working together. The information below is from an article by Dan Rockwell:

THE COMPLETE LIST OF TOXIC BEHAVIORS THAT POISON TEAMS

Toxic behaviors connected to communication:

1. Assume silence is agreement.
2. Overstate teammate's opinions and question their motives.
3. Sweep difficult topics under the carpet.
4. Speak for others. Begin sentences with "you" – you always and you never.
5. Polish terminology until the message is lost, obscure, and acceptable to everyone on the planet.

Toxic behaviors connected to lack of humility and disrespect:

1. Tolerate drifters.
2. Allow power-members to drone on and on.
3. Share your feelings without regard for others.
4. Make decisions in private meetings, before team meetings begin.
5. Fight for everything you want.
6. Don't adapt, as a matter of principle.
7. Start over when late-comers arrive.
8. Interrupt each other.
9. Use sarcasm to put people in their place.
10. Refuse to admit you're wrong and pretend you know more than you know.

Toxic behaviors connected to diversity and innovation:

1. Don't mix genders.
2. Marginalize new members who don't know that you've always done it that way.
3. Invite the same people to the table, year after year.
4. Explain why new ideas won't work as soon as they are introduced.

Toxic behaviors connected to planning and execution:

1. Get lost in the weeds.
2. Don't identify project-champions.
3. Don't talk about purpose and goals.
4. Assume things won't work and remind everyone when they didn't.
5. Solve every problem and address every imaginable contingency before you try something.

Toxic behaviors connected to meeting agendas:

1. Don't state the purpose for the meeting.
2. Write long agendas.
3. Deal with a few "quick" items before you address important topics. Don't leave enough time for the big stuff.
4. Discuss, but don't decide.

Four top tips for making teams work:

1. Identify the reason for the team's existence.
2. Connect everything you do to the reason for the team's existence.
3. Assign champions and establish deadlines for every project or initiative.
4. Monitor energy. When you feel energy going up or down, ask, "What just happened?"

What toxic behaviors poison teams?**How might leaders do things that make teams work?**

You can read more, get innovative ideas and share your thoughts at <https://leadershipfreak.wordpress.com/>.

Keeping Girl Scouts Safe

When it comes to working with our girls and adults, creating a healthy and safe environment is incredibly important. This is a shared responsibility among Girl Scout of Northeast Texas, SU Team members, troop volunteers Girl Scout parents, and even the girls themselves.

GSNETX's Volunteer Policies & Procedures- the governing document all adult members agree to abide by when they register- help outline processes and procedures to minimize risk before events and activities occur as well as steps to take if an incident regarding safety does occur that needs documented. The Volunteer Policies and Procedures can be found at www.gsnetx.org/volunteerpolicies. All Girl Scout volunteers- and especially SU Team members- should review these on regularly as they are updated on an annual basis. Any elements that have changed from the previous year are highlighted in the document itself and summarized at the end.

Additional information can be found in Volunteer Essentials (www.gsnetx.org/volunteeressentials) and in each Safety Activity Checkpoint, broken down by activity (www.gsnetx.org/safetycheckpoints.)

GSNETX has Beyond Your Troop Meeting virtual training that has concepts that can also be applied to the service unit too. This has a number of different resources and tools underneath it dealing with permission slips, approved First Aid and CPR providers, health history forms and more. It lives on the GSNETX website at www.gsnetx.org/training.

As another way to provide safety measures and support to our volunteers, GSNETX has developed our very own Child Protective Training. This online training is available to all volunteers at no additional cost. This course helps the participant to identify potential victims of child abuse and instruct on the proper and lawful responses. It is required for staff and volunteers working with youth at camps by the Texas State Health Department but is available to any volunteers who would like to take it.

Anyone regularly participating in Girl Scout meetings, events and activities should become registered Girl Scout members. Girl Scout members are covered under supplemental activity insurance. At times, SU Teams may decide to hold events that include family members who aren't registered members. GSNETX has low-cost non-member insurance that may be purchased for these events. This Non-Member Insurance Plan form is available at www.gsnetx.org/forms.

Making the
World a Better Place:
SU Success



VIP, Annual Meeting & Kick-Off- Oh My!

In addition to your SU meetings and meetings of your SU team, Girl Scouts of Northeast Texas has meetings scheduled throughout the year that serve various purposes and also serve to further engage your SU team members, troop leaders, parents and community members.

VIP MEETINGS

VIP (Volunteers in Partnership) Meetings are held on a quarterly basis in October, January, April and July. During each of these months, meetings are held in various locations throughout the council jurisdiction, as well as virtually. These meetings allow you to network with other volunteers from other areas, receive updates, interact with various GSNETX staff and support team members and more. To see the upcoming VIP meeting schedules or to review any information you may have missed at previous meetings, check out our VIP Meeting Shutterfly at <https://vipmeetings.shutterfly.com>.

GSNETX ANNUAL MEETING

Each April, Girl Scouts of Northeast Texas holds its annual meeting. This meeting serves as a way for the GSNETX Board of Directors to provide an update to our membership at large and for our council governance process to take place. Approaching the Annual Meeting, you can find information at www.gsnetx.org/annualmeeting. (Further away from the meeting, this link may appear broken!)

ADMINISTRATIVE KICKOFF

As a way to start off the new school and Girl Scout membership year, GSNETX has a volunteer-led Administrative Kickoff each August with training opportunities, learning about upcoming initiatives, networking opportunities and more. Approaching Kickoff, you can find information at www.gsnetx.org/kickoff.

The President's Award

The President's Award is the highest award any service unit can receive and recognizes the success and contributions of SU team. This year, we have updated the President's Award application to include information each SU provides on their action plan for the year. This is important so local volunteers can measure their success and determine how well they are serving the girls, parents, families and volunteers in their communities. The application also includes an appendix that highlights and explains all the changes on the form from the previous year.

Pins for each GS Service Team member listed on the application will be presented to those GS Service Units who achieve the President's Award. The President's Awards are presented at the GSNETX Kickoff in August each year.

All Service Units who apply for the President's Award and while GS Service Units should think through the award process and utilize it in goal setting, as well as a measurement of their growth and successes. All SUs are strongly encouraged to apply for the award each year. On every criteria on the President's Award, there is a range of points. By showing what your service unit did to overcome challenges and setbacks, you absolutely can earn the minimum number of points required for the award. The Goal Setter Award will be given to those service units that apply for the President's Award and do not qualify but do receive a certain number of points from their submission.

The President's Award is typically due in late June.

SU Action Plan

As a means of setting up a plan for the upcoming membership year (and to ultimately receive the President's Award!), each service unit is asked to complete an SU Action Plan in partnership with their volunteer coordinator to plan out recruitments, SU events, volunteer engagement efforts, and more.

The SU Action Plan is typically due in August.

Both the SU Action Plan and the President's Award application are available on the GSNETX website at www.gsnetx.org/suvolunteers.

SU Team Member Recognition

GSNETX's formal adult recognition system is designed to specifically recognize volunteers in various roles they serve in- including the SU Team. To learn more about these recognitions, visit www.gsnetx.org/recognitions.

Using Resources Wisely:
Tools, Tips, Tricks & Takeaways



A Little Advice from Other Volunteers...

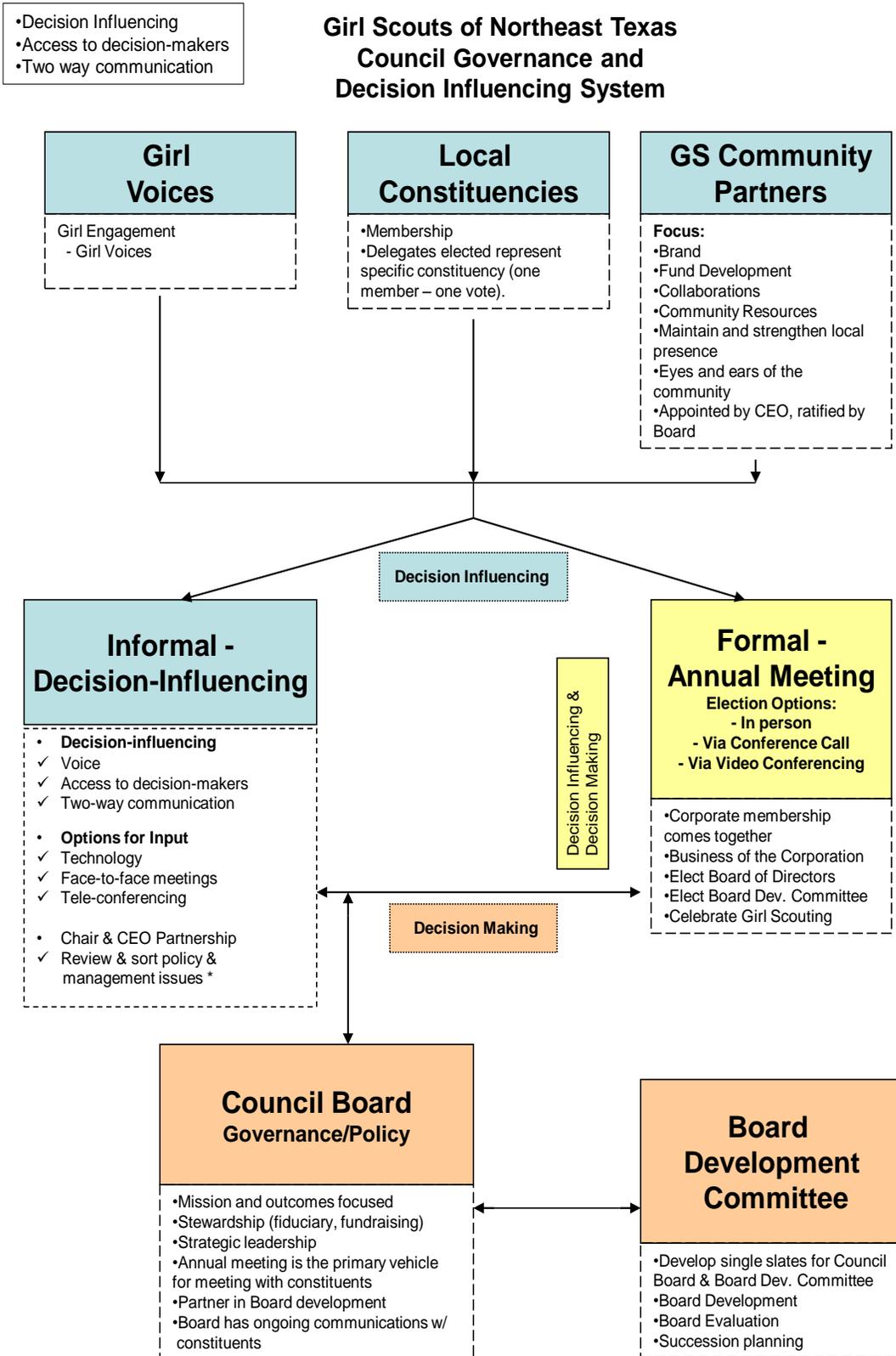
The most valuable asset that Girl Scouts has is our volunteers- SU team members, troop leaders, snack-passer-outers- they all work together to make an incredible experience for OUR girls. As a member of the SU team, you may play a role in managing the activities of other volunteers. Check out the tips below compiled from some people who are experts on the subject- other volunteers!

- Remember, some volunteers are not just brand new to working as part of a service unit but are also brand new to Girl Scouts. Volunteers of all levels of experience need, want and deserve your support!
- Share information. Just because you may not be interested in attending an event or activity doesn't mean that someone else might not be. This also sets a good example for troop leaders to follow with their own troops.
- Have some kind of get together at the beginning of the year to start off the new year. It could be as simple as a potluck and could be a good time to distribute GPS books as well as a calendar of SU events for the membership year. You could have a theme and encourage everyone to bring a dish to share.
- Communicate in lots of different ways! Whether in-person meetings, Shutterfly, Facebook, Scoutlander, a newsletter, email, Twitter, Instagram or any other method you choose, remember that different people prefer to be communicated with in different ways.
- If you do have in-person meetings, make sure they are valuable, helpful and consistent. Try using an SU toolkit, have a roundtable for a certain interest before or after your meeting and be respectful of everyone's time by setting an agenda and sticking to it. Make sure your meetings are interactive and engaging and not simply you reading from your agenda.
- Need input? Create a survey or create a poll through one of your social media outlets to get input and ideas.
- Want to make sure you have high attendance at an event or meeting? Check the school and city calendars to make sure you're not conflicting with anything major. Remember, no date will work for everyone all the time but you can do a little bit of research to figure out the best days.
- Make sure EVERYone does their part in welcoming new leaders. Host a new leader dinner, match them up with mentors, and make sure they know who to reach out to when they need help. Many of these new leaders may not know about- and would love to learn from you- more about Girl Scout traditions. Encourage them to check out the GSNETX Training page at www.gsnetx.org/training.
- Some SUs provide incentives, points programs or giveaways for their leaders to encourage participation.
- By establishing yearly events like a SU Bridging, Investiture, Rededication, campout, Thinking Day, Juliette Low Birthday party, awards and recognition ceremony or other events, you are not only helping create a tradition, but your troops also know what to expect from year to year. All of these things should be on your SU Action Plan that you turn in each year.

GSNETX Shortlinks Guide

- GSNETX Volunteer Policies & Procedures: www.gsnetx.org/volunteerpolicies
- Volunteer Essentials: www.gsnetx.org/volunteeressentials
- Safety Activity Checkpoints: www.gsnetx.org/safetycheckpoints
- GSNETX Training: www.gsnetx.org/training
- Volunteer Tools & Resources: www.gsnetx.org/voltools
- Girl Scout Forms: www.gsnetx.org/forms
- Girl Scout Shop & Service Center Locations and Hours: www.gsnetx.org/shop
- Renewal Information & Tools: www.gsnetx.org/renew
- GSNETX Formal Adult Recognitions: www.gsnetx.org/recognitions
- SU Team training, resources and information: www.gsnetx.org/suvolunteers

GSNETX Council Governance System



* Board chair responds to policy issues; CEO responds to operational issues