

Guide to Managing Girl Behavior

Steps in Addressing Girl Conduct

In advance of addressing any girl behavior, it is important that a Troop Agreement (see page 2) is created with the girls and that a Girl Scout Code of Conduct Agreement has been reviewed and signed by the girl and parent/guardian. After these documents are signed, keep them in a safe place with your troop records. If a behavior comes up which goes against the Troop Agreement and/or Code of Conduct Agreement, please follow these steps in managing the behavior:

Step 1 – Correct the Behavior

- Praise in public, correct in private (never in a room by yourself). This prevents the girl from being embarrassed when you point out her mistakes in front of others.
- Talk with her, not at her. Share what troop agreement or expectation was not being followed.
- Discuss what will be done to correct the behavior.
- Document the date, behavior and correction for your own records.

Step 2 – Take a Break

- Ask the girl to step aside and take a break away from the group – make sure she is still in a safe space within sight of both troop volunteers.
- Share what troop agreement or expectation was not being followed. This may be done before or after the break, but make sure she understands the reason for the discipline.
- Briefly inform the parent/guardian of what happened.
- Document the date, behavior issue, correction and length of the break for your records.
- You may repeat this step as needed if it continues to be effective and the girl is learning/growing.

Step 3 – Have a Meeting with the Girl’s Parent/Guardian

- If the behavior does not improve, repeat step 2 and set up a time for the troop leaders to meet privately with the parent/guardian(s)*:
 1. Remind the family of the Girl Scout Conduct Agreement and the troop agreements. Explain that all girls in the troop worked together to create the troop agreement.
 2. Describe all incidents that have occurred in sequence.
 3. Keep the conversation open, calm, honest and respectful.
 4. Discuss how you will work together to ensure their girl has a positive experience in Girl Scouts:
 - Ask for help from the family – is a parent/guardian or other trusted adult able to attend meetings with their girl until the behavior improves?
 - Ask how the family may help their girl recognize the expectations in the Conduct Agreement and the troop agreement.
 - Assure the family you look forward to working with their girl.
 - Assure the family you will keep in touch with them about their girl’s behavior.
 5. Document the meeting date, talking points, the family’s response to the discussion, and next steps for your records.

Step 4 – Contact your service unit or council staff for support

- If the behavior does not improve, repeat step 2 and contact your Member Support Executive and if appropriate, the Volunteer Support Team for assistance as needed.
- Contact the parent/guardian(s) to decide the next step of action.

**If parent/guardian(s) are unwilling to comply with a request to meet with the troop leaders or address your concerns, contact the Volunteer Support Team.*

Creating a Troop Agreement

The purpose of this guide is to support volunteers in facilitating a discussion with girls about supporting appropriate conduct and behavior during Girl Scout activities. Creating a troop agreement is a great way to establish clear expectations and should be used along with the Girl Scout Code of Conduct Agreement form. Complete the following steps with your troop to guide girls through the creation of your own troop agreement.

Step 1 – What is a Troop Agreement?

- Share with the girls that a troop agreement is a document, created together by the troop, with guidelines for behavior that every troop member agrees to follow.
- Share that a troop agreement helps make sure everyone can feel safe and have fun at Girl Scouts.
- A new troop agreement should be created each year to incorporate new members and allow for growth and development.

Step 2 – Review the Girl Scout Promise & Law and Girl Scout Conduct Agreement

- Review the Promise & Law as well as the Code of Conduct Agreement with girls.
- Ask the girls what words or phrases they like in the Promise and Law? How does it feel to be friendly? Helpful? What things will you do if you are being considerate? How does it feel when someone is being friendly, helpful and considerate toward you? Etc.

Step 3 – Brainstorm Ideas for your Own Troop Agreement

- Ask the girls to give examples on how they should behave at troop meetings.
- Share the platinum rule. “Treat others as they would like to be treated.” Ask the girls what they think that means. How should you treat others at troop meetings?
- Brainstorm ideas for your troop agreement. Topics could be related to your meeting space, materials, how to treat others, arriving/leaving, etc. Each girl should have a chance to share. If girls are talking over one another consider using the Girl Scout talking sign (place hands out on the floor/table front of them) or using a talking stick or piece where only the person holding the stick or other identified object is allowed to speak. Change negative statements into “can do” positive statements. For example: change “don’t talk when others are talking” to “listen when others are talking.”
 - As a troop, choose at least five items for your final troop agreement. Examples include:
 - Live by the Girl Scout law
 - Work together
 - Be a friend, not a bully
 - Support one another
 - Leave the space cleaner than you found it (a Girl Scout tradition)
 - Be a good listener

Step 4 – Create a Troop Agreement Poster

- On poster board, use markers and optional decorations/stickers to create your troop agreement poster.
- Girls can work as a group or take turns, writing each agreement on the poster.

Step 5 – Sign the Troop Agreement Poster

- Once the poster is completed, review the consequences for breaking agreements in the Conduct Agreement.
- Have each girl sign her name on the troop agreement poster.
- Display the poster at each troop meeting along with the Promise and Law.

Code of Conduct Agreement

Troop # _____

Our mission is to build girls of courage, confidence and character who make the world a better place. To do this, we strive to work together in creating a fulfilling and safe environment for everyone modeled after the Girl Scout Promise and Law. Please sign this document, pledging that you will help build a positive and encouraging environment for every girl.

Girl Agreement – I will:

- Do my best to honor the principles of the Girl Scout Promise & Law through my words and actions.
- Follow all troop safety guidelines.
- Honor my commitments.
- Stand up for what is right.
- Work with others to find solutions for disagreements.



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.

Girl Scout Law

I will do my best to be
honest and fair,
friendly and helpful,
considerate and caring,
courageous and strong, and
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.

If I do not abide by the Girl Scout Promise and Law, troop leadership may:

1. Ask the girl to adjust her behavior to be in alignment with agreements.
2. Remove the girl from the activity to review agreements and discuss steps to correct behavior.
3. Request parent/guardian assistance in resolving the issue.
4. Request parent/guardian attendance at future meetings and trips.
5. Seek assistance from Council regarding the matter and in possibly locating an alternate activity for the girl.

Parent/Guardian Agreement – I will:

- Model the principles of the Promise & Law for my daughter.
- Be cooperative, honest and respectful.
- Arrive on time to drop off and pick up my daughter.
- Provide current emergency contact information to troop leadership.
- Inform leadership of circumstances that may affect my daughter's welfare (ex. providing information and legal documentation about additional individuals picking her up).
- Notify troop leadership if my daughter is unable to attend a meeting or activity.
- Find solutions for any disagreements in a private and appropriate manner.



----- Please tear off this portion and turn in to your Troop Leader. -----

GIRL NAME _____ DATE _____

We agree to accept the Girl Scout Promise and Law and display appropriate conduct at all times.

Girl Signature

Parent/Guardian Signature