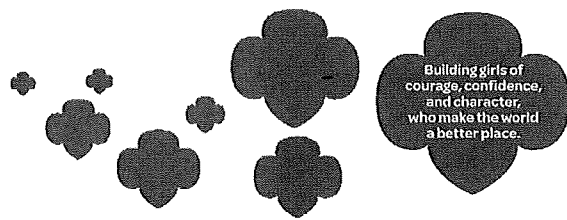


Service Unit Manager 411

Facilitator: Adrienne



Agenda

Entire service unit training webinar and handouts: <http://goo.gl/Oev6bM> & <http://goo.gl/V0u5Oo>

- 1:30-1:40
 - Introductions
 - Get-to-know-you activity
- 1:40-2:00
 - Business
 - Purpose of service unit
 - Functions of service unit/SUM description: <http://goo.gl/bV2Bi9>
 - Incorporating the GSLE into you SU events: <http://goo.gl/zqLwkf>
 - Service unit SMART goals: <http://goo.gl/k5lee7>
 - Delegation
 - Meeting organization
 - Service unit finances
 - Service unit calendar: <http://goo.gl/dHK12Y>
 - *Time permitting:* Making meetings fun, inclusiveness, positivity
- 2:00-2:05
 - Get-to-know-you-even-better activity
- 2:05-2:25
 - Round table among participants and questions
 - Potential discussion topics:
 - Collaboration with other SU's, how to budget, delegation, SU meeting attendance, organizational systems, using social media within SU, marketing your SU.
- 2:25-2:30
 - Volunteer Recognitions!

Service Unit Finances

Budgeting

- The service unit should be asking all leaders how they would like to see the service unit spend their money
- Call, email, talk, send a survey monkey to leaders
- Leaders should have a say about what the service unit spends money on just like all girls have a say with troop money.
- Create a service unit budget using leader recommendations and how much you spent on past events.
- Estimate expenses, revenues, recognition and admin costs.
 - Spend most of your money! The girls earned it, so they should reap the rewards.
 - SU fund decisions must be made by at least three service unit team members.

What should you spend your money on?

- Spend your money to supplement the cost of events, camporee, awards ceremonies, travel expenses, international travel, the annual meeting, product sales kick-offs, and leader appreciation.
- Service units often sit on money because of "emergencies."
- What kind of emergency do you really expect to have?
- Every service unit is different, so realistically assess what your minimum balance needs to be.
- If the price of something like a camporee increases by \$20, expect to use more money in scholarships or reevaluate the event.
- This is a non-profit meaning you shouldn't have a profit at the end of the year.

Diversity and Inclusion

Diversity has been a core value of Girl Scouts since its founding in 1912. At a time of segregation and before laws promoting civil rights were passed, our founder, Juliette Gordon Low, ensured that African-American, American Indian and Hispanic girls were able to become Girl Scouts. She led efforts to make Girl Scouting available to girls who lived in rural and urban areas, to girls who were rich, middle class and poor, and to girls who were born in this country as well as immigrants.

See Diversity

- Be aware of cultural, economic, age and gender diversity. Girls don't look alike and neither do volunteers.
- Take into account people's different interests. They may be different from yours and that's okay.
- Don't assume everyone knows Girl Scout jargon i.e. Journeys, petals, eBiz, GSLE. Explain them.

And Embrace It

- Welcome and recruit non-traditional volunteers: men, foster parents, college students, retirees, people w/o children.
- Make new traditions; just because you've done something for X years, doesn't mean you can't try something new
- Discover the untapped markets in your area for recruiting

Speak Kindness

Create the environment you wish you had when you went to your first service unit meeting. The team should continuously ask itself:

- Do you introduce newcomers every meeting and explain to them the format of the meeting?
- Do you have name tags? An opening game or song? A meeting theme?
- Do you regularly thank individuals and recognize achievements?
- Are your meetings comprised of positivity and creativity or complaining?
- Does what you say reflect the Girl Scout Promise and Law?
- Remember it starts at the top
- Are service unit problems solved as a group?

Do new leaders come back to your meetings? If you put yourself in their place, what would you notice about your service unit?

Never criticize someone over email/social media or in front of other people!

Who Else Can You Include?

Everyone can get to know the community better. Your service unit should strive to speak with other community groups regularly and spread Girl Scout enthusiasm. Explore:

- Educational facilities
- Religious institutions
- Ethnic and cultural groups
- Social, service, fraternal and professional groups
- Community leaders
- Youth programs-especially those for girls
- Business, industrial and labor groups

Share your findings and connections with the group.



Group Discussion: What can your service unit do as a group to bring more diversity to your service team and service unit as a whole

Service Unit Resources

Below are links to documents and resources for service units from other councils around the country with their ideas, tested methods and strategies to run an effective and efficient service unit. Topics covered include recruitment, service unit goals, conflict resolution, leader appreciation and many, many more.

Please keep in mind that these resources may not work for every service unit, the councils from which they originate may have different policies and procedure than the Girl Scouts of the Sierra Nevada and you should consult your membership specialist before following the policies mentioned in these resources.

Girl Scouts of Minnesota and Wisconsin Lakes and Pines Service Unit Team Manual: Information to guide service units on girl and adult recruitment, new troop formation and girl placement.

<http://gslakesandpines.org/files/3210.pdf>

Girl Scouts of Eastern Iowa and Western Illinois Service Unit Event Planning Resource: Gives a timeline and planning checklists for planning service unit events.

<http://girlscoutstoday.org/media/2012/08/SU-Event-planning-Packet.pdf>

Girl Scouts of Western Ohio Three Components to Successful Retention of Girls and Volunteers

[http://www.girlscoutsofwesternohio.org/volunteer-resources/Service Unit Manager Documents/1301877-0013 Components to Successful Retention 2013.pdf](http://www.girlscoutsofwesternohio.org/volunteer-resources/Service%20Unit%20Manager%20Documents/1301877-0013%20Components%20to%20Successful%20Retention%202013.pdf)

Girl Scouts of Central Maryland Service Unit Plan of Work Overview: An extensive planning tool for service units to establish their goals and take stock of their resources. <http://gscm.org/wp-content/uploads/2012/01/03-1762ServiceUnitPlanofWorkOverview.pdf>

Girl Scouts River Valleys Guide to Bridging

<https://girlscoutsrv.box.com/shared/static/ef3qs8n6dwyovci6llx0.pdf>

Girl Scouts River Valleys Guide to Service Unit Events: Offers good advice on incorporating the GSLE into events. Please note that service units are not required to put on events and you should consult your membership specialist about GSSN's specific policies.

<https://girlscoutsrv.box.com/shared/static/cng9voi0nkg2v6j5hb2o.pdf>

Girl Scouts of Western Washington Forms and Reports: Go to page 76 to see forms about service unit meeting checklists, conflict resolution, service unit event planning, event evaluation and financial reporting. Please note GSSN has its own service unit financial report that can be found on GSSN.org.

[https://www.girlscoutswa.org/current-volunteers/volunteer-learning/Miscellaneous Resources/SUMannual2013.pdf](https://www.girlscoutswa.org/current-volunteers/volunteer-learning/Miscellaneous%20Resources/SUMannual2013.pdf)

West Virginia University Diversity and Inclusion Activities: This is a fabulous resource for coming up with team building activities and icebreakers. <http://goo.gl/xzpES0>

Girl Scouts of the Nation's Capital Service Unit Meeting Short and Snappys: A stupendous resource for planning your service unit meeting and incorporating important themes and topics into each meeting. <http://www.gscnc.org/shortandsnappysu.html>