

Best Practices

Service Unit Meetings

 Start and end on time.

·  Provide greeters to welcome everyone

· Organize and schedule older girls to entertain volunteers’ kids in adjacent room during meetings.

· Have SU team member organize refreshments, if desired.

· Have nametags so everyone feels welcomed.

· Have a theme – incorporate into agenda, recognitions use to tie year together (ex. Teach a different knot at every meeting, give everyone a campfire recipe at each meeting).

· Do a small craft or swap as part of learning opportunity section or pre-meeting activity.

· Follow agenda, include specific information for events/trainings.

· Include SU team contact information on agenda.

· Make sure whole group discussions pertain to all troops. If there is a topic that only pertains to a small number of people (like older girl events), save that for after meeting so not hold up others. Have a roundtable discussion as part of your meeting.

· Watch use of Girl Scout Lingo, making sure to define and explain to include all volunteers.

· Devote meeting to interactive, hands on activities.

· Schedule mini-trainings on ceremonies, songs, how to get parents to help, etc. For example: teach techniques on how to teach a song. Learn and work on an activity that volunteers can take back to their troops.

· Use round tables or clusters instead of classroom style.

· Ask trivia questions throughout meeting and offer prizes. Make sure volunteers are up to date on policies and procedures, safety activity checkpoints, volunteer essentials, and council policies.

· Say **Thank You** for providing the best program experience for girls

Best Practices

Service Unit Teams



· Ensure all Tier 1 positions are filled.

· Tier One positions should be held by different volunteers (excluding Fall Product and Cookie Program).

· Fill as many Tier Two positions as possible to bring the most value to the Service Unit.

· Meet as a team in June, July or August to work on the Service Unit Plan of Action and complete the Calendar of Work for the upcoming membership year.

· If only planned through December at that first team meeting, meet prior to January to complete the Plan of Action and Calendar of Work for the remainder of the membership year.

· If entire year is planned over the summer, meet with SU team prior to January to evaluate and readjust plan as needed.

· Communicate by phone or email with SU Support and team throughout the membership year

· Survey volunteers at the end of the membership year asking what trainings, programs, events they may be interested in seeing at Service Unit meetings in upcoming year

· Also ask in survey for recruiter volunteers for fall



Best Practices

Service Unit Facebook Page

· SU Manager and Communications Manager should be administrators.

· Make page private for only co-leaders, registered parent volunteers and the SU Team.

· SU may also have a separate private page for parents, girls, etc.

· Create events for SU meetings and events. This will make it easier for communication as well as reminding volunteers.

· Share posts from council page and other community partners.

· Create polls for engagement.

· Reach out to staff and verify that requests to join are from volunteers in the SU.

· Utilize Facebook Live for meetings, updates, and announcements.

· Upload files for meetings and events.

· Don’t just share important information only on Facebook page;not all volunteers are on Facebook. Make sure information is emailed.

· Always welcome new troop leaders to the page