

Program Consultant Packet

# SERVICE TEAM PROGRAM CONSULTANT

CONSULTING ON THE GIRL SCOUT LEADERSHIP EXPERIENCE

*A Guide for the Volunteer 2008-2009*



**Girl Scouts®**  
Where Girls Grow Strong<sup>SM</sup>

## **Workshop Highlights**

- Role of the Program Consultant
- Giving Feedback
- Rules to Problem Solving
- New Girl Scout Leadership Experience Overview

**Date:** 07/1/06

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## Girl Scouts of California's Central Coast

### Position Description

**POSITION:** Program Consultant

**ACCOUNTABLE TO:** Service Unit Manager

**PURPOSE:** Provide service and support to troop/group leaders

#### ACCOUNTABILITIES:

- Participate in development of the plan of work with the service team to identify strategies to provide support and service to leaders.
- Confer with the Service Unit Manager to determine the mutual expectations and specifics of the position.
- Visit troop meetings to encourage, support, and mentor new leaders. Provide *Getting Started* (New Leader Orientation) when appropriate.
- Take initiative in establishing a working relationship with troop leaders. Systematically maintain regular interaction with leaders.
- Assist leaders in obtaining resource people and materials from within and outside the Girl Scout community.
- Keep track of short-term volunteers available to help troops.
- Assist leaders in planning and conducting year-long bridging activities.
- Monitor troop activities for compliance with Safety-Wise.

**QUALIFICATIONS:**

- Is currently a member of Girl Scouts of the USA.
- Has strong interpersonal, communication, and problem-solving skills.
- Works well with adults.
- An ability to work with people of all racial, cultural, ethnic, and socioeconomic backgrounds.

The Service Unit Manager should require you to sign the position description/volunteer agreement form after appointment to the position.

## How to be a successful Program Consultant!

### Age-Level specific program:

- If necessary, take appropriate grade level training to be caught up on the program.
- Review the resource guides and handbooks for the assigned age level.

### ***Acts as liaison between Program Department and the troop/group leaders in service unit***

- Read *Coastal Connections*—present the key information verbally at SU Meetings.
- Help leaders understand the requirements, deadlines, process and other details for signing up for activities offered at the Council level.
- Communicate with your Service Unit Manager and update your assigned Membership Development Manager on questions, concerns and program ideas in your Service Unit.
- Help leaders understand how to use the resources in the community for troop activities.

### **Promotes Council-Wide program activities and learning opportunities:**

- By knowing the council calendar on our website and staying in touch with the additions and corrections in dates and sites, you can promote the council-wide activities and learning opportunities. Go to our web site: [www.girlscoutscoc.org](http://www.girlscoutscoc.org)
- Be sure that your Service Unit activities compliment the council activities—you can't do it all, but you can select activities for your program to create a balanced agenda. The members of the Program Committee are happy to share their activity plans with troop leaders.

### **FOR EXAMPLE:**

- If you miss *Outdoor Skills Event* for older girls for example, you can pick up the instructions for flint and steel fire starters to teach your girls at a SU event.
- Your Junior troops have a Service project at the local SPCA the day of the *Jr. Cowgirls Event*. You can let your leaders know of available stables where they can go for a troop event at another date.
- To help the leaders in your SU, you should know the training requirements for each Program Activity and know the calendar of the scheduled trainings.

### **FOR EXAMPLE:**

Your Cadette troop leaders aren't all trained in Basic Outdoor Skills or in Troop Camping, and only a few girls from the two different Cadette troops are interested in camping at a local state park, swimming at the campground pool, and exploring the caves at the National Monument. You can help the leaders work together to combine forces for the weekend event. One leader may have the training, the other may have the parents willing to drive and know a certified lifeguard willing to supervise the swimming at the campground pool.

### **Shares current information on Girl Scout Program resources with adult volunteers.**

- Attend SU Meetings.
- Schedule time on the monthly agenda to present one or two elements helpful to leaders available for their use. The items presented at the trainings are often forgotten if not used.

### **FOR EXAMPLE:**

- Bring in a box of council compasses and a sample of the games leaders may play at different age levels.
- Provide a list of the Program Aides available in your Service Unit who are qualified to lead the games/or other activities.
- Show a sample of the check-out cards and remind leaders of the procedure for checking out council equipment. Summarize by asking leaders to share their successful use of council resources available for checkout.
- Check out a book from the library, a video from our video library or a set of flags. Explain the items available and encourage the leaders to share ideas about what is available.

### **Interprets local and national policies, procedures, standards and SAFETY-WISE.**

- Be available for leaders when they begin to interpret the guidelines in Safety-Wise.
- When in doubt, consult your Service Unit Manager or assigned membership staff.

GSCCC Council Collaborations are program opportunities set up by our Program Department for Girl Scout troops. Leaders simply go to our web site [www.girlscoutscoc.org](http://www.girlscoutscoc.org) to find out which businesses currently offer Girl Scout Program (usually at a reduced rate) and for information on how to sign up for these great opportunities. New collaborations are constantly added to the web site!

## GSCCC Council Collaborations (83 opportunities for Girl Scouts)

Northern Hub (33)	Central Hub (24)	Southern Hub (26)
41 <sup>st</sup> Avenue Cinemas	Ceramics, Glass, and Jewelry, Oh My!	Art from Scrap
Adventure Out	Charles Paddock Zoo	Boulder Dash Indoor Climbing
Beach Bear and Company	Chumash Challenge	Build a Bear
Elkhorn Slough Foundation	Cruz Indoor Climbing	Ceramics and Clay
Ghost Trolley of Monterey	Doc Burnstein's Ice Cream Lab	Chuck Wagon Lunch
Gilroy Gardens	Exploration Station	Citrus Packing House Tour
Green Valley Cinemas	Home Depot	Color Me Mine-Pottery
Home Depot	Money Sense, Solvang	Fairy Creations
Homeless Garden Project	Morro Bay Sub Sea Tours	Fo Fo Figgly's
Kayaking Moss Landing and Santa Cruz	Motionz Lazer Tag	Historic Downtown Tour
Kid Power	Museum of Natural History	Home Depot
Lightning Stables	Paso Robles Children Museum	Knotts Berry Farm
Live Earth Farm	Pismo Beach Water Waste Plant	Lazer Star
My Museum, Monterey	Pismo State Beach	LPGA-USGA, Girls Golf Clinics
Nearby Lagoon Nature Walk	Rancho El Chorro Outdoor School	Mad Science
O'Neil Sea Odyssey	Salinas River Ranch	Mini Beauty Spa
Pacific Edge, Rock Climbing	SLO Botanical Gardens	Outdoor Adventures
Perfumer's Apprentice	SLO Little Theater	Port Hueneme Educational Harbor Tour
Pottery Parlor	Weather 101	Pump It Up
Regal Santa Cruz 9 Cinemas	Whipper Snippers	SB Zoo
Sanctuary Rock Gym	Winchester Canon Gun Club	Tandy Leather Factory
Santa Cruz Archers	Wood Humane Society	Ty Warner Sea Center
Santa Cruz Museum of Natural History	Woodstock Pizza	UCSB Recreation
Santa Cruz State Parks	Cal Poly- Engineering Day	Wildlife Experience
Scotts Valley Cinemas	Vandenberg AFB- Engineering Day	Young Chef's Academy
SPCA of Santa Cruz		
Synchronicity Studios		
Victorian Tea Parties at Quail Hollow Ranch		
Wild Things		
Winchester Mystery House		
Woodstock Pizza		
Young Chef's Academy		

## Policies and Procedures

Blue Book of Basic Documents  
 Safety-Wise  
*Leaders' Digest*  
*Coastal Connections*  
 Council Website  
 GSUSA Website  
*Summer Program Activity Guide*  
*Online Orientation and Getting Started*  
*What We Stand For*  
 Age-Level Materials  
*Outdoor Education in Girl Scouting*  
*Games for Girls*  
*Ceremonies in Girl Scouting*  
*Adult Recognitions in Girl Scouting*

## Human Resources

Service Team  
 GSCCC Staff  
 Other Leaders and Volunteers  
 Program Aides  
 Specialists in the Community

## Training

*Coastal Connections*  
 Council Website  
*Service Unit Team*  
*Safety-Wise*  
 Training for Girls (Program Aide, etc.)

## Age-Level Program

Grade-Level Handbooks  
 Age-Level Try-It, Badge, and Interest Project Books  
 Focus Books  
 Games for Girl Scouts  
 Ceremonies in Girl Scouting  
 Outdoor Education in Girl Scouting  
 Program Aides  
 Other Leaders  
 Service Unit Meetings  
 Service Team  
 Council Liaisons  
 Council Events  
 Service Unit Events  
 Council Trainings for Girls  
*Getting Started*  
*Summer Program Activity Guide*  
 Council Website  
 GSUSA Website  
 GS Related Websites and Links  
*Coastal Connections*  
 Leaders' Guides  
*Safety-Wise*  
 Destinations (Travel) Publications  
 Girl Scout Catalog  
 Council Store  
 Council Materials such as Flags, Helmets, Library, Videos, Candle Holders, etc.  
 Specialists in Community  
 Teachers  
 Coaches  
 Service Clubs  
 Spanish Language Resources  
*Leader Magazine*  
 Song Books/CDs



### **The Service Unit Meetings :**

Should be attended by all Service Team members and one representative from each troop.

- Information on membership, program, and treasury updates are typically shared at these meetings
- Are chaired by the Service Unit Manager
- Usually meet once a month
- Service Team should meet at a separate time from the Service Unit Meetings
- Last approximately 1.5 to 2 hours
- Should have an agenda
- Should provide an opportunity for Service Team members to keep everyone informed
- May offer a game, song, craft, art or mini workshop that leaders can take back to their troop

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**Safety-Wise:** Please consult Safety-Wise when answering questions about trips and activities. When in doubt please say, *“I don’t know the answer, but I will research your question and get back to you as soon as possible.”*

Name of Leader/Co-Leader

Celebrations:

When appointed:

Special actions taken:

Names and emails of helpful parents:

Resources suggested:

Number of girls in troop/group:

Date of *Getting Started*:

Needed trainings:

Who has completed what trainings?

Other

Concerns:

Other

Follow Up On:

Next troop meeting on:

***Feedback is a communication to a person (or a group) which gives that person (or group) information about how (s)he (or they) affect(s) others. Feedback helps an individual consider and alter her/his behavior and thus better achieve her/his goals.***

Useful feedback is descriptive rather than evaluative. It merely describes the sender's reaction, thus leaving the receiver free to use it or not. By avoiding evaluative language, it reduces the need for the receiver to respond defensively.

It is specific rather than general. To be told that one is "dominating" will probably not be as useful or helpful as to be told: "Just now when we were deciding the issue, you did not listen to what others said, and I felt forced to accept your arguments or to face attack from you."

It takes into account the needs of both the receiver and the giver of feedback. Feedback can be destructive when it serves only the giver's needs and fails to consider the needs of the receiver.

It is directed toward behavior the receiver can change. Frustration is only increased when one is reminded of a shortcoming over which s/he has no control.

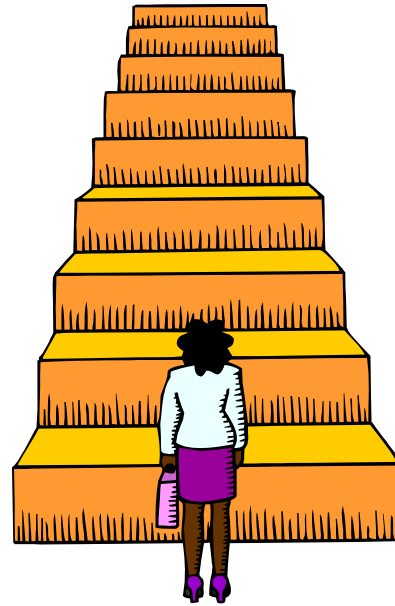
It is solicited rather than imposed. Feedback is most useful when the receiver her/himself asks a question which those observing her/him can answer.

It is well timed. In general, feedback is most useful when given as soon as possible after the observed behavior (depending, of course, on the person's readiness to hear it, on support available from others, etc.).

It is checked with the sender. For example, the receiver can rephrase the feedback (s)he has received to ensure clear communication.

It is checked with others in the group. In a training group, particularly, both giver and receiver can check their feedback: Is it only one person's impression or is it shared by others?

- Identify the real problem.
- Explore reasons the problem exists.
- Identify possible solutions.
- Identify possible consequences.
- Agree on a solution.



## *Rules for Problem Solving*

- Attack the problem, not the person.
- Verbalize your feelings, but never act on them.
- Move from justification to resolution.
- Look forward (opportunity), not backward (blaming).
- Identify the points where you can give rather than take.
- Remember, the angrier the people, the less likely logic will work.

Thank you for your gift of time  
to your Service Unit! You are  
appreciated!



Local Service Unit Names, Email and Phone Numbers:

## Program Consultant Packet

### Northern Hub

10550 Merritt Street, Castroville, CA 95012

Local Phone: 831-633-4877 Toll Free: 800-624-4757 Fax: 831-633-4029

### Central Hub

880 Industrial Way, San Luis Obispo, CA 93401

Local Phone: 805-596-0280

### Southern Hub

801 S. Victoria, Suite 202, Ventura, CA 93003 PO Box 6220, Ventura, CA 93006

Local Phone: 805-880-4217 Toll Free: 800-822-2427 Fax: 805-658-8242