



RECIPES FOR SUCCESS

Use these reference cards to help guide you through some common situations encountered by Girl Scout volunteers.

The F.A.I.R. Approach to Delivering Feedback

F – Facts

State a general fact about the situation that can be agreed upon. This will take the emotion out and gets 'buy-in'.

A – Acknowledge

Acknowledge and empathize with the other person's situation.

I – Impact

State the impact that the behavior has on you and others.

R – Result

Know your desired result and ask for their input. Invite them to be part of the solution.

And of course, thank them for working with you to resolve the situation.

How Do I... Get Parents to Pay Amount Owed?

Use the F.A.I.R. Technique. This conversation can be done either by written correspondence or a verbal conversation.

Parent(s) are informed of payment due (activity/dues/event) and given a date the troop needs to be paid.



Set expectations during a conversation/correspondence to let parent(s) know the consequences for not making payment such as miss field trip, not able to pick up additional product sales, etc.

Enforce consequence of missing a field trip or no additional products for product sales, etc.

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Sample Script Using The F.A.I.R. Approach

F – Facts

Good morning (afternoon, evening) this is *name*, troop leader name's Girl Scout troop. I am calling to follow up regarding the money that is due to our troop for *name's* cookie order.

A – Acknowledge

I understand that you have been (sick, busy at work, etc.) and it has been a stressful time for you.

I – Impact

The troop will be unable to order more cookies for the booth sale next weekend if we don't receive your payment.

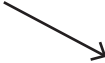
R – Result

I need a check by (*date and day*) to deposit into the troop account and be able to order more cookies. If this is a problem, can we work out a payment schedule? Or is there another plan that would work better for you? I appreciate you working with me to resolve this.


How Do I... Get Parents More Involved?

Use the F.A.I.R. Technique. This conversation can be done either by written correspondence or a verbal conversation.

Describe the types of jobs parents fill, such as treasurer, product sales, drivers, permission slips, etc.



Each parent/family has been asked either by written correspondence or personal request to sign up for a troop job. The parents have been told that without certain troop jobs filled, the troop may not be able to participate in certain activities (no cookie mom, cannot sell cookies, etc)



Followed up with parents one-on-one to match skills to open jobs.

Sample Script Using The F.A.I.R. Approach

(with parents who do not sign up)

F – Facts

Last week we distributed a list of the available jobs in our troops and asked each parent to volunteer for a job. We still have several opportunities for you to help out (*name jobs*).

A – Acknowledge

Everyone has something to contribute. I know you have an accounting background and we need a troop treasurer.

I – Impact

If we don't fill this job, we won't be able to maintain our troop account and the troop won't be able to sell cookies.

R – Result

If that job doesn't work for you, is there another way you would like to be involved? Do you have an interest or talent that you'd like to share with the girls? My co-leader and I are having a planning meeting on Monday, so I need to know by Sunday what you can do. We appreciate your help and (*name*) will be happy you are involved.

How Do I... Develop Effective Two-Way Communication With My Troop Parents?

Effective communication is the correspondence between two or more people that allows for beneficial results. Effective communication consists of understanding, clear information, and agreement.

Respond to parents' emails and/or send out regular emails to keep parents informed of troop activities.



Put time aside before or after meeting to answer parent questions.



Distribute troop calendar to families in a timely manner with dates of troop meetings and/or planned events.

Sample Script Using The F.A.I.R. Approach

(with parents who do not sign up)

F – Facts

The leaders will communicate troop information via email, flyers and phone calls in a timely way so parents will have a chance to look over the information and respond if needed. We are available to answer any questions or discuss concerns after each meeting or via phone or email and are open to any suggestions you have about the troop.

A – Acknowledge

I know it can be a challenge to keep track of everything coming in and we appreciate your checking your email on a regular basis and communicating with us with questions or concerns.

I – Impact

When we develop effective, 2 way communications on a regular basis, we are building good bonds that will help our troop be successful.

R – Result

Please read over the information we send home, respond when needed and share any concerns you may have about the troop.

How Do I... Get Parents To Turn In Required Paperwork?

Use the F.A.I.R. Technique. This conversation can be done either by written correspondence or a verbal conversation.

Inform parents about paperwork that is required to participate in Girl Scouts (permission slips, health history, etc).

Explain the consequences for not having required paperwork (permission slip is required to participate in event/activity/meeting).

Follow up with a phone call to parents who have not responded.

Sample Script Using The F.A.I.R. Approach

F – Facts

Last week I emailed the permission slip for the outing and asked that it be completed and returned to me by Monday. I have not received *(name)'s* permission slip.

A – Acknowledge

I know it was a short turnaround time, and it may have slipped your mind.

I – Impact

If we don't receive *(name)'s* permission slip by Friday, she will not be able to attend the outing with the troop and that would be a big disappointment for her and the other girls.


R – Result

Can you bring the permission slip by Friday? IF there is a problem with downloading and printing the attachment, please let me know and I will provide a hard copy that you can fill out and hand in. Thank you.

How Do I... Get Parents To Drop Off and Pick Up Girls On Time?

Use the F.A.I.R. Technique. This conversation can be done either by written correspondence or a verbal conversation.

Discussed with troop parents the importance of dropping off and picking up girls on time. Confirmed meeting time with parents.



Explain the impact on the troop and leader when girls are dropped off or not picked up on time (impact on their family time, dinner, other commitments, etc).

Sample Script Using The F.A.I.R. Approach

F – Facts

I am checking to see if you know that our troop meetings end at 5:00 p.m.. *(Name)* was picked up late from our last two meetings.

A – Acknowledge

I know you get off work at 4:30 and it may be hard for you to get here by 5:00 p.m.

I – Impact

When *(name)* is picked up late, my co-leader and I have to stay with her and this makes us late to pick up our kids from day care.

R – Result

We really need *(name)* picked by 5:00 p.m. Is there another option that would work better for your schedule and ours, like carpooling with another parent or having a relative pick her up? We appreciate your working with us to resolve this.

How Do I... Request Start Up Funds For A New Troop In Advance?

Use the F.A.I.R. Technique. This conversation can be done either by written correspondence or a verbal conversation.

Explain the details for start up funds at a parent meeting, by phone or in person. Details should include how funds are used. Clarify what funds are not used for.



Get parent and girl input and agreement on a fair amount for each family to contribute as a start up fee (\$25 for the year, \$2 per meeting, etc).

Sample Script Using The F.A.I.R. Approach

F – Facts

As a new troop, we have not had the opportunity to be involved in any product sales that would provide funds to cover troop expenses. We need to ask each family for a contribution to help purchase craft supplies, pay for our meeting room expense, cover the cost of events, etc.

A – Acknowledge

We are asking for parents' and girls' ideas and input to come up with a fair amount that is affordable for all families in our troop.

I – Impact

The amount that we agree on will determine the activities, supplies, etc the troop can provide.

R – Result

What do you think is a fair contribution? How about specify an amount, \$25 for the year, \$2 per meeting, etc. If this amount is a concern, we can discuss a payment plan or other options (financial assistance).

Any conversation regarding a financial hardship should be kept confidential between the parent and the troop leader. There is information on the Volunteer Network under the Forms & Docs tab then Finance & Banking on requesting Financial Assistance for families in need.

How Do I... Get Non-Volunteer Parents And Siblings To Not Stay At The Meetings?

Use the F.A.I.R. Technique. This conversation can be done either by written correspondence or a verbal conversation.

Inform parents that unless a parent is assisting at a meeting, they are not expected to stay for the meeting.

Encourage parents who stay at meetings to become a co-leader or responsible adult.

Inform parents that siblings cannot "participate" in troop meetings.

Explain that troop meetings are for registered Girl Scouts

Offer parents who want to stay at meetings and are not registered, a "job" during meetings such as preparing snack, cutting paper, etc. One that is not working with girls or money.

Sample Script Using The F.A.I.R. Approach

F – Facts

I have noticed that you and (*sibling*) have stayed at our last two troop meetings, as I want to mention that you do not have to stay.

A – Acknowledge

I know it is fun to see what the girls are working on, but feel free to take some 'mom' time – you deserve it!

I – Impact

If you want to stay, we would like you to volunteer as a Responsible Adult and help the troop during the meetings. You need to register as a Girl Scout member and complete a Volunteer Application. (*Sibling*) will not be able to participate since he/she is not a registered Girl Scout member and is not covered under our insurance policy.


R – Result

If the parent says no... If you are not interested in serving as a Responsible Adult, how about helping in another way like prepare the snacks or crafts? If the parent still says no... Thank you. We request that you remain off to the side while we conduct the troop meetings.

How Do I... Approach Volunteers About Bringing Siblings To Troop Meetings?

Use the F.A.I.R. Technique. This conversation is best done personally or on the phone.

Explain to Troop Volunteer that troop meetings are intended for registered members and any siblings cannot “participate” in the meeting



Offer suggestions to keep the siblings busy during the meeting (books, coloring, dvd, etc).

Sample Script Using The F.A.I.R. Approach

F – Facts

I wanted to talk to you about bringing (*sibling*) to our troop meetings. The meetings are for the girls and adults who are registered Girl Scout members.

A – Acknowledge

Sometimes it is unavoidable and we understand that occasionally you need to bring him/her.

I – Impact

Siblings can be a distraction to the girls and are not covered under Girl Scout insurance.

R – Result

If there is a particular meeting that you need to bring him/her, just let me know and the troop can purchase the additional insurance that will cover any non-members. When (*sibling*) needs to attend, please bring something to keep him/her occupied during the meetings such as a book, coloring pages or a dvd to watch. Do you have any others suggestions?

All paperwork and information to obtain additional insurance can be located on the Volunteer Network under the Forms & Docs tab then Insurance. The form is called Plan 2 Activity Insurance.

How Do I... Talk To Parents About A Girl's Unacceptable Behavior?

Use the F.A.I.R. Technique. This conversation is best done personally or on the phone.

The girls designed a Troop Agreement including consequences and have all agreed to follow it. Be sure to give parents a copy of Troop Agreement.



Without prying, ask the parent if there is something going on at home or school that could make the girl act "out" or be disruptive during meetings.

Ask the parent if there are suggestions she has to discipline the girl if she is disruptive during a meeting/event/outing.



Verbally communicate with the parent on a regular basis if girls' behavior is difficult.

Sample Script Using The F.A.I.R. Approach

F – Facts

Good morning. I wanted to talk to you about *(name)*. I have noticed during the last few meetings, she is having a difficult time (keeping still, talking out of turn, being mean to other girls, etc).

A – Acknowledge

I just want to bring this to your attention and see if there is anything going on that I, as a troop leader, should know so that I can help *(name)* during our meetings.

I – Impact

When *(name)* behaves like this, it is very disruptive to the meeting and has divided the troop.

R – Result

If the parent does not know or think the behavior is unacceptable then... I want to bring this to your attention because the girls have a Troop Agreement that they designed and all agreed to. If the parent does not agree, then... I would like to invite you to our next troop meeting and work with us in evaluating *(name)*'s behavior. Are there any suggestions you can give to us to help *(name)*? We would appreciate your input so that Girl Scouts is enjoyable for all girls in our troop. Thank you.