

In advance of addressing any girl behavior, it is important that a troop agreement is created and that a Girl Code of Conduct form has been reviewed and signed by the girl, parent/guardian, and troop leader. After these documents are signed, keep them in a safe place with your troop records. When a behavior comes up which goes against the troop agreement and/or Girl Code of Conduct, 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 all the girls.
- Talk *with* her not *at* her. Share what troop agreement or expectation was not being followed.
- Document the date, behavior issue, 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 what happened.
- Document the date, behavior issue, correction, and length of the break for your own records.
- You may repeat this step as needed – as long as 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, set up a time to meet privately with the parent/guardian(s).
- Remind the family of the Girl Code of Conduct and the troop agreement. Explain that all girls in the troop worked together to create the troop agreement.
- Describe all incidents that have occurred in sequence.
- Keep the conversation open, calm, honest, and respectful.
- 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 Girl Code of Conduct 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.
- 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

- Repeat step 2.
- Contact your service unit manager 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/guardians are unwilling to comply with the request to meet or address the concerns, contact the volunteer support team at 800-845-0787 or [girlscouts@girlscoutsrv.org](mailto:girlscouts@girlscoutsrv.org).*

**Thank you to our sister council, Girl Scouts of River Valleys**