



# Service Unit Manager Guide

## Thank you for your dedication!

You stepped up to take on the role of service unit leader for Girl Scouts of Utah because you are ready to play a vital role in the success of our mission to build girls of courage, confidence, and character, who make the world a better place. Thank you.

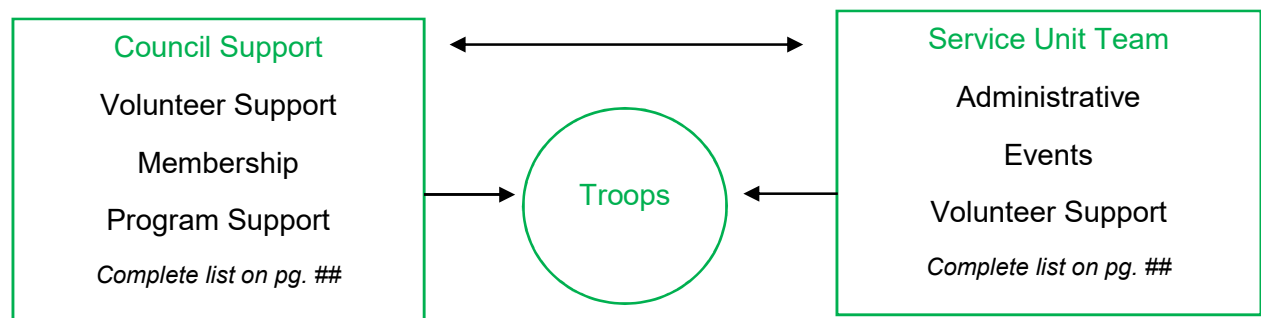
In your role, you help inform the council staff about membership needs and allow us to market effectively to each unique membership area. There is a lot of flexibility regarding the specific tasks you will do, but the basics are being a responsive contact person for Girl Scout staff and leaders, and believing in and promoting Girl Scouting at every grade level.

The expertise, interests, skills, and life experiences of our volunteers are essential to shaping fun and enriching leadership experiences where each Girl Scout can transform her ideas into action, turn her questions into a venture, and grow her confidence through practice.

These are exciting times for Girl Scouting. Your commitment and passion to the Girl Scout Movement are indispensable. We value and celebrate your dedication and thank you for joining us as we embark on a new membership year.

## Mission Delivery Structure

Girl Scouts of Utah serves the whole state of Utah and West Wendover, which has been divided into 34 Service Units and is supported by a team of council staff with expertise in membership, volunteer support, and program pathways.



## Service Unit Manager Position Information

**Positions Summary:** Provide overall support and management to the service unit team and area volunteers; develop and carry out the service unit team plan for success.

### **Benefits to the Volunteer:**

#### Marketable Skills:

- Leadership
- Public Speaking
- Organization/Time Management
- Conflict Management
- Volunteer Coordination

#### Personal Enrichment:

- Foster a greater understanding of the beliefs of the Girl Scout movement
- Develop a network with people who share the same interests
- Participate in a national and international organization
- Discover outlets for creative expression
- Fulfill a desire to be helpful and make a difference in the lives of girls and adults

**Supported by:** Volunteer Support Specialist, Volunteer Support Manager, Recruiter, Program Specialist, and Camp Directors.

### **Responsibilities:**

1. In partnership with the volunteer support specialist and service unit team, develop and execute a service unit plan for success and budget by September 1 for the upcoming membership year.
2. Recruit and supervise qualified people for the service unit team and other key volunteer positions from diverse and non-traditional backgrounds.
3. Hold service unit team meetings at least quarterly to check progress of service unit plan for success.
4. Ensure that all troops are registered or re-registered at the start of each membership year.
5. Plan and hold regular service unit meetings with all leaders to distribute current council information, share talents, and ideas.
6. Promote ongoing recognition and appreciation of leaders and volunteers.
7. Attend meetings (in-person or virtual) as requested by council volunteer support.
8. Ensure appropriate fiscal management of any service unit monies.
9. Ensure service unit delegates/alternates are elected in November each year.
10. Support the council's fundraising efforts and family giving campaign.
11. Assist in carrying out the council's annual goals and objectives.
12. Ensure adherence to the policies, standards, and procedures of GSUSA and GSU.
13. Model the Girl Scout Leadership Experience (GSLE) to the service unit membership and the community.
14. Ensure that the racial, ethnic, religious, social, and economic diversity of the community is reflected and served within the service unit's membership.

### **Core Competencies:**

1. Leadership – Inspires, encourages, guides, and gains others' support toward accomplishing service unit team and council goals; adapts leadership style to a variety of situations.
2. Personnel Management – Assigns and manages volunteers in an efficient manner and recognizes volunteer accomplishments.
3. Team Building – Promotes partnerships between service unit team positions and volunteers, shares information with others and shares decision-making responsibility with service unit team members.
4. Time Management – Manages time effectively; sets and balances priorities within the service unit plan for success.
5. Conflict Management – Anticipates and prevents conflicts while maintaining productive working relationships.
6. Communications – Expresses ideas and facts in a clear and understandable manner; skilled in public speaking, phone, text, and email etiquette.
7. Personal Integrity – Demonstrates honesty, credibility, and dependability.

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***“If your actions inspire others to dream more, learn more, do more, and become more, you are a leader.”***

**~John Quincy Adams**

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## Service Unit Leader Jump Start

- ✓ Attend Service Unit Manager Training
- Establish contact with service unit team members and determine where vacancies exist.
- Recruit volunteers for service unit team vacancies.
  - Share roster updates with your volunteer support specialist and touch base regularly.
- Make sure service unit bank account signers are current.
- Establish a regular meeting schedule and reserve a location for service unit meetings.
  - Establish an agenda; throughout the year include talking points about the progress of the service unit plan for success goals.
  - Connect with members to publicize service unit meeting dates, times, and locations to all leaders and volunteers.
- Develop a plan for success for the membership year.
  - Together with your volunteer support specialist set smart goals – specific, measurable, achievable, realistic, time-based.
  - Review at least quarterly with the service unit team.
- Attend council-hosted service unit meetings to acquire tools and resources to help facilitate your service unit meetings.
- Facilitate service unit meetings.
- Conduct and end of the year assessment.
  - Meet with your volunteer support specialist and evaluate the year.
  - Share successes, future plans, etc.



## Building the Service Unit Team

Get to know as many volunteers in your service unit as possible. This is where you are most likely to find someone passionate about Girl Scouts who is willing to step up to a service unit team position. These are volunteers who will directly support troop leaders and girls.

### **How do you get to know volunteers? How do you identify those who might make great additions to the service unit team?**

- Use your time wisely before, during, and after service unit meetings. Strike up a conversation with a volunteer you don't know – ask what their troop has been doing. Find out what she does outside of Girl Scouts. Perhaps her job could make her ideal for a service unit position.
- At service unit events and activities, observe the adults as they interact with others. Who seems to be the center of attention, the person everyone is talking to and laughing with? That person may be perfect for a service unit position.
- Talk to current service unit members. Who is really organized? Which volunteer is always the first to have their troop registered for an activity? Who is flexible and willing to help wherever help is needed? These opportunities to get to know your team will help you fill the gaps in your service unit team, and to have a mental list of successors in place.

### **How do you approach someone about taking on a service unit team position?**

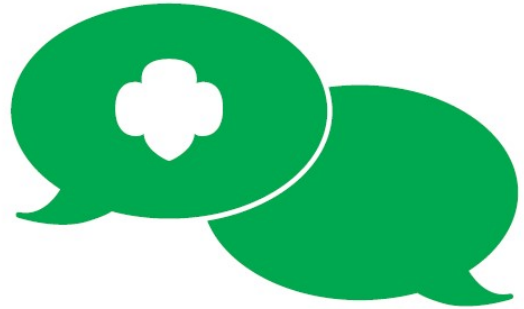
Gather all the information you have about the person you would like to recruit. Make sure the skills you have identified in the volunteer are a good match for the position you want to fill.

- Using the information you have, try to determine what motivates this volunteer.
- Tap into those skills to convince them how perfect they are for the position you have in mind, let them know it is a natural fit.
  - Is the volunteer outgoing and sociable? This person would be perfect to fill the communications rep position because they know so many people, and everyone knows them.
  - Is the volunteer very organized? This person would be perfect for the product program rep position, they are able to direct volunteers to resources, and help the volunteers to be as successful as a troop leader/co-leader as they are.

**Making a few notes about volunteers you meet will help you keep track of these potential service unit team members. Use a service unit roster to jot down a few handwritten notes about the information you learn.**

## Ten Pointers for Effective Invitations to Volunteers

1. Be Prepared. Review the position description; know the gifts, knowledge, and time necessary for this position. Understand and communicate why this position is necessary to the work of the service unit and Girl Scout council. Share why it is important and meaningful to you.
2. Be sure that you are the right person to extend the invitation. Is there a Girl Scout member who knows the prospective volunteer, or a person with good communication and people skills? Identify the best person to share the volunteer opportunity.
3. Personalize your invitation. Why do you want the particular individual you are asking? What makes this person “right” for this position? Talk about how this opportunity will meet an important need that they may have expressed, how it will provide an opportunity for involvement, or will offer a chance to give back to the organization.
4. Think about how the invitation will sound to the prospective volunteer. Ask positively and enthusiastically. Don’t apologize, distort the facts or ask negatively “You won’t want to, would you?” or “You are the last person on my list.” And don’t beg. Show your interest in this person for this position and your commitment to the organization’s mission.
5. Be enthusiastic. The best recruiter values the work of the organization and genuinely supports this effort. Always speak from the heart. Remember: enthusiasm is contagious.
6. Remember the “courtesy factor.” Whether by or a person or face to face, ask if this is a good time to talk. If not, schedule a time when you are both free to have a conversation.
7. Bring closure to the conversation. The person may want to think about the request or may need to consult with family members or a work schedule. Agree upon a time when you will follow-up and learn of the prospect’s decision.
8. Follow up quickly. If the person is willing, be sure they know of any required trainings. Introduce the volunteer to others so that newcomers feel welcome and included.
9. Accept “No” graciously. The time and situation may not allow someone to accept the opportunity, even one that seems “perfect” for the individual. Determine if a follow-up invitation is in order and thank the person for taking time to listen to your request.
10. Know where to get more information. Have an official position description available, along with the contact information of the appropriate council staff support. If a former volunteer is willing to offer information, have their contact information as well.



## Creating a Plan for Success

### **Plan for Success**

Membership Year \_\_\_\_\_

October 1, 20\_\_ to September 30, 20\_\_

List three successes of the previous membership year:

1.

2.

3.

List three challenges of the previous year:

1.

2.

3.

On the following pages, create three goals for the upcoming membership year. Remember that great goals are specific and include a detailed action plan and timeline for achieving those goals.

## Goal #1



### Supporting Action Plan:

[illegible]



**Goal #2**

Supporting Action Plan:

Action	Responsible Person	Due Date

**Goal #3**

Supporting Action Plan:

Action	Responsible Person	Due Date

## Service Unit Finances and Guidelines

Service Unit Estimated Budgets should be established every year. Include the starting balance, this should correspond with bank statement, and include totals of all income streams.



- Every service unit is required to establish a bank account through council. The account will be Named: Girl Scouts of Utah \_\_\_\_\_ Service Unit.
- Checking account statements should be sent to the Service Unit Finance Representative or the Service Unit Manager, whomever is responsible for balancing the account.
- Two to four registered, background checked, and appointed members of the service unit team need to be designated signers on the bank account.
- Cash and checks should be deposited within 24 hours of receipt.
- Service units are not to conduct fund-raising activities to support the service unit (see GSU Volunteer Policies for additional details).
- Service units should maintain a reasonable bank account balance.
- Annual Troop Finance Reports are due to the Finance Rep by June 30.
- An annual Service Unit Finance Report and Summary are due to council by July 31 each membership year.
- A finance report will be given at all service unit meetings.
- Event budgets should be submitted before to the Service Unit Manager and/or Finance Rep before reservations or deposits are made.
- for approved costs related to the service unit must obtain approval, and receipts are required for reimbursement.
- Reimbursements should be issued within two weeks of receipt.
- All GSUSA, state, federal and council policies and guidelines must be followed by the service unit and it's representatives.

## General Spending Guidelines

### Recruitment

- Reimburse organizers for recruitment costs
  - Copying of recruitment flyers
  - Any fees for site rental
  - Cost of snack and program supplies



### Retention

- Off-set fees for retention programs
  - Events where three or more troops are participating
  - Bridging ceremony
  - Investiture/rededication ceremony
- Service unit events should pay for themselves without making excessive profit. If a service unit is budgeted to bring income exceeding expenses, this should be noted and explained in the service unit budget and finance report.
- Service units are expected to plan events with reasonable fees and work with event organizers and troop leaders to off-set costs.
- Girl Scouts of Utah is committed to making sure Girl Scouting is open to all girls in our jurisdiction.

### Recognition

- Special awards given to volunteers for service
  - Membership pins for new leaders
  - Thank you gifts for the service unit team
  - Adult recognition celebration dinner or luncheon
  - Small tokens of appreciation given during the course of the year
- Celebration of Achievement (girls)
  - Recognition of Bronze, Silver, and Gold Awards
  - Bridging troop
  - Ten year pins
  - Graduating Ambassadors

### General Service Unit Support

- Supplies: printing, paper, ink, envelopes, postcards, labels, etc. (with advance notice, council can help with these services)
- Meeting space fees
- Training supplies
- Snacks for service unit meetings
- Door prizes – some service units offer these monthly, or use an incentive program.

## Service Unit Budget

An annual budget for the service unit should be established and referred to throughout the membership year for planning of events and activities.

Event income should be accounted for and include the dollar amount and explanation, such as registration fees, etc.

Expenses for each item should include all expenses anticipated for the activity listed as a total. See the *Event Planning Checklist* for a detailed event budget sheet.

BUDGET WORKSHEET			
<u>INCOME</u>	Proposed Budget	Actual	+/-
Cookie income			
Event registration			
Interest income			
Other—			
Other—			
Other—			
Other—			
Other—			
<b>Total income</b>			
<u>EXPENSES</u>			
Administration			
Resources—			
Adult development— training (supplies, fees)			
Adult development— recognition			
Adult development— end-of-year event			
Adult development—			
Adult development—			
Programs/events— Cookie Rally			
Programs/events— Day Camp			
Programs/events— World Thinking Day			
Programs/events—			
Assistance—			
Other—			
Other—			
Other—			
<b>Total expenses</b>			
<b>GRAND TOTAL (income minus expenses)</b>			

## Running a Successful Service Unit Meeting

Planning and facilitating service unit meetings are important functions of the service unit manager. Service unit managers plan the agenda for these meetings in partnership with the volunteer support specialist. All meetings should be short, well timed, and have a clear purpose.

### **The purpose of Service Unit meetings is to:**

- Continue to build a “teamwork” atmosphere and foster enthusiasm for Girl Scouting
- Keep current on Girl Scout activities, problem areas, and successes
- Learn about the needs and interests of adult Girl Scouts in service unit
- Learn about the needs and interests of adult Girl Scouts in the service unit
- Measure progress, develop, and coordinate implementation of plan for success
- Provide enrichment opportunities
- Support troop leaders

### **Planning a Meeting**

- Determine the topics – what needs to be accomplished, what decisions need to be made, what ideas need to be generated, what information needs to be distributed?
- Develop the agenda – based on the topics write the agenda a couple days before your service unit meeting. Communicate time limits to speakers.
- Optional enrichments – work with your volunteer support specialist to see what is available. Plan ahead so you can announce the activity in advance.
- Confirm your meeting space – does it have everything you need for your meeting. Is it accommodating to all that will be attending (i.e. ADA accessibility, noise levels, convenient location). Allow time before and after so everyone has the opportunity to network.
- Remind your volunteers about the meeting one week and one day in advance.

### **Facilitating a Meeting**

- Focus the discussion and keep it on subject.
- Encourage all the members to express their ideas.
- Tactfully interrupt those who tend to dominate the meeting and draw out those who are more reserved.
- Avoid dominating the group, taking sides or judging the opinions expressed.
- Make sure that all reasonable suggestions of each question are considered.
- Plan ahead to have an easy, clear way to let people know it's time to move on to the next topic.
- Help reconcile differences of opinion.
- Keep enthusiasm high and add a touch of humor when needed.
- Summary the end of the discussion

## Other Helpful Hints

- Begin with a bang. This will set the tone for the meeting.
- Service unit leaders get “bombarded” with questions before the meeting. Ask someone if they could step in and remind you to start on time, so you will not feel like you are cutting someone off. You could also set an alarm.
- Remind attendees to silence cell phones at the beginning of each meeting. Make sure yours is silenced too. Ask people who think they may need to take a call to sit near the door, keep the phone on the vibrate setting, and quietly leave the room to answer.
- Be fun and fast moving. An audience likes to be entertained.
- Use the senses. Offer visual appeal, hands-on experiences, and a time to listen and talk.
- Involve your audience. Make sure to facilitate dialog and conversation.
- Repeat important points!
- Think passion and purpose. Your audience wants to be inspired.
- Close with the audience wanting more, give them something to look forward to next time.
- Arrange to have help with room set-up and clean up.
- Thank your volunteers often and publicly at the meetings. Be positive. You are a service unit cheerleader.
- Make new members feel welcome. Have a greeter at the door.
- If you have a co-service unit leader, decide on a specific time and day to work on the meeting agenda with input from your troop support specialist.
- Come up with ways to thank volunteers for coming to service unit meetings—“perfect attendance” award or a “candy of the month club.”
- Keep confidential things confidential and don’t sway from your standards.
- Assume everyone knows the basics, but that they don’t always take the time to read materials.
- Allow time for mentoring at the meetings. Volunteers from the same level need time to share ideas, successes, and better ways of holding events.
- Be sensitive to new volunteers at your meetings who do not necessarily understand all that is being discussed.
- Icebreakers may be used for volunteers to become acquainted with each other and to make them feel comfortable. Icebreakers should be no longer than 5–7 minutes.
- Have everyone wear a name tag. Not everyone knows each other.
- Have a positive attitude.
- Consider providing fidget toys for use at the meeting. Something to occupy hands to avoid clicking pens and side conversations.
- Consider a parking lot – a place for people to put questions so you can answer them at the end of the meeting as time permits.
- See if committee chairs and any guest speakers are available to answer questions after the meeting. Encourage those with specific questions to speak to the appropriate person once the meeting is over.



## Successful Strategies for Improving Service Unit Meeting Attendance

- Publicize meetings well in advance, send out postcards and/or email invites to all registered adults. Include a promo of the meeting highlights.
- Hand out “Daisy Dollars” for attending meetings, turning in registrations, and attending events. Hold an auction at the end of the year where people use their “Daisy Dollars” to bid. Ask co-leaders for donations for the event, or purchase some small items for the auction.
- Assign troops to be responsible for snacks each month.
- Use roundtables based on such topics as solving problems, questions about Girl Scout procedures, craft, and meeting ideas.
- Make it worth attendees’ while by planning according to their needs! What are their biggest challenges as co-leaders? Design your program around that need.
- If a troop is not represented, a service unit team member needs to call them the next day and say something along the lines of, “We missed you last night. You missed \_\_\_\_\_ presentation. It was really good.”
- Pair off those that come every month with those that don’t come. Give a prize to the volunteer who encourages the most volunteers to attend.
- Plan a “night out” for volunteers after the meeting. Meet for coffee and dessert at a local restaurant. Invite everyone!
- Assign someone to greet all new people. Have them sit with the newcomer and translate the “Girl Scout language”.
- Have door prizes at each meeting. Take turns providing a door prize each month. Give a door prize to one of a pool of co-leaders who attended three months in a row.
- Split your door prizes. Give some at the starting time and give some just before you adjourn.
- Offer one “Bag-O-Tricks” item per meeting. Prepare to teach an activity that co-leaders can share with their girls. Pick things that co-leaders can do if they run out of activities, things to fill the last 10 minutes of a meeting.
- Offer childcare staffed by older girls during the meeting. Consider offering Girl Scout activities for the kids.
- Announce the agenda early so people know what’s coming that should not be missed.
- Bring in presenters. Connect with GSLPG and ask what they can offer. Find experts on various topics such as group management, cooperative learning.
- Ask what co-leaders want or need from a service unit meeting. Respond accordingly.

### Canceling Service Unit Meetings / Events

1. Cancellations should be announced by noon for an evening meeting/event and by 6:00am for a morning meeting/event.
2. Service Unit Teams should work together to determine whether a meeting should go forward. Safety is our first concern; err on the side of caution.
3. You may want to set up a phone tree within your service unit to use if any events or meetings are cancelled.



## Suggestions for Handling Disruptive or Inappropriate Behavior

Type	Behavior	Suggested Response
Hostile	"It'll never work."	<i>"I know there might be challenges. Would anyone like to take on those challenges?"</i>
Know-It-All	Has "the right answer" for everything.	<i>"I value your input. I'd like to hear what others have to say."</i>
Loudmouth	Constantly blurts out. Tries to dominate the meeting.	<i>"I appreciate your comments, but we should also hear from others."</i>
Interrupter	Starts talking before others are finished.	<i>"Wait a minute, Martha, let's let Peggy finish what she was saying."</i>
Interpreter	"What June is really trying to say is..." "June would respond to that question by saying..."	<i>"Go ahead, June, finish what you were saying." "June, do you thin Mary correctly understood what you said?"</i>
Gossiper	"Isn't there a regulation that you can't..." "I thought I heard council say..."	<i>"Let's not take the time of the group until we can verify the accuracy of this information."</i>
Whisperer	Irritating side conversation going on between two people.	<ol style="list-style-type: none"> <li>1. Walk up close to the guilty parties and make eye contact.</li> <li>2. Stop talking and establish dead silence with the Girl Scout sign.</li> <li>3. "Can we take a moment to focus on our conversation again? I'm finding it hard to follow with more than one conversation happening at once."</li> </ol>
Silent Disrespector	Looking at their phone, rolls eyes, shakes their heads, or fidgets.	Try to build a rapport by drawing them into the discussion. If that doesn't work, discuss your concerns with them during a break.
Latecomer	Comes late and interrupts the meeting.	<ol style="list-style-type: none"> <li>1. Don't draw attention to the latecomer.</li> <li>2. If the latecomer is disruptive, say "I'm glad you could make it, we were just talking about..."</li> </ol>
Early Leaver	Announces, with regrets, that they must leave for another important meeting.	<ol style="list-style-type: none"> <li>1. At the beginning of the meeting, say you understand if someone needs to leave early. Ask them to sit near the door and pack-up and leave quietly.</li> <li>2. Don't interrupt the meeting to say goodbye, just let the person leave quietly.</li> </ol>

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*"It usually takes me more than three weeks to prepare a good impromptu speech."*

*—Mark Twain*

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## Public Speaking Tips

Here are some tips for when you're in front of the group:

- Be fun and fast moving. Your audience will stay engaged if they're entertained.
- Involve your audience, allow for open dialog and conversation.
- Begin with a bang – this will set the tone for the whole meeting and immediately engage your audience.
- Be sure your very first moments of your very first meeting leave a good impression. People will remember the first 30 seconds and the last 30 seconds of your presentation.
- Your body language is important. People are perceptive. If what you're saying doesn't match what your body language is saying, your audience will quickly pick up on it.

Study and learn from those that inspire you.

The next time you are at an event with a public speaker consider taking notes. It's a great way to learn what style of speaking you like and how body language can have a positive or negative affect on what the speaker is trying to communicate.



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*"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."*

*— Maya Angelou*

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## Email and Text Etiquette

Making a good impression doesn't only happen in person. Consider the points below before pressing "send."

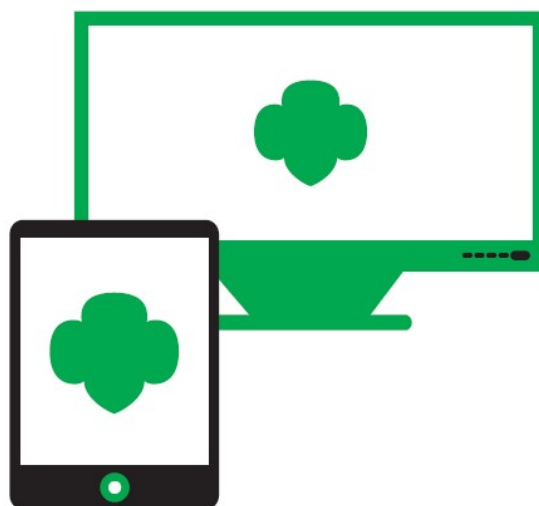


### Do:

- Be concise and to the point. Remember that view screen size varies greatly across devices.
- Be sure to respond to all points of the original email.
- Answer within two business days. Give receivers at least two business days to respond.
- Fill in the subject line. Always include Girl Scouts in the subject – some people won't open emails if they don't recognize the email address.
- Put your name at the bottom of the message. Include your service unit position title.
- If you are sending a group email, use the BCC to avoid sharing everyone's email address and "reply all" disasters.
- Use "reply all" sparingly.
- Leave the original message thread on your reply, so the recipient doesn't have to search for related emails for necessary information.
- Email and text is great for getting information out. Pick up the phone if you are worried the recipient may misunderstand your intentions and for more personal/emotional conversations.
- Proofread the email or text before you send it.
- Consider creating a service unit email address just for service unit business.
- Let people know very clearly how you will communicate with the service unit: email, text, Facebook, etc.

### Don't:

- Write anything you wouldn't say in public.
- Discuss confidential information via email, text, Facebook, etc.
- Type in all caps or use excessive exclamation points, it may be interpreted as shouting.
- Copy a message or attachment without permission of the original sender.
- Use emoji's excessively. Work your messages carefully so emoji's are not needed to convey your message properly.
- Let a confusing response remain a mystery—pick up the phone and call the sender.
- Use Girl Scout email lists for non-Girl Scout purposes.
- Include your personal business/titles in Girl Scout emails, etc.



## Stress Management and Taking Care of Yourself

The role of Service Unit Manager comes with many responsibilities. We strongly encourage you to build your team and delegate responsibilities to other volunteers.

Delegation is a critical leadership skill. How are you at delegating? Are you a pro, or could they use a little work?

Answer as accurately as you can—this is for your benefit, no one else.



	Always	Often	Sometimes	Rarely	Never
When you lead a team, do team members come to you with new ideas and alternate ways to approach things?					
Do you insist that tasks you delegate be done your way?					
Does the person you've delegated to have the freedom to do things their way?					
Do you explain how a task you're delegating to someone can benefit them doing the task, and the team as a whole?					
When you delegate tasks, do you set up regular meetings to check on progress?					
When you delegate a task, do you refrain from giving lots of advice and trust the person to complete the task, and to ask for advice or assistance if needed?					
Can you, and are you willing to, admit that there are others who can do some tasks as well as, if not better than you can?					
Do you seriously consider delegating a task that you know will provide a development opportunity for someone else, even if you know you could do it faster?					
When someone comes to you with a problem, do you expect that they will come prepared with potential solutions, or at least be ready to brainstorm together?					
If you move out of state tomorrow, will the teams you a member continue to function?					
Do you evaluate every task you receive to see if any, or all, of it can be delegated?					

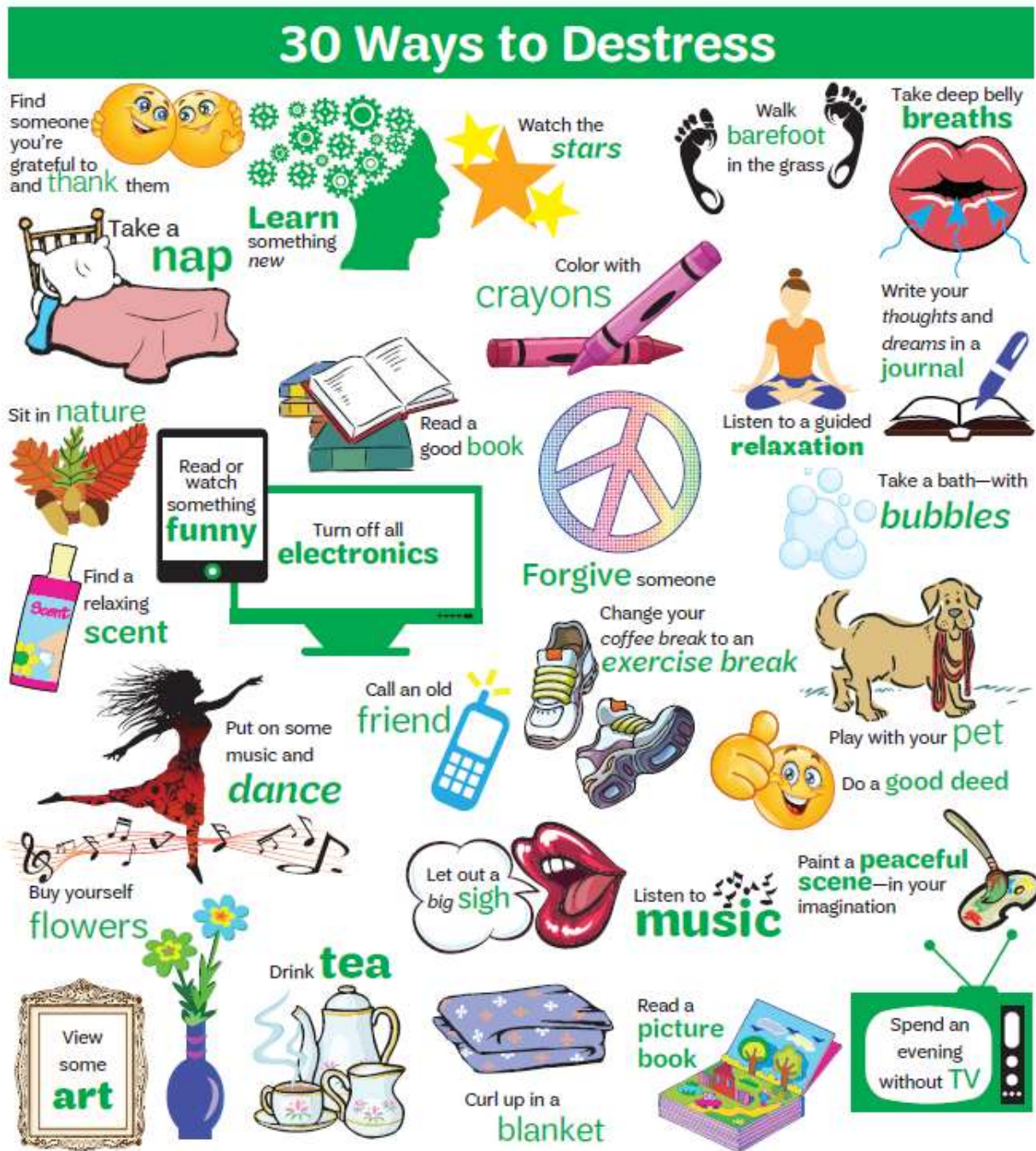
**How did you do?** Each of these is a positive trait in delegating. If you answered “always” or “often” to all or most of these, congratulations, you’re a great delegator! If you have a few “rarely” or “never” answers, it’s time to think about how you can improve your delegation skills. Work with your volunteer support specialist to figure out how to best delegate within your particular service unit team.



## Stress-Management & Self-Care

We appreciate our volunteers, and want you to be successful in this position. We know that the Service Unit Manager position is not the only responsibility you have in life. We all have days when our many responsibilities collide. Do you have a go-to way to distress a rough day?

Take a look at these icons below and circle at least five that you can see yourself doing.





Thank you for stepping up and taking on the role of Service Unit Manager. We look forward to seeing your leadership skills grow in new ways and to seeing the exciting directions you'll take your service unit and the girls there.

You are appreciated!

