



A Guide to Everything
Girl Scout
Service Unit Managers
Need to Know

girl scouts 
of northern illinois



Thank You.

On behalf of Girl Scouts of Northern Illinois (GSNI), we are happy to welcome you into your role as Service Unit Manager. The role of Service Unit Manager is an important one, and your leadership is essential to a happy and healthy Girl Scout program in your community. You have been appointed, because we are confident in your skills, dedication, and enthusiasm for our mission to build girls of courage, confidence, and character, who make the world a better place. It is a big job, but remember, you will be working with your Membership Engagement Specialist to build a strong team of other dedicated individuals to help you out! Together, you, your Membership Engagement Specialist, and your team will work to ensure Girl Scouting is strong and visible within your community.

We hope you find this guide to be a valuable tool as you learn your role and plan for your year. Feel free to read through it now, or skim through it to use as a resource later. If any questions come up as you review the guide, please reach out to your Membership Engagement Specialist at customercare@girlscoutsni.org or call us at 1-844-476-4463.

Thanks! It's going to be a great year!

Yours in Girl Scouting,

Jennifer Camplain

Program Manager-Training and Development



Table of Contents



Section 1: Introduction

Girl Scout Mission, Promise, and Law ...	3
GSNI Service Map ...	3
Reflection ...	4
Position Description/Agreement ...	5
Service Unit Team Positions ...	6
Important Topics by Month ...	9
Working with Your GSNI Staff Team ...	10
Girl Scout Programs & Events ...	12
Service Unit Events & Summer Camp ...	12
Inclusion & Diversity ...	13



Section 2: Managing the Service Unit

Service Unit Overview ...	14
Service Unit Structure ...	14
Service Unit Plan of Action ...	16
Recruiting Your Team ...	17
Facilitating Communications ...	17
Managing Your Leader Meetings ...	18
Setting Up Your Meeting Space ...	19
Monthly Meeting Agenda ...	19
Service Unit Sign-In Sheet ...	20
Service Unit Bank Accounts ...	21
Managing the Accounts ...	21
Delegating Tips ...	22
Conflict Resolution ...	23
Wrapping Up Your Year ...	24



Section 3: Supporting Volunteers

Onboarding & New Troop Leader Resources ...	25
GSUSA & GSNI Resources ...	26
Volunteer Appreciation ...	27

Look for this space! It is set aside in this manual for your ideas, goals, notes, etc.!





Girl Scout Mission

Girl Scouting builds girls of courage, confidence, and character, who make the world a better place.

Girl Scout Promise

On my honor, I will try:
To serve God* and my country
To help people at all times,
And to live by the Girl Scout Law

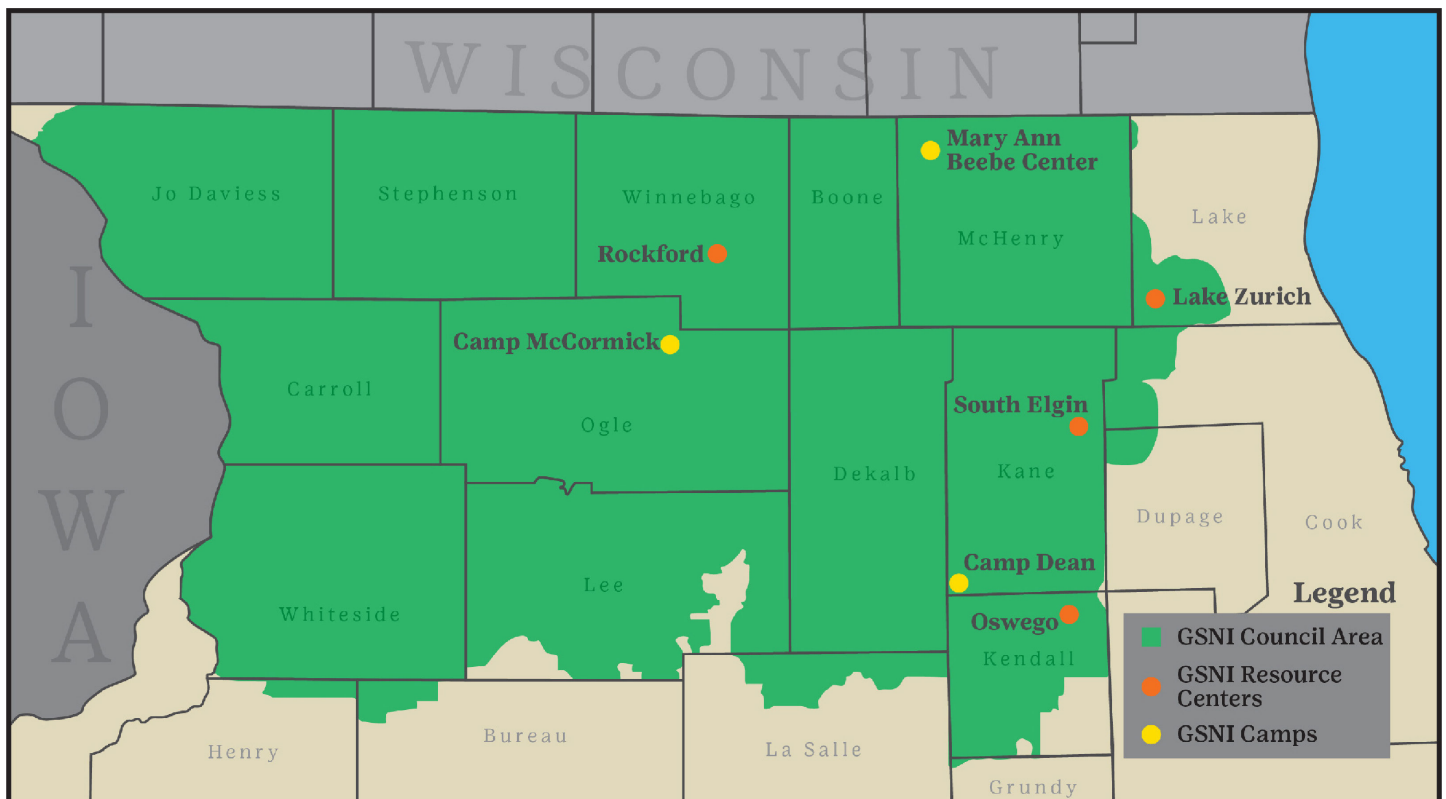
*Members may substitute for the word God in accordance with their own spiritual beliefs.

Girl Scout Law

I will do my best to be
honest and fair,
friendly and helpful,
considerate and caring,
courageous and strong, and
responsible for what I say and do, and
to
respect myself and others,
respect authority,
use resources wisely,
make the world a better place,
and be a sister to every Girl Scout.



Girl Scouts of Northern Illinois



Girl Scouts of Northern Illinois is nearly 13,000 strong—9,000 Girl Scouts and 4,000 adults in 16 counties who believe every Girl Scout can change the world. Visit our locations below, including resource centers and camps.



Resource Centers

Lake Zurich Resource Center

499 Ela Rd.
Lake Zurich, IL 60047

Oswego Resource Center

3425 Orchard Rd.
Oswego, IL 60543

Rockford Resource Center

1886 Daimler Rd.
Rockford, IL 61112

South Elgin Resource Center & Build-A-Bear Workshop

353 Randall Rd.
South Elgin, IL 60177



Camps

Camp Dean

46W253 Camp Dean Rd.
Big Rock, IL 60511

Camp McCormick

9995 North Girl Scout Rd.
Stillman Valley, IL 61084

Mary Ann Beebe Center

17501 Streit Rd.
Harvard, IL 60033



Reflection

Evaluate and reflect on what you're thinking, feeling, and most excited for this year.

1. As a Service Unit Manager, what are you most excited about this year?
2. Any hesitations?
3. Are there any changes you hope to make in your service unit? If yes, what are they, and who can help you accomplish these?
4. What are your goals for the year?
5. What are the challenges and strengths specific to your service unit?
6. Any questions for your Membership Engagement Specialist?

Note: Revisit this page at the end of the year to look back and celebrate your accomplishments!





Service Unit Manager Position Description

Term:

A one-year term that is renewable upon a mutual agreement between volunteer and volunteer's supervisor.

Summary:

The Service Unit Manager is responsible for overseeing the Service Unit Team to accomplish service unit goals.

Reports to:

Membership Engagement Specialist

Support:

The Service Unit Manager will receive support from GSNI's Membership Engagement Specialist, Resource Specialists at the Resource Centers, Product Program Managers, Program Managers, and the Philanthropy Department.

Benefits:

- Strengthen leadership skills
- Enhance communication skills
- Increase management skills

Responsibilities:

- Work collaboratively with the Service Unit Team to form committees necessary to plan, deliver, and evaluate quality Girl Scout service unit events focused on the Girl Scout Leadership Experience.
- Call and preside over a meeting of the Service Unit Team at least three times per year and of the service unit at least five times annually.
- Assist in recruiting Service Unit members and with conflict management within the service unit.
- Cooperate with all Girl Scout volunteers, other service units, and community organizations and agencies as appropriate.
- Attend all Service Unit Team planning meetings with council staff to ensure service unit goals are being met.
- Complete and submit all required paperwork.
- Inform service unit personnel of local and

national policies, standards, and principles and see they are upheld.

- Work with Membership Engagement Specialist to distribute information to troops.
- Support the fund development efforts which includes product program for GSNI.
- Remain informed about, comply with, and communicate the current requirements of change to Volunteer Essentials, GSNI Policies and Procedures, Safety Activity Checkpoints, and state laws.

Qualifications:

- Personal Integrity: Demonstrate dependability, honesty, and credibility.
- Adaptability: Adjust, modify one's behavior, and remain flexible and tolerant in response to changing situations and environments, unexpected obstacles, or diverse people expressing different perspectives, needs, or demands.
- Oral/Written Communication: Express ideas and facts clearly and accurately.
- Fostering Diversity: Understand, respect, and embrace differences.
- Computer Skills: Access to e-mail and the internet.

Additional Requirements:

- Must be at least 18 years of age.
- Be guided in all actions by the Girl Scout Mission, Promise and Law.
- Experience in education and/or adult education is a plus.
- Must be a registered member of Girl Scouts of the USA (GSUSA) and have a background check completed.
- Must have knowledge of Girl Scouting, including Safety Activity Checkpoints and council policies.
- Remain informed about and comply with the most current policies, procedures, and guidelines of GSNI and GSUSA.
-



Service Unit Team Positions

Service unit volunteers (appointed by the Service Unit Manager in partnership with their Membership Engagement Specialist) are dedicated adult Girl Scout members who are working to build the Girl Scout Leadership Experience in their community. Here's an overview of nine important service unit positions.

Girl Scout Organizer

Through recruitment events and/or presentations, the Girl Scout Organizer is responsible for the collection of names and contact information of Girl Scouts and potential adult volunteers in a specific geographic area or school. This position is also responsible for submitting those names to the Membership Engagement Specialist in a timely manner.

Pre-Season–August: Onboarding: Complete Girl Scout Organizer training and position agreement. Help the Membership Engagement Specialist find volunteers within the service unit who can help at open houses, parent meetings, community events, or other recruitment events.

August–November: Organize tables at back-to-school events. Communicate with the Membership Engagement Specialist to get fliers distributed in advance and the right quantity of handouts and promotional goodies to give away to interested participants. It's important to have a nice table set-up and understand what information to convey. Deliver registrations, interest cards, and supplies back to the Membership Engagement Specialist in a timely manner after each event.

Throughout the Season: Stay in contact with your Service Unit Team and Membership Engagement Specialist to assist as needed.

Volunteer Mentor

The Volunteer Mentor ensures all volunteers have access to resources and trainings needed for a successful volunteer experience. The Volunteer Mentor serves as a local resource and support for new and current troop and service unit volunteers ensuring Girl Scouting and GSNI policies and procedures are followed. They are one of the first

service unit volunteers to welcome new volunteers to the service unit.

Pre-Season–August: Onboarding . Complete Volunteer Mentor training and position description.

Throughout the Year: Welcome new troop leadership volunteers and connect them with the support they need, including the Service Unit Team members, service unit volunteer meetings, new volunteer trainings, and various resources.

Registrar

The Service Unit Registrar is responsible for informing leaders about and answering questions concerning membership registration, as well as collecting, checking, and submitting paperwork to GSNI.

Pre-Season–August: Onboarding. Complete Registrar training and position agreement.

August–December: Assist with member registration prior to product programs.

April 1–June 30: Encourage early Spring Renewal. Send out reminders to volunteers and families informing them about GSNI's Spring Renewal incentives and encourage re-registering for the upcoming membership year before the June deadline.

July 1–September 30: Assist with on-time membership renewal.

Throughout the Year: Review the service unit roster by logging into GSUSA's Looker reports to confirm that troop and member information is correct. Communicate any concerns to troop leaders and members and let the Membership Engagement Specialist know if changes need to be made. Also, assist with troop placement since Girl Scouts and families may register all year round.

Treasurer

The Service Unit Treasurer is responsible for overseeing the funds and financial obligations of the assigned service unit in a proper manner.



Pre-Season–August: Onboarding. Complete Treasurer training and position agreement.

August–December: Ensure addition as a co-signer on service unit bank accounts and assist new troops with setting up their troop bank accounts.

April 1–June 30: Remind troops to gather their documents and to complete and submit troop financials to GSNI by the required June 30 deadline. Assist with questions relating to troop financials and assist in collecting them and handing them over to the Membership Engagement Specialist. Prepare and submit service unit financials by June 30. If a troop disbands, help them complete the Troop Disbanding Report to be submitted to GSNI's Customer Care.

Throughout the Year: Manage service unit funds, communicate monthly balance to your service unit, and maintain a budget throughout the year.

Event Coordinator

The Service Unit Event Coordinator is responsible for organizing Girl Scout-led activities that address current interests and needs. This position incorporates the Girl Scout Leadership Experience (GSLE) into short-term events that use Journey and badge content, Girl Scout Handbooks and Badge Booklets, and customized local experiences.

Pre-Season–August: Onboarding: Complete Event Coordinator training and position agreement.

August–October: Meet with the Membership Engagement Specialist and Service Unit Team to prepare the annual Plan of Action, including service unit events proposed for the new membership year. Work with the Service Unit Team on a budget that will be necessary to plan, deliver, and evaluate the quality of Girl Scout service unit events.

Throughout the Year: Manage and work within the event budget according to GSNI's policies and procedures. Complete and submit all required paperwork. Remain informed about and comply with the most current policies, procedures, and guidelines of GSNI and GSUSA.

Recognition Chair

The Service Unit Recognition Chair is responsible for coordinating the service unit's recognitions and nominations for GSNI. This position works with the Service Unit Team to recognize leader achievement, including GSUSA and GSNI volunteer awards, and regular service unit leader recognition. Recognitions Chairs are welcome to join GSNI's Recognition Committee.

Pre-Season–August: Onboarding: Complete Recognition Chair training and position agreement.

January–February: Review the Adult Recognition Guide with service unit members in a timely manner and submit nominations. Promote and encourage service unit members to nominate qualified volunteers for awards.

January–May: Work with the Service Unit Team and consider planning a Service Unit Recognition or Volunteer Appreciation event. Attend and promote GSNI's Annual Meeting/Recognition event.

Throughout the Year: Recognize volunteers at meetings throughout the year, including certified leaders and Service Unit Awards. Stay in contact with your Service Unit Team and Membership Engagement Specialist to assist as needed.

Juliette Mentor

The Juliette Mentor connects individually registered Girl Scouts to the service unit and GSNI. The Juliette Mentor provides information and support about the Girl Scout Leadership Experience (GSLE), Badges, Journeys, and encourages participation in Product Programs, GSNI council-sponsored events, GSNI resident camp, and volunteer-led day and twilight camps.

Pre-Season–August: Onboarding. Complete Juliette Mentor training and position agreement. Throughout the year: Stay in contact with your Juliette Girl Scouts, your Service Unit team, and your Membership Engagement Specialist. Assist and support your Service Unit's Juliette Girl Scouts as needed.



Section 1: Introduction

Service Unit Manager Guide

Fall Product Coordinator

The Fall Product Coordinator directs and coordinates the annual Fall Product Program at the Service Unit level.

Pre-Season–August: Onboarding. Complete Fall Product Coordinator training and position agreement.

August: Complete council Fall Product training, remind troops to check that everyone participating has renewed their membership for the new membership year, and make sure all Fall Product Chairs have completed the mandatory online Fall Product training before getting their packets.

Throughout the sale: Support your troops and make sure they are following sale dates and procedures.

After the sale: Wrap-up after Fall Product program and make sure products and rewards are delivered to your Fall Product Chairs.

Cookie Coordinator

Coordinate the Girl Scout Cookie Program (largest girl-led business) at the service unit level by directing and mentoring Troop Cookie Chairs, and assisting troops with the cookie management software, cookie inventory orders, delivery of cookies, and distribution of rewards.

Pre-Season–November: Onboarding: Complete Cookie Coordinator training and position agreement.

November–December: Attend a council cookie program training and get your cookie preparation materials. Communicate instructions to Troop Cookie Chairs to complete the mandatory online cookie training and the date, time, and location of your service unit cookie meeting. At your service unit cookie meeting, prepare troops for the program and hand out packets.

January–March: Monitor your troops during the cookie program. Answer any questions, help with assignment of cookie booths, and manage troop allocation of cookie inventory and rewards.

March–May: Wrap-up after the cookie program. Ensure that Girl Scouts receive their rewards on

time, that troops follow the cookie return policy, and that any necessary paperwork, such as non-sufficient funds documentation is turned into GSNI on time.

Some service units host volunteer-led day or twilight camps. Those service units have a 10th Service Unit Team position:

Day or Twilight Camp Director

The Day or Twilight Camp Director is responsible for the implementation of a quality camp program and the safety and happiness of campers and volunteers. This position will provide support to the volunteers working directly with the campers. However, the Director will at times work directly with the campers, as well.

Responsibilities/Tasks:

- Attend committee meetings to assist in the planning.
- Become familiar with Girl Scouts of the USA (GSUSA) and GSNI camping objectives and cooperate with the day/twilight camp committee in carrying out its goals.
- Maintain high standards for leadership, program activities, health, and safety.
- Maintain authority for any decision while camp is in operation, except when a medical decision is required by the first-aider or nurse.
- See that emergency procedures (fire, tornado drills, health and safety, evacuation, etc.) are developed and observed.
- Recruit, select, place, train, and supervise all camp volunteers.
- Supervise the placement of campers in units.
- See that the camp adheres to GSNI's day/twilight camp policies.
- Develop program focusing on the five outcomes of the Girl Scout Leadership Experience.
- Coordinate camp activities, organization, camp government, use of facilities, and program consultants.
- Preside at all staff and camp council meetings.
- Manage budgets, ensuring that the handling of funds meets GSUSA's policies and procedures.
- Manage camp equipment and facilities.
- Notify parents and guardians of illness or injury of a camper.
- Maintain high morale among campers and volunteers.



SU Manager Important Topics by Month

August

- See that all necessary records are kept and turned in according to schedule.
- Obtain a written evaluation from staff and campers to aid in future planning.
- Follow safety standards as per GSUSA Safety Activity

September

- Review Service Unit Plan of Action and budget
- Send On-Time Renewal and Honor Troop reminders
- Plan and carry out Service Unit Recruitment Events
- Review next year's membership goals
- Promote the Fall Product Program
- Promote upcoming online and in-person trainings

October

- Host a rededication ceremony for your service unit.
- *Juliette Low's Birthday 10/31*
- Add new leaders to communications
- Fall Product Program in progress
- Review safety guidelines and important GSNI forms
- Recognize and publicly appreciate volunteers
- Promote recruitment of Troop Cookie Chairs

November

- Promote online Troop Cookie Chair Training
- Remind leaders to check rosters prior to the cookie program
- Membership and council updates
- Service Unit Team Report
- Plan World Thinking Day activities
- Recognize and publicly appreciate volunteers

December

- Finish Troop Cookie Chair Training
- Remind leaders to check rosters before cookie program
- Host an investiture for new volunteers
- Start planning spring/summer events and camp
- Promote the Girl Scout Cookie Program
- Promote Annual Volunteer Recognition

January

- Review Plan of Action by 1/31
- Cookie program in progress
- Discuss World Thinking Day and Girl Scout Week
- Plan Service Unit Day/Twilight Camp
- Membership, events, and council updates
- Volunteer Recognition Promotion

February

- Nominations due for annual volunteer recognition
- World Thinking Day on February 22
- Cookie program update
- Plan Service Unit Day/Twilight Camp
- Discuss spring recruitments
- Membership, events, and council updates

March

- Plan Recognition/Highest Awards Events
- Girl Scout Sunday, Girl Scout Week & Girl Scout Birthday 3/12
- Discuss GSNI Annual Meeting attendance
- Begin talk about Bridging Ceremonies
- Recognize and publicly appreciate volunteers

April

- Share info on Spring Renewal
- Recruit next year's Service Unit Team (if there will be vacancies)
- Membership events and council updates
- Send reminders that Troop Financials are due 6/30
- GSNI Annual Meeting
- Recognize and publicly appreciate volunteers

May

- Create next year's Service Unit Plan of Action
- Report on GSNI's Annual Meeting and service unit recognitions
- Collect Troop Financials due 6/15
- Promote Extended Membership and Renewal
- Distribute Day/Twilight Camp and Highest Awards information

June

- Do a final review of current Plan of Action by 6/30
- Collect or submit Troop Financials through VTK due 6/30
- Promote Extended Membership and Renewal
- Recruit new Service Team Members
- Host Service Unit Appreciation Event

July

- Continue to promote On-Time Renewal
- Recruit Service Team Members
- Service Unit Day/Twilight Camp in progress
- Possible summer service unit events
- Begin thinking about service unit recruitment events
- Take a break!



It's Teamwork!

Working with your Membership Engagement Specialist:

My Membership Engagement Specialist is: _____

Email Address: _____

Phone #: _____



Your Membership Engagement Specialist (council staff) is responsible for recruiting, on-boarding and supporting troop leaders, troop volunteers, and service unit volunteers and provides ongoing support of youth and adult membership in assigned geographic areas. This is done in partnership with Service Unit Managers (you!) and members of your Service Unit Team.

Developing a partnership with your Membership Engagement Specialist:

Build trust. One person may develop trust by just having a friendly conversation with someone, while another person may need more time to evolve to this level. As a volunteer Service Unit Manager, you should bring a positive attitude, leadership knowledge, skills, and experience to enhance and add value to the partnership! (We promise to do the same!)

Set goals and expectations. Goal-setting is helpful in determining realistic responsibilities of both partners. What do we expect from you? What do you expect from us? It's important we have a clear understanding on both sides so we can support each other as we work to achieve our goals for the service unit.

Communicate openly and frequently. A successful partnership has open and frequent communication. Communication can be a call, e-mail, text, personal message, or an in-person meeting. But it is important that communication occurs regularly. Developing clear expectations and standards for communication will not only provide support to you in your role but will keep you in the know about council information.

Remember...

- Make sure you discuss any conflicts and/or issues facing the service unit
- Identify areas for growth and share the service unit's successes with your Membership Engagement Specialist
- Identify needs of additional support with your Membership Engagement Specialist

Contact your Membership Engagement Specialist for...

- Support and Training
 - Girl Scout (GS) Organizers
 - Joining Girl Scouts
 - Recruitment Events, open houses parent nights, etc.
 - Onboarding and tracking of new volunteer training
 - Talking about community involvement
 - New Troops
- Questions related to:
 - "How to join" or "getting a troop started"
 - Volunteer or leader approval process
 - New Volunteer Onboarding



Working with your Program Manager - Training and Development:

My Program Manager-Training and Development is: _____

Email Address: _____

Phone #: _____



The Program Manager - Training and Development is responsible for providing volunteer trainings and resources to all geographic areas of the council. This is done in partnership with Service Unit Managers and Membership Engagement Specialists.

Contact the Program Manager - Training and Development for...

- Support and Training
 - Service Unit Position Training
 - Volunteer Training
 - Volunteer Troolkit Support
 - gsLearn Support
 - First Aid and CPR Training Request

- Questions related to
 - All of the above

Contact Customer Care to answer any questions or to be connected to other GSNI staff members at: 844-476-4463 or customercare@girlscoutsni.org.



Girl Scout Programs & Events

What's the Girl Scout Program

Girl Scouts have tons of fun, make new friends, and go on fantastic new adventures! Our program centers on something called the Girl Scout Leadership Experience or GSLE—a collection of activities and experiences Girl Scouts have as they complete Journeys, earn Badges, sell cookies, go on exciting trips, explore the outdoors, and do Take Action projects that make a difference.

Girl Scouts will:

Discover: Find out who they are, what they care about, and what their talents are.

Connect: Collaborate with other people, locally and globally, to make a difference in the world.

Take Action: Do something to make the world a better place.

Volunteer Toolkit is where adults can find exciting Badges, information on bridging, Highest Awards, Girl Scout history, and traditions! These can also be found in GSUSA's new level handbooks for Daisy through Seniors and badge booklets.



Troops can also earn GSNI's Honor Troop patch! The Honor Troop guidelines provide your troop with a roadmap for your Girl Scout year. Following this roadmap will lead to an exceptional experience and set your troop up for success!

Council Programs



S'mores Patch Program

GSNI offers a wide variety of programs and events that enrich experiences in Girl Scouting. Programs and events are listed on the council website www.girlscoutsni.org and are updated regularly. Girl Scouts who participate in two activities each season can qualify for the S'mores stackable fun patch.

- Product Program (Fall Product and Girl Scout Cookie Program)
- Girl Scout Camp: Day, Troop, and Sleep-away Camps

- Community programs and resources
- Outdoor programs and activities
- Girl Scout travel opportunities (Getaways and Destinations)



Add-A-Friend

Girl Scouts and volunteers can earn the Add-A-Friend patch and charms when they invite a new member to join Girl Scouts. Girl Scouts and volunteers will fill out the request form once their friend registers to join Girl Scouts.



Outdoor Challenge Patch

The Outdoor Challenge Patch program is an exciting way Girl Scouts of all ages can have fun while learning more about the outdoors. The program runs throughout the year and has activities based on grade levels and seasons.



Outdoor Skills Patch and Charms

Our Outdoor Skills Patch program is designed for troop leaders to teach Girls Scouts the 8 Basic Outdoor Skills! Click [here](#) to download the Outdoor Skills Patch and charm requirements.



Camp Challenge Patch

Any GSNI family and troop can participate in the Camp Challenge Patch program. Girl Scouts can earn this unique fun patch and flames for spending at least one night camping at any of our camps with family or their troop (council-sponsored events and summer camp do not qualify).

For more GSNI outdoor programs, check out our [Get Outdoors with GSNI](#) webpage.

SU Events & Summer Camps

Your service unit can plan programs annually for Girl Scouts and their families in your area. Service Unit Event Coordinators oversee all events and activities to make sure they are following safety checkpoints and standards of good programming



and that they are focused on the Girl Scout Leadership Experience.

Service unit programs and events help Girl Scouts see beyond their troop and connect with other Girl Scouts and adults in their communities. Events commonly hosted by service units include community-wide service projects, Highest Awards ceremonies, summer day and twilight camps, family events, cookie rallies, World Thinking Day events, celebrations, and more!

Electronic Payment and Policy

Service units and day/twilight camp committees can set up their own online registration accounts. Pricing information is listed on each site. It is up to the service unit or day/twilight camp committee to decide which vendor best suits the needs of their service unit or camp. These options are as follows:

- www.eventbrite.com
- www.ticketbud.com
- www.signupgenius.com
- Rallyhood

Service units and day/twilight camps can set up payment management systems using the service unit or camp bank account. It is up to the service unit or day/twilight camp committee to decide which of the following vendors best suits the needs of the service unit or camp.

- www.paypal.com
- www.squareup.com
- Stripe in Rallyhood

Service units are to set these accounts up themselves. Note that GSNI does not provide technical support. Each online management system has its own tech support.

Sometimes online registration is not possible because of financial assistance or if a member is using GSNI e-codes for payment. This is because these management systems do not accept GSNI e-codes. The service unit or day/twilight camp committee should be providing a paper registration form or packet to those parents paying with e-codes or to those requesting financial assistance.

Inclusion and Diversity



Inclusivity is a big part of Girl Scouts. From the very first moment our founder, Juliette Gordon Low, mentioned her plans to start Girl Scouts, it was

set to be an organization for “all of America, and all of the world.”

Beginning with the first gathering in 1912 of 18 culturally and ethnically diverse members, Juliette Gordon Low broke the conventions of the time by reaching across class, cultural, and ethnic boundaries to ensure each Girl Scout had a place to grow and develop their leadership skills.

Girl Scout of Northern Illinois

Diversity and inclusion have been core values of Girl Scouts since its founding in 1912. Girl Scouts of Northern Illinois and Girl Scouts of the USA value diversity in all its forms and do not discriminate on the basis of race, religion, ethnicity, sexual orientation, gender identity, socioeconomic status, national origin, or physical, social, emotional or developmental ability. Girl Scouts of Northern Illinois is an inclusive organization that welcomes youth members and adults regardless of race,

ethnicity, religious beliefs, or socioeconomic status. Girl Scouts membership is open to those who accept the Girl Scout Promise and Law.

Inclusivity in Volunteer Recruitment

We make every effort to ensure the Girl Scout Movement continues forward, that all members have an equal opportunity to participate, and that appropriate adult leadership is available for youth members. Girl Scouts of Northern Illinois focuses on recruiting and retaining membership that is reflective of the diversity of the communities it serves, from a variety of sources and through different participation pathways.

Take Note

Everyone’s needs are unique, so ensuring inclusivity will look different depending on your Girl Scouts, troops, and service unit. Questions? Speak with your Membership Engagement Specialist and review the tips below.

- Discover what it means to be inclusive.
- Understand your responsibilities to make all individuals feel welcome.
- Learn more about welcoming those of all abilities & treating each person with respect!

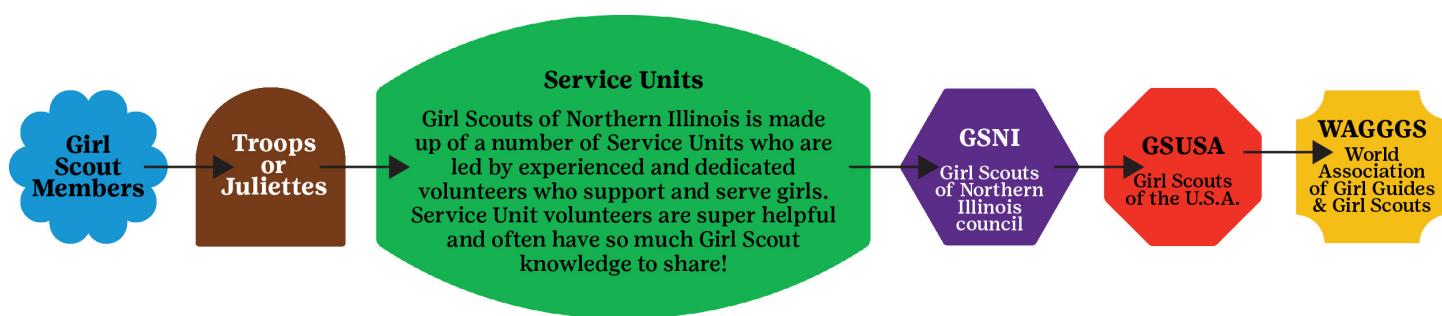


Service Unit Overview

Each Girl Scout is a member of a local service unit, which is a geographically-based region within our Girl Scouts of Northern Illinois Council.

Service units are managed by teams of council staff, the Service Unit Manager, and volunteer leadership. Recruited Service Unit Teams provide critical local support to troop leaders, Girl Scouts, and families! They also help:

- Form new troops and register Juliettes (individually registered youth members) each year.
- Provide direct support to Girl Scouts and adults, including Juliettes.
- Educate the community about the benefits of Girl Scouting, especially relating to leadership skills.
- Act as a communication center for Girl Scouts.



_____ *Service Unit Team Structure:*

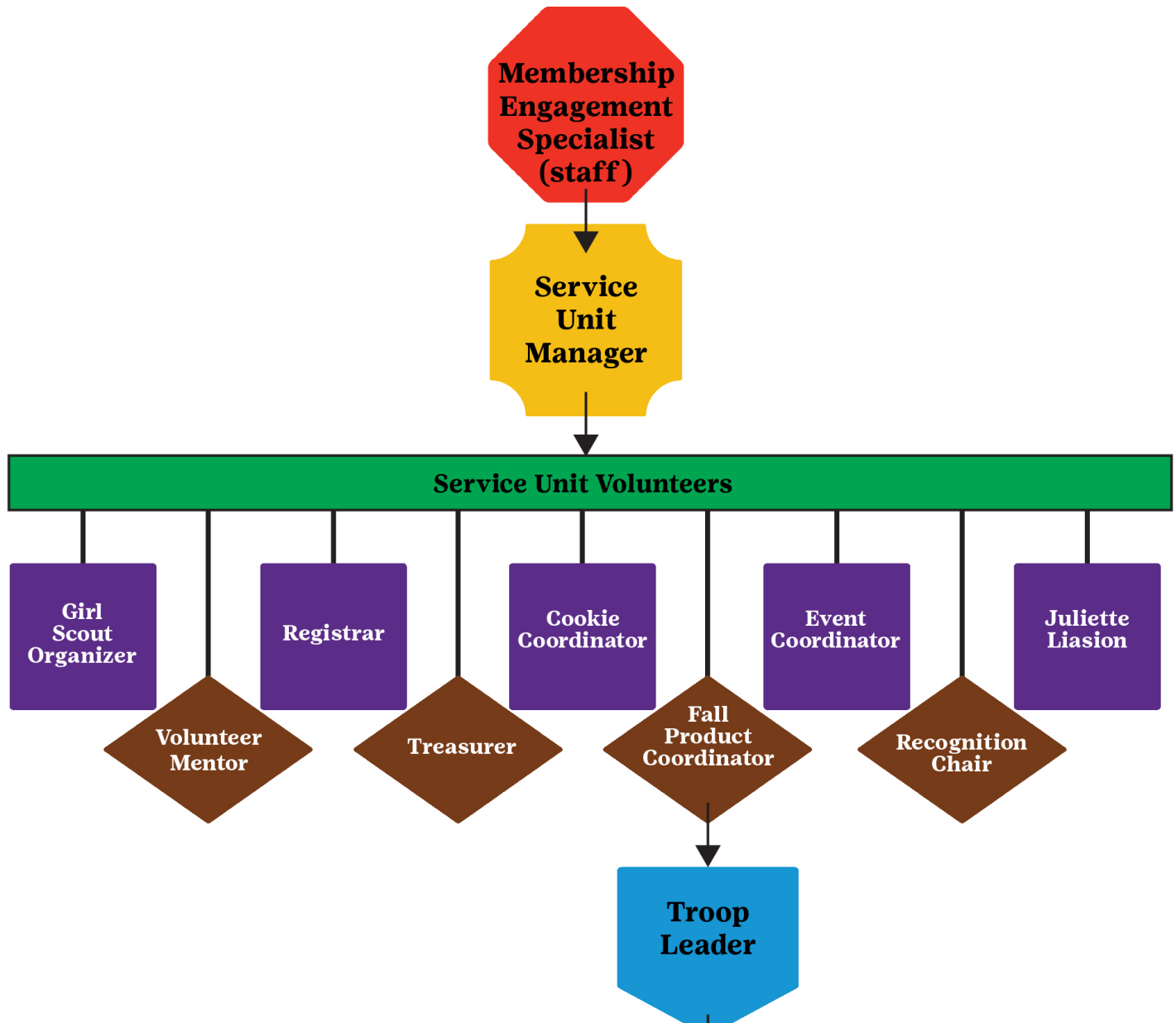




Service Unit Structure

Your service unit is led by a team of volunteers who support troop leaders and are passionate about building courage, confidence, and character in Girl

Scouts! A strong Service Unit Team has at least five unique people within its key positions. Here's a list of potential service unit volunteer roles:



Service Unit Team Structure:





Service Unit Plan of Action

A Service Unit Plan of Action is a comprehensive set of goals for the service unit, including the activities and human resources needed to reach them. It is based on priorities identified by GSNI, as well as input and feedback from the Girl Scout and adult members of the service unit. It takes into consideration community and school calendars, national goals, and other factors that may affect the plan. The plan is specific and measurable, serves as a map toward goals, and is designed by the Service Unit Team.

Over the summer or early fall, you will meet to plan your upcoming year and create your Service Unit Plan of Action. You will meet again before January 31 and before June 30 to review this Plan of Action and your service unit's progression in reaching the goals you set. You may make adjustments throughout the year as plans change and celebrate your service unit's accomplishments and goals met!

Step 1: Education

Explain to your Service Unit Team members the purpose and process of developing your Service Unit Plan of Action and encourage them to think about possible goals. Areas to consider are recruitment, retention, community visibility, volunteer development and recognition, unserved schools/areas, and service unit events.

Step 2: Data

Gather and document feedback and information from adult volunteers, Girl Scouts, and your community. You may include member or parent surveys or polls, discussions with volunteers or parents, school calendars, and regional events dates.

Step 3: Schedule Meeting Location

Schedule a date, time, and location for your Service Unit Team planning meetings. Choose a comfortable and well-lit room, a time and location that is convenient for as many of them to attend as possible and consider providing a possible refreshment.

Step 4: Plan of Action Meeting

Go through each section of the Plan of Action with your Membership Engagement Specialist and your team members. Ask them for input and suggestions and plug in the names of volunteers who will accomplish each activity. Fill in the calendar and each section with ideas for activities, community events, meetings, and other fun programs your team suggests.

Step 5: Share the Plan

Share the information in this Plan of Action with your entire service unit membership. Publicize events and educate your members in their role in the success of this plan.

Step 6: Implementation and Review

Implement your plans for the year and evaluate your progress on a regular basis. Make changes as needed and inform your Membership Engagement Specialist of these. Keep leaders informed about progress and ask them to share events and activities with their troop's parents. At your final meeting in the spring, check with your Service Unit Team members to see who is interested in continuing into the next membership year and work on filling any open team positions as you begin planning for the upcoming year.

Goals:





Recruiting Your Team

Service Unit Teams thrive when there is a committed and diverse pool of adults to be considered for positions. It's important to identify individuals who understand and can commit to fulfilling the Service Unit Team position requirements. To get you started, here are some tips on recruiting superstar volunteers.

- Familiarize yourself with the requirements needed for each of the volunteer positions.
- Observe the skills and abilities of others as they work in the service unit.
- Consider skills an individual may want to develop that they could apply in their career.

- Make a personal request with a specific job in mind.
- Consider recruiting former troop leaders, lifetime members, Girl Scout alums, and community members.
- Be honest about the time commitment the position will require.

Note: Sometimes you may have open positions on your Service Unit Team and may need help from your Membership Engagement Specialist in getting those roles filled. Have no fear! We're here to help!

Facilitating Service Unit Communications

Communication is the key to your service unit's success. As lives become busier and technology advances, individual volunteers may have different preferred communication methods. That's why it is important that Service Unit Managers keep communication lines open and utilize text, e-mail, Rallyhood, or whatever works best for your team.

While you hold the responsibility for facilitating communication, each team member plays a part in creating an environment that allows all volunteers' voices to be heard. Don't forget, your Membership Engagement Specialist is here to help! We have resources available, and we're just a phone call or e-mail away if you want personal support.

What does good communication look like in the service unit?

- There should be a forum for open discussion.
- Volunteers are allowed to share successes and challenges.
- Diverse viewpoints are expressed and valued.

Let volunteers know what to expect from you and the team members:

- Explain your role as a Service Unit Manager and the role of each team member.
- Identify who the volunteers can go to for help if they have questions.
- Discuss frequency/importance of team and Service Unit Meetings.

- Let them know your service unit's current methods of communication.

Be aware of the needs of volunteers:

- Recognize what motivates volunteers. (It's not the same for everyone.)
- New leaders may feel isolated or overwhelmed. Make sure your Volunteer Mentor is providing support.
- Experienced volunteers may look for new opportunities to share their leadership skills. Encourage and help them to broaden their interests.

Be available when you are needed:

- Listen actively and offer advice in a supportive manner.
- If you don't know the answer to a question, let the volunteer know that you'll search for an answer and tell them as soon as possible. (You can always ask your Membership Engagement Specialist if you have questions!)

Address conflict:

- Address conflicts immediately when presented by team members.
- Contact your Membership Engagement Specialist for guidance and support.
- Your role as Service Unit Manager is to be impartial when presented with conflicts and be able to give and handle constructive feedback.



Rallyhood



Rallyhood is an all-in-one platform for Girl Scout communication and collaboration, combining many of the tools Girl Scout service units use to communicate with volunteers and families. This

platform also helps manage event promotion, registration, and payment; share photos; post, respond, and collaborate with other volunteers and parents, and more!

Service Unit Managers are invited to take Rallyhood training. We'll work with you and your

team to set up or update your Rallyhood Rally. Service Unit Managers and their teams are also encouraged to review the 415 Let's Get Started with Rallyhood training path in gsLearn for a more in-depth look at all the functions of Rallyhood available to service units and troops.

For information on how to set up your Stripe account for collecting payments during event registration in Rallyhood; please see the Service Unit Bank Account section of this manual and the 415 Service Unit Treasurer's Training in gsLearn.

Managing Your Leader Meetings

Make them great & keep leaders coming back!

Most service units host in-person meetings for team members and troop leaders throughout the program year. Service units can meet monthly or every other month—it's up to you and your team to determine a frequency that works best for your service unit! Service Unit Meetings are a valuable opportunity to share updates, generate ideas, and build relationships.

Arrange for a meeting space:

- Select a school, church, community building, or a business with a large room.
- Coordinate with Service Unit Team members to select a meeting day and time.
- Suggested meeting length is 1 to 1.5 hours.
- Arrange chairs/tables so that everyone can see.
- Virtual meetings on Zoom or other virtual meeting platform can be an option during winter months.

Work together to set the agenda:

- Solicit topics to be discussed from team members and GSNi's e-newsletter.
- Determine the best order of topics and how much time is needed.
- Conduct meetings in an efficient manner with a defined timeline.
- Include leader enrichment training or presentations to educate and assist leaders.
- Ensure that team members relate to each other and are empowered to deliver presentations and make informed decisions.

Call the meeting:

Use a simple method such as email, social media, or phone. Setting a standard date and time is beneficial in establishing regular attendance.

- Make arrangements if equipment is needed (projector, markers, laptop, screen, etc.).
- Allot time for open floor discussions.

Set the tone:

- Start and end on time.
- Adhere to the agenda.
- Guide the discussion.
- Summarize the conclusions reached.
- Develop rapport.
- Don't read to them.
- Keep it short.
- Speak clearly (vary your speed/pitch, don't rush).
- Have other team members present, involve the audience if possible.
- Smile and look at your audience.

Remember! A successful meeting should include team building, skill building, and task completion.

Ideas:



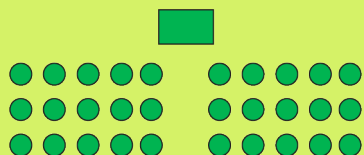


Setting Up Your Meeting Space

Whether you are setting up a service unit presentation or training volunteers, room set-ups and seating arrangements can make all the

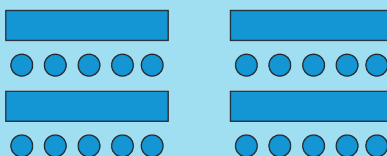
difference. Here are ways you can set up your space:

Auditorium



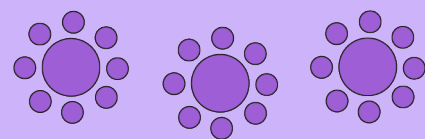
Appropriate for short meetings or larger groups. Not ideal for note-taking.

Classroom



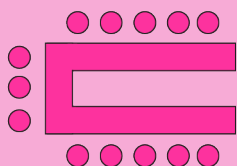
Great for longer meetings and allows for note-taking and consumption of food.

Banquet



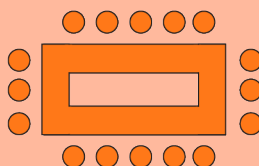
Appropriate for meals and small group discussions. For larger events, place a Service Unit volunteer at each table.

U-Shape



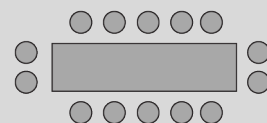
Audience interaction is enhanced with members facing one another.

Hollow-Square



Great for groups less than 40 with a presenter/panel seated at the head of the table.

Conference Style



Popular for small meetings and encourages audience interaction as they all face inward.

Monthly Agenda (Sample)

_____ Service Unit

- | | |
|--|--|
| <p>I. Opening – Flag Ceremony, Girl Scout Promise, and Girl Scout Law</p> <p>II. Welcome Activity – Ice Breaker</p> <p>III. Monthly Recognitions- Trained to Lead patches and charms, National Recognition rewards, Investiture or Rededication Ceremony for volunteers</p> <p>IV. Business</p> <ul style="list-style-type: none"> a. Team Reports i. Registrar ii. Recruitment (GS Organizers) iii. Volunteer Mentor (new volunteers, | <ul style="list-style-type: none"> volunteer training opportunities, badge activity ideas) iv. Event Coordinator (upcoming events and plans) v. Product Program Report (Fall Product and Girl Scout Cookies) vi. Other b. Council Announcements/Reminders <p>V. Enrichment activity for all volunteers (could be a special speaker, activity planned by the service unit, or networking activity)</p> <p>V. Closing</p> |
|--|--|



Service Unit Manager Guide

Service Unit Sign-In Sheet

Service Unit _____ Date: _____

[illegible]



Service Unit Bank Accounts

Each service unit must have a checking account. This account must be used solely in support of the Girl Scout program. Here are a few procedures to follow:

1. There must be two registered, background-checked, trained Girl Scout adults who are not related to each other on all service unit bank accounts. GSNI does allow a maximum of three Girl Scout adults who fill the criteria above on service unit bank accounts. These signers may include but are not limited to the Service Unit Manager, Service Unit Treasurer, or Service Unit Event Coordinator.
2. All volunteers who handle money must be a currently registered Girl Scout member with an approved background check and have completed GSNI's 415 Service Unit Treasurer's Training.
3. Service unit bank accounts and the funds therein are subject to being randomly audited by GSNI.
4. Reimbursement from service unit accounts should only be made with appropriate supporting documentation and receipts.
5. The annual Service Unit Finance Report, accompanied by copies of all bank statements, copy of the bank ledger, and all Service Unit Event budget summaries must be submitted for review to your Membership Engagement Specialist by June 30 each year.
6. All bank statements, check registers, and supporting documentation (receipts, invoices, canceled checks, etc.) must be maintained for three years by the Service Unit Manager or Treasurer.

How Your Service Unit Is Funded & How Funds Can Be Used:

Funds are provided to the service unit by Girl Scouts of Northern Illinois at \$0.75 per Girl Scout, based on Girl Scout membership statistics of the previous year to be used for adult-related costs, including administrative costs (making copies, volunteer training, etc.) and adult recognitions.

Girl Scouts of Northern Illinois provides funding for service units meeting on-time renewal, membership, and product program goals. Also,

service units can request fundraisers by submitting a Service Unit Money Earning Application to GSNI. These funds could be used for:

- Monies designated for Service Unit Events and received from product program proceeds must be used to host Girl Scout events and purchase items for those events.
- Postage, paper, printing, or materials for Service Unit Meetings, or items to use as volunteer give aways or recognitions.
- Flags, videos, bridges, candle holders, parachutes, and some camping equipment may be available for check-out from a GSNI Resource Center or camp. If available, items must be reserved in advance, and a small deposit may be required.
- Storage of service unit equipment.

Managing the Accounts

The Service Unit Manager or Service Unit Treasurer is responsible for coordinating deposits, expenditures, and financial reporting for and to the service unit. Since the money belongs to the service unit, it is important that the management of funds is transparent for the volunteers, as well as the council.

Purchasing supplies and requesting reimbursements correctly for your service unit is an essential part of managing your bank account. Follow these guidelines to keep the process easy for you and your service unit:

Purchases

Whenever possible, purchase supplies, equipment, goods, and services with the service unit debit card. Use the Sales Tax Exempt Letter for all purchases. It is also important to only use the service unit bank account for appropriate service unit expenses, including but not limited to:

- Supplies, goods, and services purchased for service unit use
- Service Unit Events and field trips
- Volunteer recognitions (such as leader recognition awards and pins)
- Purchase of food for Service Unit Meetings or events is acceptable a few times a year but should be limited to special occasions



Section 2: Managing the Service Unit

Service Unit Manager Guide

Debit Cards

Each service unit may obtain a debit card to be used for payments. The card is for official Girl Scout business only.

- Debit cards should only be issued to currently registered Service Unit Managers or Treasurers who have completed a background check.
- The cardholder is responsible for obtaining purchase receipts, securing the card, and legally responsible for transactions posted to the card.
- Debit card expenditures should be reconciled monthly to ensure there are no unauthorized expenditures to the account.
- Inappropriate debit card usage will result in forfeiture of the debit card privilege.
- ATM withdrawals for cash are discouraged.
- Credit cards will not be authorized, since borrowing money is not allowed for service unit accounts.

Changes Made to the Service Unit Account

At any time when a change of signer is needed or a

change of bank is needed, the Service Unit Manager or Service Unit Treasurer should request a change of signer or new bank account letter by filling out the [Girl Scout Banking Documents Request Form](#). Your Membership Engagement Specialist will receive the request and prepare the documents for you after confirming training and membership.

Information that should be included in the request is as follows:

- Name of signers going on the account
- Name of signers going off the account
- Name of the bank
- Address of the bank

Once the new ACH Agreement and bank letter is received by the volunteers, the volunteers are advised to call the bank to make an appointment before going to the bank to make any changes. The completed updated ACH Agreement and a copy of a voided check or any new debit cards for the account must be submitted to the Membership Engagement Specialist within two weeks of the bank changes.

Delegating Tips

You don't have to do it alone!

As a Service Unit Manager, you can begin supporting your team by delegating tasks. Not only is it okay to ask for help, it's important to delegate work to allow team members to become comfortable in their positions, build skills, and demonstrate their leadership abilities in the service unit.

Why delegate?

- You can't (and shouldn't!) do it alone.
- You build a team of experienced volunteers.

What happens when you do it all alone?

- You end up over-extended.
- People stop volunteering to help.
- Resentment and ill-feelings can build.
- No new leadership is developed.

How do you make delegation work?

- Maintain regular communication.
- Be interested in other ideas and viewpoints.
- Let the volunteer do the job.
- Be sure the volunteer understands what the job entails.

Pitfalls to avoid:

- Coercing volunteers into jobs they'd rather not do.
- Letting someone continue in a job when nothing is getting done.
- Asking the wrong person to do the job or choosing "warm bodies".
- Asking the same people over and over again.
- Trying to answer every question.

Examine Your Understanding Below

What does delegating mean to you?

1. Name a time when you should have delegated and did not. *What were the results?*
2. Name a time you successfully delegated. *What were the results?*
3. If I do all or many of the jobs myself, what message will that send to my team members? *Will I burn out?*

Remember to keep team members engaged. Support them by allowing them to answer questions and share their expertise!





Conflict Resolution

In this section, we will provide some useful conflict resolution tools. Please keep in mind that GSNI staff is here to support and help resolve any conflict that arises.

Defining Conflict

Defining conflict and understanding why it occurs is the first step to preventing it or learning how to handle it. Some typical definitions or types of conflict include:

- Differences of opinion
- Disagreements on how to handle issues
- Complaints about performance or direction
- Financial disagreements
- Criticism of behaviors or attitudes

Conflict Management Behaviors

The following behaviors can be useful in helping you effectively deal with conflict:

- **Use “I” statements.** Let the other party know how you feel when the conflict is occurring, as well as your reaction to the conflict. Also, let the other person know which of your rights you feel is being ignored in the conflict. Example: “I don’t like it when you don’t follow through on your assigned tasks. It makes it difficult for me to do my job, if yours isn’t getting done. This behavior is not considerate to me or my time.”
- **Be assertive, not aggressive.** Speak about your feelings and your reactions. Keep the statements focused on how you are behaving, thinking, and feeling rather than on how the other is acting. Try to take the emotions out of it and focus on the issue or behavior that has caused the conflict.
- **Avoid blaming.** This will keep the communication flow going. It encourages understanding and empathy. It recognizes that for a conflict to exist there must be at least two parties who are adversely affected by the conflict.
- **Speak calmly and rationally.** In this way you will be listened to, and you will be able to maintain better control of yourself. Otherwise, the other person may take on a defensive attitude.
- **Create an atmosphere of cooperation.** In

an attempt to create an environment of cooperation after a conflict, all parties involved must feel they are being listened to and understood, and that their rights are being respected. They must have a desire to work things out, and they must be committed to the process of working through the problems.

- **Show respect for yourself and others.** You will gain more in resolving a conflict by showing respect than by showing disrespect. If you are on the receiving end of disrespect, remove yourself from the situation as soon as possible. When things have cooled down, resume the discussion in a more respectful manner.

Tip: If the problem is not resolved, the volunteer may formally discuss the situation with your membership engagement specialist to seek a solution.

Additional Resource: Service Unit Managers are welcome to complete the GSUSA Navigating Conflict with Confidence course in the gsLearn Content Library for more ideas on how to handle conflict.

List of helpful resources:





Wrapping Up Your Year

1. Plan of Action Final Review – Reflect:

Late in the spring, your Membership Engagement Specialist will meet with you and your Service Unit Team to complete an end-of-year Plan of Action review. The evaluation process is a valuable time to look back on your service unit's year, celebrate successes, identify opportunities, and provide feedback regarding how GSNI can best support your team.

2. Annual Finance Report – Due June 30

All service units must complete and submit a [Service Unit Annual Finance Report](#). Reports are submitted either directly to their Membership

Engagement Specialist or can be emailed to customercare@girlscoutsni.org. Find the Service Unit Annual Finance Report cover on our website or in the links section of the Service Unit Managers Rally in Rallyhood.

3. Spring Planning & Volunteer Led Day Camp

Most Service Unit Teams get together late in the spring to briefly discuss plans for the upcoming year and see who is interested in continuing as a member of the Service Unit Team the following year. Also, they may discuss any Service Unit Volunteer-Led Day Camp or Twilight Camps they have planned during the summer.

Our Service Unit accomplishments:





Onboarding & Resources for New Volunteers

Service units partner with GSNI staff to onboard new volunteers throughout the year. There is always something the service unit can do to support new volunteers and troops. Service units can collaborate with their Membership Engagement Specialist through GS Organizers to recruit new families and volunteers. The Service Unit's Volunteer Mentor can engage with Membership Engagement Specialist to welcome and guide new volunteers (no matter the volunteer role) to Girl Scouts and the service unit. The possibilities are endless!.

GS Organizers will provide the following new volunteer resources to potential volunteers during any recruitment events:

- New Troop Leadership Volunteer Checklist and Training Requirements
- New Troop Product Volunteer Checklist and Training Requirements
- New Troop Volunteer Checklist and Training Requirements

GS Organizers can request other recruitment materials from their Membership Engagement Specialist throughout the year.

Once new volunteers have registered into their role, they will receive a welcome letter from GSNI reminding them to complete their background check and watch for their training assignment email. The Program Manager for training and development will assign training within 24 business hours and send their training assignment email with important information about deadlines and access to gsLearn. The Membership Engagement Specialist will be included on the training assignment emails so they are aware of the training deadlines and can check in with the new volunteers as they go through training.

Plans for new volunteers:





GSUSA and GSNI Resources for Volunteers

Volunteer Toolkit

The Volunteer Toolkit (VTK) is a digital resource developed by GSUSA specifically for troop leaders where they can view their troop roster, plan meetings, access program resources, send meeting reminders, keep track of attendance and achievements, submit annual troop financial reports and so much more! While this tool is available to all leaders, new leaders may find it especially helpful in planning out their year. Think of it as the “administrative assistant” to the troop leadership! Leaders can access VTK by logging into the member community and selecting Volunteer Toolkit under the MYGS account on GSNI’s website www.girlscoutsni.org.

Service Unit Managers, Service Unit Volunteer Mentors, Service Unit Event Coordinators, and Volunteer-Led Day Camp Directors have access to the Volunteer Toolkit Demo to help support the needs of local troops, volunteers, and event planning.

Troop Year Plans

GSUSA has provided Troop Year Plans for every level to help new volunteers and troops of all levels get a good start to their Girl Scout Experience. Each Troop Year Plan will guide troops through each meeting and are connected to a Year Plan in the Volunteer Toolkit for more ideas during meetings! Each Girl Scout level has two Year Plans (or three for Cadettes), one for each year the Girl Scouts are in that level!

These plans are meant to be guides to get started. We recommend all troop leaders continue to ask their Girl Scouts what they would like to do during their Girl Scout year together and swap out any badges or awards the troop members don’t want to do. After all, this is a girl-led experience!

Troop Year Plans are found on our website under [Troop Year Planner](#).

Volunteer Essentials

Volunteer Essentials is a reference for volunteers to use as needed. When you have a question, simply look up the topic in the Table of Contents, and you’ll find your answer. Think of Volunteer Essentials as your encyclopedia to Girl Scout

volunteering. It’s there when you need it. But, rest assured, there’s no need for you to read the entire document! You can find the Volunteer Essentials that includes both GSUSA and GSNI guidelines and policies on our website: Volunteer Essentials and as a PDF document for ready to [download here](#).

GSNI Volunteer Policies and Procedures

This document outlines the policies and procedures of GSNI. It is not the intent of this document to repeat national policies, but to adopt specific, local policies and procedures fitting to our council. These policies and procedures are intended to provide the basis for reasonable and consistent guidance for our volunteers. [Download the full document here](#).

Safety Activity Checkpoints

Safety Activity Checkpoints is a resource document that provides safety standards and specifies any requirements which must be met before Girl Scouts participate in various activities. Volunteers can find the full document on our website: Activities or [download the full PDF document here](#).

Volunteer Forms

There are many helpful forms and documents which GSNI volunteers can print or download from our website, Volunteer Toolkit, or Rallyhood. Volunteers can find frequently used forms under Online Support for Volunteers on our website or search for different forms on the [Forms and Document page](#).

Looker

Looker is GSUSA’s database where our Service Unit Managers, Service Unit Registrars, Communication Liaison, and Service Unit Event coordinators have limited access. Service unit and troop rosters and membership information can be accessed from various Looker reports available. Volunteers in these five service unit positions will be given login capabilities when they register or renew their service unit positions. Volunteers who have Looker access must follow confidentiality and use the information they have access to for service unit business only.



Volunteer Appreciation

We wouldn't (and couldn't) provide service to the 9,000 Girl Scouts in our council without the support, dedication, and commitment of our Girl Scout volunteers. If you know of any volunteers who go above and beyond their position description, please nominate them for an adult award or informally recognize them through a small token of appreciation or shout-out. They'll appreciate the recognition!

Adult Volunteer Awards

Adult volunteer recognitions are awarded annually by GSNI to honor exemplary service of adult Girl Scouts who go "above and beyond" the expectations of their volunteer position. Volunteers as well as youth members and their families may nominate someone for one of our Volunteer Recognition Awards. Learn more about Adult Volunteer Awards on our [GSNI Recognition webpage](#).

Informal Volunteer Appreciation

Thanking and celebrating your Service Unit Team members and troop leaders does not need to be time-consuming or expensive. Most people love a simple and heartfelt thank you note or a candy bar with a personalized message. Other ideas include:

- Giving a small or homemade gift
- Bringing cupcakes to a leader meeting
- Sharing positive feedback
- Promoting them to new roles

You can also ask your Service Unit Recognition Chair for more ideas on how to recognize a special volunteer or request for a volunteer to be recognized at a future Service Unit Meeting!

Ideas to appreciate our volunteers:





Service Unit Manager Guide



www.girlscoutsni.org
844-476-4463
customercare@girlscoutsni.org

girl scouts 
of northern illinois