<table>
<thead>
<tr>
<th>Guide</th>
<th>Instructions and Script</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>RESEARCH</strong></td>
<td>Research troop vacancies for each school and grade. Make sure there are adequate vacancies per grade. If you see a gap, please contact your manager immediately. Print Troop Details Report. Know what pending troops are available. If you need a pending troop turned on at an event, ask your CME, MES, or customer care employee to assist you. Map out directions to the venue in advance. Charge laptop and iPad.</td>
</tr>
<tr>
<td><strong>REHEARSE</strong></td>
<td>Rehearse script prior to every event, make notes. Review current program guide, Age-level e-newsletters, GSNEO FB page for grade/age-level specific activities and family-friendly events.</td>
</tr>
<tr>
<td><strong>ROOM SET UP</strong></td>
<td>Arrive 1 hour prior to the scheduled event start time. First impressions are everything! Wear clean, neat Girl Scout apparel and name tag. Tables: sign-in sheet, uniforms and program books, tables and chairs for each program level and grade, girl activities - Signage, directional signs, banner - Tablecloth - Fully charged tablets/laptops - Be sure Wi-Fi is working and post gsneo.org/join and Wi-Fi instructions - Program grade level signs and Troop Formation Kit - Sash/vest, program books, program guide - Sign in sheet, pens, Parent FAQs - Girl activity, stickers - Fill out dry erase sheets with available troops from Troop Detail Report - Business cards, fun folders</td>
</tr>
<tr>
<td><strong>APPRECIATION AND TIME AGENDA OUTCOMES</strong></td>
<td>Remember the volunteer’s name and something about her/him to use in your introduction of her/him. Summary: Introduce yourself to volunteers and staff, express your appreciation, ask questions and come to an agreement on exactly what will take place during the event, when it will start, who will speak when, how long it will last, and next steps. Topics to cover: - Volunteer’s agenda and expectations of staff recruiter - Recruitment staff’s agenda and expectations of volunteers - Which troops you will focus on filling/building - Explain what you will be doing during the event, and determine: - Who will help with online registration (before and during event) - Who will help with the girl activity - Who will help answer parent questions - Who will be speaking on behalf of the SU team/local support - What’s the plan for older girls who also want to join? - Next steps (including sign-in sheets/rosters)</td>
</tr>
</tbody>
</table>

(Update dry-erase sheets to reflect building troops/filling troops you agreed to.)
| SUGGESTED GREETING | WELCOME! MY NAME IS [name]  I'M SO GLAD YOU COULD JOIN US! [Make eye contact with girl(s)]  WOULD YOU LIKE A STICKER?  
WE HAVE A SPECIAL ACTIVITY PLANNED FOR THE GIRLS, WHICH IS LED BY [some of our Girl Scout Seniors and Ambassadors/Troop 12345/volunteers/Girl Scout employee].  
AFTER SHE FEELS COMFORTABLE BEING LEFT WITH THE GROUP, YOU MAY JOIN THE OTHER PARENTS BY TAKING A SEAT AT THE TABLE MARKED WITH [the appropriate program grade level].  
FEEL FREE TO REVIEW THE PARENT FAQ'S. WE'LL GO OVER THOSE DURING MY PRESENTATION, WHICH WILL START [10 minutes after the event was scheduled to begin]. |
| --- | --- |
| PARENT/CAREGIVER IS READY TO SIGN UP NOW | GREAT!  [NAME] WOULD BE HAPPY TO ASSIST YOU WITH THE ONLINE REGISTRATION RIGHT NOW. WOULD THAT BE OKAY?  
THEN, IF YOU WANT TO STAY FOR THE 30 MINUTE PRESENTATION, WE'LL BE GETTING STARTED [time].  
IN CASE YOU HAVE QUESTIONS AFTER YOU LEAVE, HERE'S MY BUSINESS CARD [HERE’S A BUSINESS CARD WITH YOUR GIRL’S TROOP NUMBER ON IT].  
[Making eye contact with the girl] WELCOME TO GIRL SCOUTS! WHAT GRADE ARE YOU IN? WHAT KINDS OF THINGS DO YOU LIKE TO DO FOR FUN? [WHAT ARE YOU MOST LOOKING FORWARD TO DOING IN GIRL SCOUTS?] WE DO THAT AND SO MUCH MORE!  
WE KNOW YOU’RE EXCITED TO GET STARTED. HERE’S A TOKEN OF OUR FRIENDSHIP. [Choose a fun folder] WHILE THE ADULTS ARE TAKING CARE OF YOUR REGISTRATION, YOU CAN CHECK OUT THE GIRL SCOUT UNIFORMS! YOURS WILL BE [color]. |
| SCRIPTED: INTRODUCTION | [INSERT YOUR PERSONAL INTRODUCTION]  
THANK YOU FOR COMING. IT’S AN EXCITING TIME FOR GIRL SCOUTS AND WE’RE GLAD YOU WANT TO BE A PART OF IT!  
MY PRESENTATION WILL LAST ABOUT 30-MINUTES.  
AT THE END, YOU WILL KNOW MORE ABOUT GIRL SCOUTING AND HOW YOU CAN SPEND MORE TIME WITH YOUR GIRL.  
THEN, ONE OF TWO THINGS WILL HAPPEN – YOU WILL WANT TO BECOME MEMBERS, OR YOU WON’T.  
IF NOT, THAT’S OKAY. IT MIGHT NOT BE THE BEST FIT, OR THE BEST TIME. AND THAT’S OKAY, IF YOU CHANGE YOUR MIND, SHE CAN JOIN AT ANYTIME! |

- Write an introduction you will remember and include your name, role, how long you’ve been involved with Girl Scouts, and why.  
- Smile and acknowledge all late comers. Motion to open seats if the room is packed. If you have extra volunteers, they could
<table>
<thead>
<tr>
<th>Scripted: Engage Your Audience and Make a Connection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call on 2-3 people.</td>
</tr>
<tr>
<td>Listen and remember their responses to use in the presentation to validate their wants, needs, and concerns.</td>
</tr>
<tr>
<td>Always highlight our volunteers/opportunities.</td>
</tr>
<tr>
<td>Make some suggestions based on your own Girl Scout memories.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Let’s Get a Show of Hands – How Many of You Were Girl Scouts?</th>
<th>What Is One Thing That You Remember About That Experience?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cookies [The Girl Scout Cookie Program is the largest Girl-led business in the world! And it teaches money management and entrepreneurial skills and prepare her for future jobs.]</td>
<td></td>
</tr>
<tr>
<td>Camping [Camping is so much fun! Girls learn teamwork, independence, and responsibility and gain a deep appreciation for nature and the outdoors.]</td>
<td></td>
</tr>
<tr>
<td>Mom Was Troop Leader [Volunteers make a huge impact! They introduce girls to new experiences, help them develop crucial skills and self-confidence, and they show girls how to make a difference in the world.]</td>
<td></td>
</tr>
<tr>
<td>Friends [With every new experience your girl has with her troop, she’ll learn about herself and the world around her. Imagine the excitement, the memories made, and the impact!]</td>
<td></td>
</tr>
<tr>
<td>Badges [Girl Scouts at every level can earn badges. They’re a great way for a girl to explore her interests and learn new and relevant skills. Some of the badges include: Think Like a Computer Programmer, Animal Habitats, Digital Movie Maker, Citizen Scientist, Truth Seeker, Art in the Outdoors, and we have Cyber Security Badges.]</td>
<td></td>
</tr>
<tr>
<td>Community Service/Highest Awards [Girls are eager to find ways to make the world a better place! Whether they engage in a short-term community service project, like collecting toys for kids who live in shelters, or they develop a sustainable take action project, like a recycling program at school, they’ll sharpen their problem-solving skills!]</td>
<td></td>
</tr>
<tr>
<td>New to Girl Scouts [That’s okay, lots of people are new to Girl Scouting – what are you excited about?]</td>
<td></td>
</tr>
</tbody>
</table>

Girl Scouts still do those things – and a whole lot more!
| SRCIPTED: GIRL SCOUT PROGRAM PILLARS | GIRL SCOUTS IS A PLACE WHERE YOUR GIRL WILL:  
- Practice activities in STEM, outdoors, life skills, and entrepreneurship.  
- She'll explore her potential;  
- Take on leadership roles;  
- She might even fail at something, but she will learn to dust herself off and try again!  |
|---|---|
| SCRIPTED: GIRL SCOUT LEADERSHIP EXPERIENCE | GIRLS ARE AT THE CENTER OF EVERYTHING WE DO, AND IT’S BEEN THAT WAY FOR MORE THAN 100 YEARS.  
WITH US, GIRLS TAKE THE LEAD EARLY AND OFTEN, AND THEY ARE SUPPORTED BY TRAINED AND TRUSTED ADULTS.  
WE KNOW FROM RESEARCH THAT GIRLS LEARN BEST IN AN “ALL-GIRL” ENVIRONMENT, WHERE THEY CAN BE THEMSELVES.  
WE OFFER SOMETHING “COED” ORGANIZATIONS DON’T – A JUDGMENT-FREE ZONE, WHERE LEARNING FROM MISTAKES IS ENCOURAGED; A SPACE THAT NURTURES COLLABORATION INSTEAD OF COMPETITION; AND A SISTERHOOD WHERE GIRLS SUPPORT AND ENCOURAGE EACH OTHER.  |
| GIRL-LED |  |
| EXPERT ON GIRLS |  |
| COLLABORATION INSTEAD OF COMPETITION |  |
| SCRIPTED: ENGAGE YOUR AUDIENCE TO FIND OUT WHAT THEY WANT FOR THEIR GIRLS | BEFORE WE TALK ABOUT SPECIFIC GIRL SCOUT TROOP EXPERIENCES, I’D LIKE TO KNOW MORE ABOUT WHAT YOU WANT FOR YOUR GIRL. WHAT KINDS OF THINGS DOES SHE LIKE TO DO? [Write them down on a newsprint, if available.] WHAT FEELINGS OR CONCERNS DO YOU HAVE?  
- EXCITEMENT [WE ARE EXCITED TOO! WE RECENTLY INTRODUCED 42 NEW BADGES IN STEM AND THE OUTDOORS, FOCUSING ON CYBERSECURITY, OUTDOOR ADVENTURE, SPACE SCIENCE, AND THE BASICS OF CODING. GIRLS AS YOUNG AS KINDERGARTEN AND FIRST GRADE CAN EXPLORE BACKPACKING, SNOWSHOEING, ROCK CLIMBING AND TREE CLIMBING.]  
- CONFIDENCE/SHY [BY PLACING HER IN A SITUATION WHERE SHE FEELS SAFE AND SUPPORTED, LIKE GIRL SCOUTS, SHE’LL NATURALLY GAIN LEADERSHIP SKILLS AND HER CONFIDENCE IN SPEAKING UP WILL BLOSSOM. ALSO, SEEING YOU AS A ROLE MODEL, SOMEONE GIRLS IN HER TROOP LOOK UP TO, MAY HELP HER LEARN TO INTERACT WITH OTHER KIDS.]  
- ATTACHED TO MOM (ENTERING KINDERGARTEN) [SENDING YOUR CHILD OFF TO SCHOOL FOR THE FIRST TIME IS KIND OF A BIG DEAL! THE CHANGES CAN SEEM OVERWHELMING. GIRL SCOUTS IS A GREAT, LOW-RISK PLACE TO START. YOU CAN EASE HER INTO IT BY VOLUNTEERING WITH HER TROOP OR BY PARTICIPATING IN SOME OF OUR FAMILY-FRIENDLY ACTIVITIES.]  |

To make a bigger impact, use a white board or chalk board to write down their responses!  
Remember the kinds of things girls like to do, so you can speak to those in the presentation where you talk about the program levels: Daisy, Brownie, Junior, etc.  
Add to this list of answers as you experience them!
MAKING FRIENDS/FITTING IN [JOINING GIRL SCOUTS IS NOT ONLY A GREAT WAY TO TRY NEW THINGS, IT CAN ALSO HELP YOUR GIRL FORM FRIENDSHIPS WITH CHILDREN WHO SHARE HER INTERESTS.

ONE OF THE EASIEST WAYS TO HELP HER MAKE FRIENDS IS TO VOLUNTEER WITH THE TROOP, SO YOU GET TO KNOW THE OTHER KIDS AND WHAT THEY HAVE IN COMMON WITH YOUR GIRL.]

THANKS FOR SHARING! IT’S OBVIOUS YOU WANT WHAT’S BEST FOR YOUR GIRLS, AND BY COMING HERE TONIGHT, YOU’VE TAKEN A HUGE STEP TOWARD ACHIEVING THAT.

SCRIPTED: GIRL SCOUT LEVELS AND WHAT GIRL SCOUTS DO.

Note: We may also have troops for older girls that are welcoming new members.

If not, girls have the option of participating as a “Juliette,” or independently registered member.

She can do council-sponsored programs with a chaperone, sell cookies, earn badges, and more with her caring grownup/caregiver!

GIRL SCOUTS HAS SIX LEVELS: DAISY, BROWNIE, JUNIOR, CADETTE, SENIOR AND AMBASSADOR.

TONIGHT, WE’RE BUILDING TROOPS FOR [program age level(s)].

DAISIES ARE IN GRADES K AND 1. (Hold up uniform or program book)

AT THE DAISY LEVEL, GIRLS EARN DAISY PETALS, A SPECIAL DAISY VERSION OF BADGES, THAT HELP THEM LEARN ABOUT THE GIRL SCOUT LAW, WHICH IS OUR CODE OF VALUES, SUCH AS RESPECTING AUTHORITY, BEING FRIENDLY AND HELPFUL, COURAGEOUS AND STRONG, AND USING RESOURCES WISELY.

DAISIES MAY BEGIN EXPLORING NATURE AND THE OUTDOORS AT DAY CAMP, AND PARTICIPATE IN THE COOKIE SALE BY SELLING TO FAMILY AND FRIENDS.

BROWNIES ARE IN GRADES 2 AND 3. (Hold up uniform or program book)

AT THE BROWNIE LEVEL, GIRLS EARN BADGES THAT BUILD UPON THE VALUES THEY LEARNED IN THE GIRL SCOUT LAW. FOR EXAMPLE, THEY MAY PROGRESS BEYOND RESPECTING AUTHORITY TO LEARNING ABOUT GOOD CITIZENSHIP.

BROWNIES MAY FURTHER EXPLORE THE OUTDOORS BY ATTENDING CAMP OVERNIGHT IN A CABIN WITH THEIR TROOP AND PARTICIPATE IN THE COOKIE SALE BY NOT ONLY SELLING, BUT BY HAVING A MORE ACTIVE ROLE IN SETTING THEIR GOALS AND BUDGETING THEIR PROFITS.

JUNIORS ARE IN GRADES 4 AND 5. (Hold up uniform or program book)

AT THE JUNIOR LEVEL, BADGES CONTINUE TO EXPLORE VALUES AND ISSUES SUCH AS BUILDING CONFIDENCE AND SELF-ESTEEM. GIRLS MAY ATTEND A WEEK-LONG RESIDENT CAMP OVER THE SUMMER, THEY’RE ABLE TO SET THEIR OWN COOKIE SALE GOALS, AND THEY HAVE STRONG OPINIONS ABOUT HOW TO SPEND THEIR PROFITS AS A TROOP.

GIRL SCOUTS IS OPEN TO GIRLS IN KINDERGARTEN THROUGH 12TH GRADE.
<table>
<thead>
<tr>
<th><strong>Remember the volunteer’s name, title and a fun fact about her/him.</strong></th>
<th><strong>AS GIRLS BRIDGE UP TO CADETTES, SENIORS, AND AMBASSADORS, THERE ARE OPPORTUNITIES TO TRAVEL, EXPERIENCE HIGH ADVENTURE, EARN GIRL SCOUTING’S HIGHEST AWARDS – SUCH AS THE GOLD AWARD – AND APPLY FOR COLLEGE SCHOLARSHIPS.</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>-or-</strong> Remember the employee’s name and title.</td>
<td><strong>THIS IS OUR PROGRAM GUIDE (hold it up) FULL OF OUR COUNCIL-SPONSORED ACTIVITIES. YOU CAN TAKE A COPY OF IT TONIGHT. IT’S ALSO AVAILABLE ON OUR WEBSITE.</strong></td>
</tr>
</tbody>
</table>
| **Watch the clock. If you promised 5 minutes, give them the full time before thanking them and moving on.** | **---Transition---**
| **Skip this section if the SU volunteer or CME is not present.** | **AT THIS TIME, I’D LIKE TO INTRODUCE [name, THE LEAD VOLUNTEER IN YOUR COMMUNITY WHO PARTNERS WITH COUNCIL STAFF TO PROVIDE SUPPORT TO TROOPS AND VOLUNTEERS. THE SERVICE UNIT TEAM ALSO PLANS FUN EVENTS FOR ALL OF THE LOCAL TROOPS IN THIS AREA. [--- OR ---] [COUNCIL STAFF WHO WORKS CLOSELY WITH THE VOLUNTEERS IN THIS AREA].** |
| **[Sample script for volunteer/CME -- WE HAVE LOCAL EVENTS THAT YOUR GIRL CAN PARTICIPATE IN AT ANY AGE. IF YOU JOIN TONIGHT, THE NEXT EVENT(S) WILL BE: Mention 1-2 upcoming events]** | **---Transition---**
| **THANK YOU SO MUCH, [VOLUNTEER]. WILL YOU BE ON HAND TO ANSWER QUESTIONS AFTER MY PRESENTATION?** | **--OR—THANK YOU [EMPLOYEE] FOR THE OVERVIEW OF THE EXCITING THINGS GIRLS CAN DO AS A GIRL SCOUT!** |

<table>
<thead>
<tr>
<th><strong>SCRIPTED: HALF-WAY POINT AND AGENDA</strong></th>
<th><strong>OKAY, WE ARE AT THE HALF-WAY POINT OF TONIGHT’S PRESENTATION.</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Letting your audience know you’re almost done will help them to focus on you instead of their phone or watch.</strong></td>
<td><strong>NEXT, I’M GOING TO GO OVER MEMBERSHIP FEES AND UNIFORMS.</strong></td>
</tr>
<tr>
<td><strong>THEN, WE’LL START BUILDING YOUR TROOP(S) AND TALK ABOUT THE DIFFERENT WAYS YOU CAN PARTICIPATE WITH YOUR TROOP.</strong></td>
<td><strong>FINALLY, WE’LL WRAP THINGS UP BY HELPING YOU TAKE CARE OF YOUR ONLINE REGISTRATION BEFORE YOU LEAVE TONIGHT, SO YOU CAN SECURE HER SPOT.</strong></td>
</tr>
<tr>
<td><strong>DOES THAT SOUND GOOD?</strong></td>
<td><strong>SCRIPTED: COSTS ASSOCIATED WITH A NEW MEMBERSHIP</strong></td>
</tr>
<tr>
<td><strong>AN OFFICIAL MEMBERSHIP TO GIRL SCOUTS OF THE USA IS $25 PER YEAR, PER PERSON, FOR GIRLS AND ADULTS.</strong></td>
<td><strong>THE MONEY YOU PAY FOR MEMBERSHIP GOES DIRECTLY TO GSUSA AND COVERS:</strong></td>
</tr>
<tr>
<td><strong>1. LIABILITY INSURANCE</strong></td>
<td><strong>3. ADMINISTRATIVE SUPPORT.</strong></td>
</tr>
</tbody>
</table>
| **2. TECHNOLOGY, AND** | **---**

---
**Did you know:** Our council has approximately 500 men as troop leaders – so yes, dads, brothers, or other important man in her life can be leaders! Lots of men also choose to become product sale managers and field trip chaperones or drivers.

**FOR THE SAFETY OF ALL OF OUR MEMBERS, WE ENCOURAGE ALL OF OUR PARENTS AND CAREGIVERS TO BECOME MEMBERS.** (This can include grandparents, fathers, aunts, older siblings, etc.)

**TROOPS DO A LOT OF FUN ACTIVITIES FROM MOM-AND-ME OUTINGS TO “ME AND MY GUY” DANCES, TO CAMPING AND ALL KINDS OF ACTIVITIES THAT REQUIRE FIELD TRIP DRIVERES AND CHAPERONES.**

---slow down to emphasize--

**IF YOU WANT TO PARTICIPATE IN THOSE ACTIVITIES, YOU’LL NEED TO BECOME A MEMBER.**

**ONCE YOU’RE A MEMBER, AND YOU PASS THE CRIMINAL BACKGROUND CHECK, WE OFFER FLEXIBLE TRAINING OPTIONS TO GET YOU STARTED.**

**TONIGHT, WE CAN HELP YOU REGISTER ONLINE, USING A DEBIT OR CREDIT CARD.**

---slow down to emphasize--

**THERE ARE SOME PAYMENT OPTIONS AS WELL, INCLUDING FINANCIAL ASSISTANCE, SO PLEASE LET US KNOW IF YOU HAVE QUESTIONS.**

**ONE QUESTION WE GET A LOT IS – “WHEN AND WHERE DO WE BUY HER UNIFORM, AND HOW MUCH IS IT?”**

**THE GIRL SCOUT SHOP SELLS A STARTER KIT FOR $50 THAT INCLUDES HER UNIFORM, PATCHES, AND GIRL SCOUT PROGRAM BOOKS; HOWEVER, IT’S A GOOD IDEA TO WAIT UNTIL AFTER HER FIRST TROOP MEETING TO SEE WHICH BOOKS AND UNIFORM THE TROOP WILL BE USING.**

**GIRL SCOUTS IS GIRL-LED, SO THE GIRLS WILL DECIDE WHAT THEY WOULD LIKE TO DO IN THE TROOP AND HOW THEY WILL FUND THOSE ACTIVITIES.**

**SOME TROOPS COLLECT DUES TO HELP OFFSET THE INITIAL COST OF SUPPLIES AND ACTIVITIES.**

**SOME TROOPS CREATE A WISH LIST AND ASK EVERYONE TO PITCH IN.**

**SOME TROOPS REQUEST A START-UP LOAN FROM COUNCIL.**

**TROOPS ALSO HAVE THE OPTION TO PARTICIPATE IN TWO PRODUCT SALE PROGRAMS – THE MAGAZINE AND SNACK SALE (SEPTEMBER – NOVEMBER) AND THE GIRL SCOUT COOKIE SALE (JANUARY – MARCH).**

**THE MONEY EARNED FROM THE PRODUCT SALES CAN BE USED TO PAY FOR GIRL SCOUT-RELATED ACTIVITIES AND RENEW THE TROOP FOR THE NEXT YEAR IN THE SPRING.**
AVERAGE TROOP SIZE – THIS IS NOT A “LIMIT”.

Did you know: Every troop has its own Bank Account with 2 unrelated co-signers? This will be something the CME or SU team volunteer goes over in training.

BEFORE A TROOP CAN START MEETING, IT NEEDS GIRLS AND VOLUNTEERS.

THE AVERAGE TROOP HAS APPROXIMATELY 12 GIRLS; HOWEVER, TO GET STARTED, IT MUST HAVE AT LEAST 5 GIRLS AND 2 VOLUNTEERS IN LEADERSHIP ROLES, WHO HAVE PASSED THE CRIMINAL BACKGROUND CHECK.

WE CALL THOSE TWO VOLUNTEERS: DIRECT PRIMARY VOLUNTEERS.

THESE VOLUNTEERS TAKE ON THE PRIMARY RESPONSIBILITY OF WORKING DIRECTLY WITH THE GIRLS, ATTENDING ALL, OR NEARLY ALL OF THE MEETINGS, AND FULFILLING SPECIAL PLANNING AND ADMINISTRATIVE FUNCTIONS – LIKE THE TROOP FINANCE REPORT.

A DIRECT PRIMARY VOLUNTEER CAN BE A TROOP LEADER, PROGRAM GUIDE, OR TROOP ADMIN – LOTS OF OPTIONS TO FIT EVERYONE’S SCHEDULE AND INTERESTS.

BECOMING A VOLUNTEER IS A FUN WAY TO SPEND QUALITY TIME WITH YOUR GIRL, MAKE FRIENDS WITH OTHERS IN THE GIRL SCOUT COMMUNITY, AND YOUR GIRL WILL GET TO SEE YOU AS A ROLE MODEL.

THERE ARE LOTS OF WAYS TO GET INVOLVED, WHETHER YOU ARE PLANNING OUTINGS, COORDINATING THE COOKIE SALE, HELPING GIRLS EARN BADGES, OR PROVIDING A SNACK AND TROOP ACTIVITY.

LARGE GROUP, 10 OR MORE

SCRIPTED: Q/A GAME WITH VOLUNTEER CARDS

NOW WE’RE GOING TO PLAY A LITTLE GAME:

I’M GOING TO ASK YOU TO TAKE 5 MINUTES TO INTRODUCE YOURSELF TO EVERYONE AT YOUR TABLE; READ THROUGH THE COLORFUL CARDS; PASS THEM AROUND; SELECT A CARD THAT MOST APPEALS TO YOU – YOUR INTERESTS, TALENTS, SCHEDULE, ETC. AND HOLD ON TO IT.

YOU’RE NOT COMMITTING TO ANYTHING, YET.

I’M GOING TO CALL ON A COUPLE OF YOU; ASK YOU A COUPLE QUESTIONS; AND THEN I’M GOING TO TRY AND GUESS THE COLOR OF THE CARD YOU SELECTED.

FEEL FREE TO TRADE CARDS WITH EACH OTHER UNTIL YOU FIND ONE THAT YOU LIKE.

---pause for a few minutes, so they can do introductions and read the cards---
Becoming familiar with the troop volunteer roles and the alternative roles.

Make notes for each role. An accountant or banker, for example, might make a good Treasurer or Troop Admin. Add to this list as you experience them.

If you are speaking to a large group, call on a couple people rather than going table-to-table.

If you are speaking to a group of less than 5, skip the game and just talk about the different roles and ask clarifying questions to see what may be a good fit.

INSTRUCTIONS
- Call on 2-3 people you think may be holding purple cards.
- Ask questions.
- Guess which color card they are holding.
- Encourage them to keep the card, or find a different one they’d be willing to keep.

SUGGESTED QUESTIONS:
- What’s your name? Who did you bring with you tonight?
- What do you like to do for fun?
- May I ask what you do for an occupation?
- Without giving away the color or the volunteer role, what interests you about the card you picked up?

TROOP LEADER
TROOP PROGRAM GUIDE
TROOP ADMIN
TROOP PRODUCE SALE MANAGER (CP/MSP)
TROOP TREASURER
TROOP CHAPERONE
TROOP FIELD TRIP DRIVER
TROOP HELPING HANDS

THANKS FOR PLAYING ALONG!

RIGHT NOW, WE’RE GOING TO START BUILDING THE FRAMEWORK OF YOUR TROOP(S).

LET’S START WITH THE PURPLE CARDS. REMEMBER, AT LEAST TWO DIRECT PRIMARY VOLUNTEERS ARE NEEDED FOR A TROOP TO START MEETING.

IF THE PURPLE CARD IS A GOOD FIT FOR YOU, ADD YOUR NAME TO THE TROOP ROSTER ON YOUR TABLE.

WHILE YOU’RE DOING THAT, I’LL GIVE YOU A LITTLE MORE INFORMATION ABOUT THE TRAINING, SUPPORT, AND RESOURCES AVAILABLE TO VOLUNTEERS.

GSNEO offers online and in-person training.
Each August, there is an in-person training at Camp Ledgewood called ALE.
**SCRIPTED**

If you have a staff member with you who is not working with girls, they can also host the game by going to the other tables.

**MEDIUM GROUP, 5-10**

Now we’re going to play a little game:

I’m going to ask you to take 5 minutes to introduce yourself to everyone at your table; read through the colorful cards; pass them around; select a card that most appeals to you – your interests, talents, schedule, etc. and hold on to it.

You’re not committing to anything, yet.

I’m going to go around the room; ask you a couple questions; and then I’m going to try and guess which card you selected.

Feel free to trade cards with each other until you find one that you like.
**INSTRUCTIONS**
- Go table to table, and talk to 2-3 people at each table who appear to be holding cards.
- Ask questions.
- Guess which color card they are holding.
- Encourage them to keep the card, or find a different one they’d be willing to keep.

**SUGGESTED QUESTIONS:**
- What’s your name? Who did you bring with you tonight?
- What do you like to do for fun?
- May I ask what you do for an occupation?
- Without giving away the color or the volunteer role, what interests you about the card you picked up?

**TROOP LEADER**
**TROOP PROGRAM GUIDE**
**TROOP ADMIN**
**TROOP PRODUCE SALE MANAGER (CP/MSP)**
**TROOP TREASURER**
**TROOP CHAPERONE**
**TROOP FIELD TRIP DRIVER**
**TROOP HELPING HANDS**

---While going table-to-table, use these suggested talking points---

This part of the script is not meant to be read word-for-word. Use this section to guide your conversation. Ask questions, validate concerns and make suggestions, upsell using the alternative roles.

- [What appeals to you about that card? That is a valid concern. Can you tell me more about that?]
- [If you’re willing to be a Troop Treasurer, maybe you’d consider picking up the purple Troop Admin card, so your troop will have its 2 leader positions filled.]
- [I see you’ve picked up the Field Trip Chaperone card, maybe you’d consider being a Program Guide, who helps girls earn badges or helps girls complete community service projects.]
- [The only requirement is there are at least 2 unrelated DPs. That means troops could have any variation of volunteers. The more help the better! Some troops have all of the caregivers pick 2 meetings per year to lead, while others have a Leader and a Troop Admin or a Leader and a Program Guide or a Program Guide and an Admin, for example.]
<table>
<thead>
<tr>
<th>listed on the back of the cards.</th>
<th>IF YOU ARE HOLDING A CARD YOU WANT TO KEEP, LET’S START BUILDING THE FRAMEWORK OF YOUR TROOP!</th>
</tr>
</thead>
<tbody>
<tr>
<td>GSNEO offers online and in-person training.</td>
<td>LET’S START WITH THE <strong>PURPLE CARDS</strong>. REMEMBER, AT LEAST TWO DIRECT PRIMARY VOLUNTEERS ARE NEEDED FOR A TROOP TO START MEETING.</td>
</tr>
<tr>
<td>Each August, there is an in-person training at Camp Ledgewood called ALE (Adult Learning Experience). Plus, there is a lot of support from staff and volunteers. Recommend reading the age-level e-newsletters every month!</td>
<td>IF THE PURPLE CARD IS A GOOD FIT FOR YOU, ADD YOUR NAME TO THE TROOP ROSTER ON YOUR TABLE. [You may want to suggest they go ahead and start the online registration with your helpers at this time.]</td>
</tr>
<tr>
<td>Give business cards with Troop # to new volunteers to help with recruiting to their troop!</td>
<td>WHILE YOU’RE DOING THAT, I’LL GIVE YOU A LITTLE MORE INFORMATION ABOUT THE TRAINING, SUPPORT, AND RESOURCES AVAILABLE TO VOLUNTEERS.</td>
</tr>
<tr>
<td>Register purple card holders first, if possible!</td>
<td>TROOP LEADERS, PROGRAM GUIDES, AND ADMINS HAVE ACCESS TO THE <strong>VOLUNTEER TOOLKIT</strong>, A DIGITAL RESOURCE THAT MAKES RUNNING A TROOP EASY AND EFFICIENT.</td>
</tr>
<tr>
<td>The product sales roles require additional training and a financial responsibility agreement.</td>
<td>(Provides calendar to plan events, email parents with one click, view and update the troop roster, complete meeting plans, and manage the troop finances.)</td>
</tr>
<tr>
<td>Note: If a troop does not secure 2 direct primary volunteers, the next step is a parent meeting with the CME.</td>
<td>THE <strong>LEARNING AND RESOURCES NOOK</strong> IS ANOTHER DIGITAL TOOL WITH TRAINING MODULES, FORMS, AND OTHER VOLUNTEER RESOURCES.</td>
</tr>
<tr>
<td></td>
<td>PLUS, THE <strong>SERVICE UNIT</strong> AND <strong>COUNCIL STAFF</strong> WILL BE HERE TO SUPPORT YOU ALONG THE WAY!</td>
</tr>
<tr>
<td>IS ANYONE INTERESTED IN KEEPING THE <strong>YELLOW AND PINK CARDS</strong>, WHICH INCLUDE THE TROOP TREASURER, FIELD TRIP DRIVER, FIELD TRIP CHAPERONE, AND HELPING HANDS? IF THAT’S A GOOD FIT FOR YOU, PLEASE ADD YOUR NAME TO THE ROSTER.</td>
<td>IF YOU’RE INTERESTED IN THE <strong>GREEN CARDS</strong> – ONE OR BOTH OF THE PRODUCT SALE MANAGER POSITIONS - PLEASE ADD YOUR NAME TO THE ROSTER. [This is a great role for dads!]</td>
</tr>
<tr>
<td>IF YOU DO NOT GET VOLUNTEERS TO STEP UP, SKIP THIS--- NOW THAT EVERYONE HAS FOUND A GREAT FIT, CONGRATULATIONS! THIS IS YOUR TROOP!</td>
<td>--If you do not get volunteers to step up, skip this---</td>
</tr>
<tr>
<td>--next is online registration---</td>
<td>--next is online registration---</td>
</tr>
<tr>
<td>RESISTANCE</td>
<td>LET’S MOVE ALONG TO THE ONLINE REGISTRATION!</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------</td>
<td>---------------------------------------------</td>
</tr>
<tr>
<td>It’s okay to accept no. But try this first.</td>
<td>WE HAVE COMPUTERS/TABLETS AVAILABLE [motion to them].</td>
</tr>
<tr>
<td>• Can you tell me more about that?</td>
<td>IF YOU’D LIKE TO COMPLETE THE REGISTRATION ON YOUR OWN CELL PHONE OR DEVICE, THE WI-FI PASSWORD IS [XYZ] AND I HAVE THESE [hold them up] DETAILED INSTRUCTIONS, TO GUIDE YOU ALONG, IF YOU NEED THEM.</td>
</tr>
<tr>
<td>• Why do you ask?</td>
<td>[NAME] WILL BE HELPING ME TO ANSWER QUESTIONS OR ASSIST YOU WITH THE ONLINE REGISTRATION, IF YOU NEED IT.</td>
</tr>
<tr>
<td>• Help me understand ...</td>
<td></td>
</tr>
<tr>
<td>• That makes sense. And is that a big concern?</td>
<td></td>
</tr>
<tr>
<td>• Good point. And if we could provide [digital tools, support, etc.] would that make a difference?</td>
<td></td>
</tr>
<tr>
<td>• I definitely hear you, which is why many troops have several adults who take on “purple card” responsibilities.</td>
<td></td>
</tr>
<tr>
<td>• What did you like about the card you’re holding/picked up?</td>
<td></td>
</tr>
</tbody>
</table>

**SCRIPTED: COMPLETE MEMBERSHIP REGISTRATION**

Your helpers should use the “troubleshooting sheet” to assist with registering new members at the tables.

Share the Wi-fi password.

**MENTION THIS IF AN OLDER SIBLING/GIRL WANTS TO JOIN.**

IF YOUR GIRL IS JOINING AN EXISTING TROOP, WE CAN START WORKING WITH YOU TO GET HER REGISTERED ONLINE.

**SCRIPTED: ENCOURAGE ONLINE, ONSITE REGISTRATION**

Do NOT complain about the system.

If someone is having issues, ask the CME or other council staff person to assist. If the council staff person is not able to assist, create a Case by using the after-hours Live Chat.

TO RESERVE YOUR GIRLS SPOT IN ONE OF THE OPEN TROOPS WE HAVE AVAILABLE (Motion towards the dry erase sheets), WE ENCOURAGE YOU TO REGISTER TONIGHT.

THE OPENINGS ARE ON DISPLAY 24/7, WHICH MEANS ANY PARENTS WHO WERE NOT ABLE TO COME TONIGHT CAN GO ONLINE AT ANY TIME AND SELECT THIS TROOP, IF THERE ARE SPOTS OPEN.

BY REGISTERING TONIGHT, WE WILL BE ABLE TO ENSURE YOU AND YOUR GIRLS ARE PLACED IN THE CORRECT TROOP AND WE’LL BE ABLE ANSWER ANY ADDITIONAL QUESTIONS YOU MAY THINK OF WHILE REGISTERING.

WE’RE HERE TO HELP MAKE THIS A FUN, EASY EXPERIENCE FOR YOU!

**THIS PART IS NOT SCRIPTED: TROUBLE SPOTS**

- Have they, or someone in their household registered prior to the event?
- What if they forget to add themselves as an “add-on?”
- What if they can’t find their school name?

**SCRIPTED: ASSISTANCE WITH VOLUNTEER REGISTRATION**

-IF YOU PICKED UP ONE OF THE COLORFUL VOLUNTEER CARDS AND WANT ME TO HELP REGISTER YOU AND YOUR GIRL, BRING IT WITH YOU TO MY COMPUTER. [or one of my helpers]
### Financial Assistance Situations

Note: As you are helping with online registration, when you get to the payment screen, turn the computer toward them and tell them they have 2 options: pay with a debit/credit card or select financial assistance, pick one.

- If money is a barrier, suggest using FA for the girl, and paying $25 for the adult.
- If the adult is interested in starting a troop of her/his own, and money is a barrier, the staff recruiter can use a council credit card to FA the adult – as a one-time courtesy
- Financial aid is available for girls and should be selected during online registration on the payment screen. Do not use the council credit card for GIRL financial assistance.
- If an adult wants one of the other volunteer roles and cannot pay tonight, ask them to start the online registration and stop at the payment screen. They will receive an email with a link to pick up where they left off.
- A parent suggests they cannot pay tonight/do not have a credit card. Do not assume they can’t afford it. Ask questions.
- The girl’s spot will not be held until they have either paid or selected Financial Aid.

### Conclusion: Parent Who Registers at the Event

YOU CAN EXPECT TO RECEIVE A COUPLE OF EMAILS FROM US, INCLUDING A CONFIRMATION EMAIL FOR REGISTRATION AND A WELCOME EMAIL.

If it’s a troop with TWO Direct Primary volunteers – YOUR TROOP LEADER WILL BE IN CONTACT WITH YOU WITHIN A WEEK.

If it’s a newly forming troop with no leaders yet – A PARENT MEETING WILL BE SCHEDULED WITHIN THE NEXT COUPLE OF WEEKS.

If you register as a volunteer, YOU WILL RECEIVE AN EMAIL FROM OUR VENDOR: ASSURINT @APPLICANT DIRECT. THIS EMAIL MAY GO TO YOUR JUNK MAIL, SO BE ON THE LOOKOUT FOR IT. IT CONTAINS A LINK TO COMPLETE THE ONLINE CRIMINAL BACKGROUND CHECK, WHICH NEEDS TO BE COMPLETED WITHIN 48 HOURS. IF THE LINK EXPIRES, YOU’LL NEED TO CONTACT CUSTOMER CARE TO RECEIVE A NEW LINK.

---Bring new Girl Scouts back into the room or invite them to find their grownups ----

### Welcome to Girl Scouts!

LET ME BE THE FIRST TO WELCOME YOU TO GIRLS SCOUTS! WE ARE SO EXCITED TO HAVE YOU AND YOUR GIRL JOIN THIS AMAZING MOVEMENT.

BEFORE YOU AND YOUR GIRL LEAVE TONIGHT, WE’D LIKE TO GIVE HER A TOKEN OF FRIENDSHIP. (Pencil, sticker, folder, etc.)
| THIS MAY OR MAY NOT BE SCRIPTED, DEPENDING ON YOUR AUDIENCE SIZE AND PARTICIPATION. | HERE IS A BUSINESS CARD, IN CASE YOU THINK OF ADDITIONAL QUESTIONS OR KNOW OF SOMEONE ELSE WHO WANTS TO JOIN. MAYBE IT’S YOUR NIECE, A NEIGHBOR, OR A FRIEND FROM CHURCH – WHO COULD BENEFIT FROM GIRL SCOUTS. PLEASE GIVE HER MY CONTACT INFORMATION. --- Smiling, make eye contact, and speak to the girl --- THANK YOU FOR COMING. WE CAN’T WAIT TO SEE YOU AGAIN! |
| ASK FOR REFERRALS | |

| NOT SCRIPTED CONCLUSION: PARENT WHO HESITENT OR DOES NOT REGISTER AT THE EVENT | THANK YOU SO MUCH FOR COMING TONIGHT. WHAT QUESTIONS CAN I ANSWER FOR YOU? (Answer additional questions.) |
| | 1. Does not have a payment method or does not have time to complete the full registration: IF YOU’D LIKE I COULD GET REGISTRATION STARTED AND HER SPOT SAVED. YOU’LL RECEIVE AN EMAIL WITH A LINK TO PICK UP RIGHT WHERE YOU LEFT OFF, ON OUR OWN. THIS ALLOWS ME TO SAVE YOUR GIRL’S SPOT FOR A COUPLE OF DAYS. |
| | 2. Needs to talk to significant other: THAT IS NOT A PROBLEM AT ALL. LET ME GIVE YOU A BUSINESS CARD WITH THE TROOP NUMBER ON IT. WOULD YOU BE OKAY IF I REACH OUT TO YOU IN A COUPLE OF DAYS TO SEE IF YOU OR YOUR SIGNIFICANT OTHER HAS ANY ADDITIONAL QUESTIONS OR CONCERNS? (if yes, have them fill out first page of registration) |
| | 3. Wants to wait until there is a leader in place: OF COURSE, I UNDERSTAND YOUR HESITATION. WE CAN KEEP IN CONTACT WITH YOU ABOUT THE TROOP IN FORMATION IF YOU’D LIKE TO MOVE FORWARD WITH FILLING OUT THE ONLINE REGISTRATION. YOU MAY STOP AFTER YOU HAVE SELECTED A TROOP WITHOUT MAKING A FINANCIAL COMMITMENT. THAT LET’S OUR TEAM KNOW WHICH TROOP YOU ARE INTERESTED IN! |
| | PLEASE UNDERSTAND THAT IF YOU DON’T COMPLETE A MEMBERSHIP REGISTRATION TONIGHT, WE CANNOT GUARANTEE THAT YOUR [GIRL] WILL HAVE A SPOT IN THE TROOP YOU SELECTED. |
| | ALSO, SHE CANNOT PARTICIPATE IN TROOP ACTIVITIES UNTIL SHE COMPLETES THE MEMBERSHIP REGISTRATION. |

| EVENT WRAP UP AND CLEANUP | • Sincerely thank volunteers and older Girl Scouts (give girls a Thank You fun patch). Ask for feedback. Ask more questions  • Talk about next steps with volunteers and CMEs  • Remind SU volunteer that she/he may take a picture of the sign in sheet. Also, remind SU volunteer that staff will be following up with anyone who did not complete their registration/payment.  • Neatly pack up supplies  • Leave the venue cleaner than you found it! |