4 Common Girl Scout Troop Communication Concerns and How to Resolve Them:

1. **Concern**: Parents and volunteers want to know about troop finances.  
   **Solution**: Be sure to give your troop regular and clear updates. Since troop finances belong to all of the girls in the troop as a whole, remember to always welcome the Girl Scouts to vote on how the funds are being spent.

2. **Concern**: The parents and volunteers disagree on an event or activity.  
   **Solution**: Put it to a vote. Remember, Girl Scouts is a girl-led organization that empowers girls to take action and make choices that are right for them. Choosing events or activities should always be decided by a vote from the girls. Votes can be taken by show of hands or anonymously.

3. **Concern**: Parents and Volunteers in your troop are not getting along.  
   **Solution**: Use ACTIVE listening to better move through conflict and disagreements.

   **How to use ACTIVE Listening:**
   - **Acknowledge the Speaker**: Acknowledge the speaker with proper body language, eye contact, and head nods. If on the phone, use ‘mhmms’ to indicate you are listening.
   - **Concentrate on the Content**: While we recognize the importance of hearing other’s feelings, this step encourages you to listen for the issue that needs to be resolved.
   - **Inquiring Minds (Really do want to know)**: Ask questions to uncover specific details about the events, what was said and done, who were the parties present and more. Understanding facts helps prevent us from making assumptions.
   - **Vocal and Visual Cues**: This step encourages you to understand the anger, frustration or hurt some feels by paying attention to the vocal tone and body language of the other person.
   - **Emotional Control**: A main component of listening is staying neutral. Only you can control your own emotions!

4. **Concern**: Someone in the troop is not speaking with kindness.  
   **Solution**: Take a moment during a troop meeting to check in with your troop about the Girl Scout promise and law. Consider topics like, “Am I being considerate and caring? Am I taking responsibility for my actions and what I am saying? I am truly treating others as my sisters (or as a part of my Girl Scout family)?”