

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 'mhmmms' 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)?"