

## Girl Scouts of Central Maryland Service Unit Workshop

### Communication and the Girl Scout Law

(Adapted from a Green Apple Workshop by Girl Scouts of San Jacinto)

Total Time: 40 Minutes

Suggest large group be divided into smaller work groups for activities.

By the end of the session, participants will be able to:

- List 5 ways in which friendliness and respect can be demonstrated
- Demonstrate at least one way to show courtesy when using email, telephone, and voice mail.

| Timing     | Strategies  | Resources   |
|------------|---|---|
| 2 minutes  | Part One: Introduction<br>A. Introduce yourself and the topic.<br>B. Have participants recite the Girl Scout Promise and Law. Remind them that by reciting the Promise and Law, they agree to live by the Promise and Law   | Girl Scout Promise and Law Cards – available in the VRC or use Handout #1 |
| 10 minutes | Part Two: What groups we connect with.<br>A. Remind participants of Law #10 – “I will do my best to be a sister to every Girl Scout.” Ask the participants to quickly identify individuals or groups with whom they have contact as Girl Scouts.<br><br>Note: Ensure the following are mentioned – girls, parents and families, other leaders, service team members, council staff, schools and other organizations, the community.   | Note pad to post on wall or use Handout #2.                               |
| 10 minutes | Part Three: Friendly and Helpful, Considerate and Caring, Respect Myself and Others<br>A. Review parts #2, 3, and 5 of the Girl Scout Law<br>B. Ask participants how they can apply these parts of the law when working with the following groups: <ul style="list-style-type: none"> <li>• Girls</li> <li>• Parents</li> <li>• SU Registrar</li> <li>• Schools</li> <li>• New Leaders</li> </ul> C. Have several groups report out.<br>D. Distribute handout #3, Showing Respect. Quickly review the tips. | Handout #3  |
| 3 minutes  | Part Four: Email Courtesy<br>A. State: We are also challenged to live by the Girl Scout Law when emailing, telephoning and conducting meetings.<br>B. Ask participants for techniques to use when emailing and email etiquette. Offer the following if not mentioned: <ul style="list-style-type: none"> <li>• Use e-mail for only Girl Scout business. Volunteers and staff have provided their email address to enhance Girl Scout communication. Do not use their</li> </ul>                             |   |

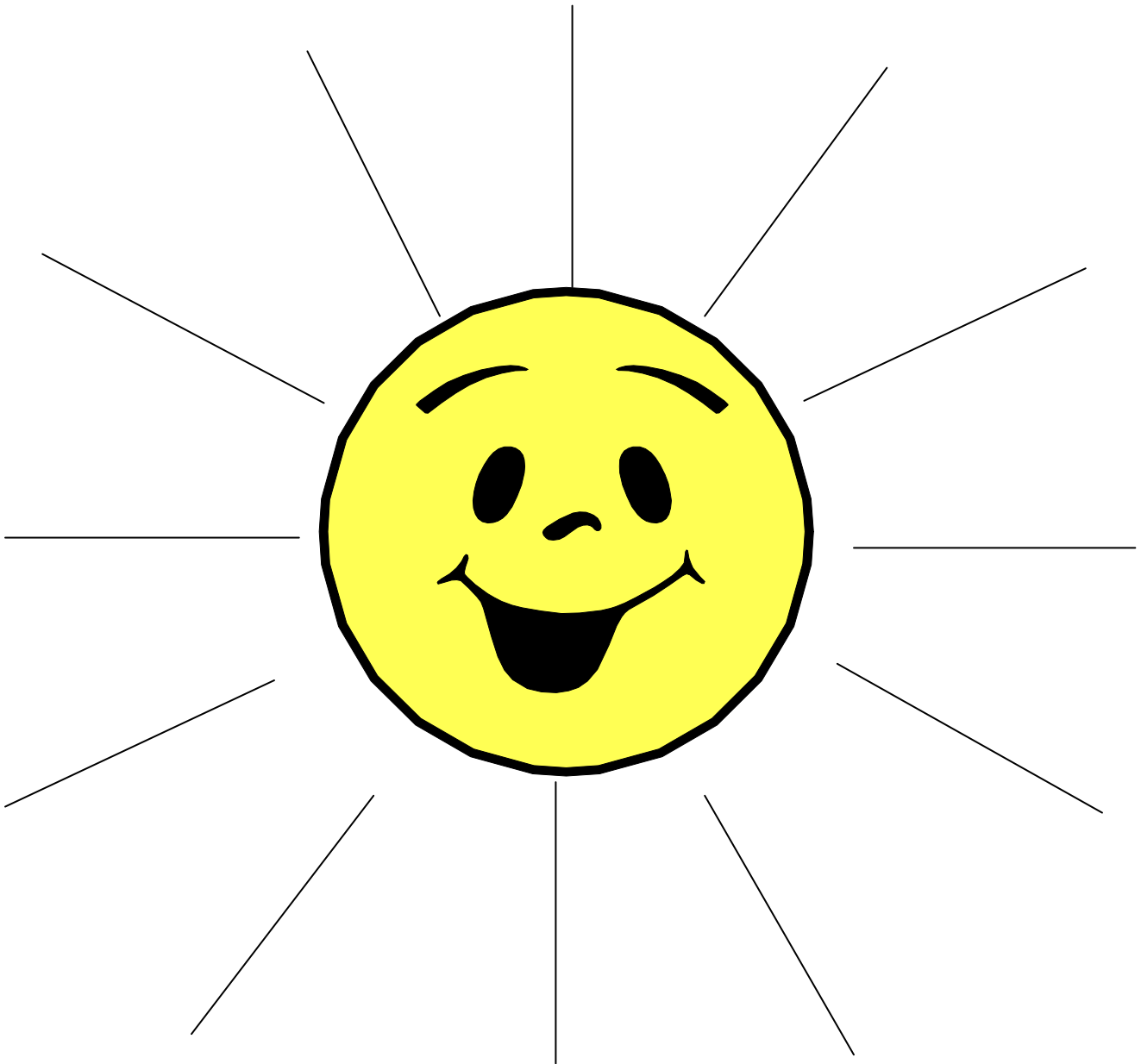
|         |   |   |
|---------|---|---|
|         | <p>addressed to distribute chain letters, invitations to home parties, or other personal business.</p> <ul style="list-style-type: none"> <li>• Keep emails brief. If a topic needs more information or may be emotionally charged, use the telephone or an in person meeting instead.</li> <li>• When emailing an addressee include "Girl Scout" in the subject line to better identify the message. The addressee may not recognize your email address.</li> <li>• Protect others' email addresses. When sending a message to multiple addressees, send the message to yourself and "blind copy"(bcc) others if you are not certain they want their email addresses shared.</li> <li>• Check email frequently. Respond promptly to emails you receive.</li> </ul> |   |
| 10 min. | <p>Part Five: Telephone Tag</p> <ol style="list-style-type: none"> <li>A. Ask for four participants to role play "How to Play Phone Tag" – Narrator, GSCM Staff Sally Smithers, Brownie Mom Jane Johnson, and Day Camp Director Mary Mason-</li> <li>B. Ask participants how they might avoid Phone Tag.</li> <li>C. Re-do the role play as "How to Avoid Phone Tag".</li> <li>D. Ask participants for their comments.</li> <li>E. Distribute Handout #6 and quickly review.</li> </ol>   | <p>Handouts #4 and #5</p> <p>Handout #6</p> |
| 5 min.  | <p>Part Six: Wrap Up</p> <ol style="list-style-type: none"> <li>A. Provide each participant with a sheet of paper and an envelope. Ask each to identify one law on which they will work on for the next three months. <ul style="list-style-type: none"> <li>• On the paper, write the Law and how to improve.</li> <li>• Place the paper in the envelope, seal it, and date it for three months in advance.</li> <li>• Place the envelope in a safe place ( you may want to collect and return at a future meeting)</li> <li>• Open the envelope in three months to check t heir success.</li> </ul> </li> </ol>   | <p>Paper and envelopes</p>                  |

Handout #1

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|--|--|--|
| <p>The Girl Scout Law</p> <p>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.</p> | <p>The Girl Scout Law</p> <p>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.</p> | <p>The Girl Scout Law</p> <p>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.</p> |
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## Who Are Our Customers?

All Girl Scouts of Central Maryland members, volunteers, and staff interact with people every day – people who need us, people who can help us, people we need, people we can help. We are all “customers” of each other. On the lines around the face, identify as many individuals or groups as possible with whom we as Girl Scout adults have contact.



## Handout #3

### Showing Respect

#### Do

- Acknowledge another's presence by giving eye recognition – even when you are busy.
- Use a courteous tone of voice.
- Call others by name if possible.
- Listen and repeat what others say to clarify understanding.
- Smile frequently.
- Show interest in others.
- Respect each other's time (morning and evening hours, office time, lunch, breaks, dinner, family time) and space.
- Let others know what times are best for contacting you.
- Return phone calls.
- Call ahead if you need something. Make appointments.
- Be punctual.
- Be flexible.
- Say "thank you" always.

#### Avoid:

- Having a "drill sergeant" mentality, i.e. barking orders.
- Interrupting when others are speaking.
- Mumbling when talking in person or on the telephone.
- Ignoring another's presence.

Handout #4

## How to Play Phone Tag

**Narrator:** Monday 12 noon

**GSCM Staff Sally Smither's Voice Mail:** Hello, you have reached Sally Smithers, Girl Scout Staff. I am away from my desk. Please leave a message and I will call you back.

**Jane Johnson (Mom of a Girl Scout Brownie):** This is Jane. Please call me at 410-555-1234.

**Narrator:** Tuesday 11 a.m.

**The Johnson's Voice Mail:** Thank you for calling the Johnson residence. Please leave a message at the beep and we'll call you back.

**Sally Smithers:** Hi, Jane, this is Sally Smithers at the Girl Scouts of Central Maryland. I had a message you called. Please call me back. I will be in the office today until 4 p.m.

**Narrator:** Tuesday 3 p.m.

**Jane Johnson:** Hi, Sally, this is Jane. I am the mom of a Girl Scout Brownie and was wondering if you needed any help with the upcoming day camp.

**Sally Smithers:** I will need to call Mary Mason, Day Camp Director. I will call you back as soon as possible.

**Narrator:** Tuesday 4 p.m.

**Mary Mason's Voice Mail:** Hello, this is Mary Mason. I am out scouting around. Please leave a message and have a great day!

**Sally Smithers:** Hello, Mary, this is Sally from Girl Scouts. I have a question for you. Please call me at your earliest convenience.

**Narrator:** Wednesday 2 p.m.

**Mary Mason:** Hi, Sally, this is Mary. How can I help you?

**Sally Smithers:** Hi, Mary. We have a mom of a Brownie Girl Scout who would like to know if you would like help with your summer day camp.

**Narrator:** Thursday 9 a.m.

**Sally Smithers:** Hi, Jane. This is Sally. Mary would love some help at day camp this summer. Please call her at 410-555-1010.

**Jane Johnson:** Thank you. I will call her tomorrow.

Handout #5

## How to Avoid Phone Tag

**Narrator:** Monday 12 Noon

**GSCM Staff Sally Smithers' Voice Mail:** Good morning, this is Sally Smithers. It is Monday, June 1<sup>st</sup>. I am away from my desk until 1 o'clock today. Please leave a detailed message including your name, phone number, and purpose or question. I will return your call within 24 hours. If you need immediate assistance, please press 0 (zero) and the operator will redirect your call.

**Jane Johnson:** Hello, this is Jane Johnson. I am the mother of a Girl Scout Brownie and I would like to know if the Day Camp Committee would like some help. I can be reached at 410-555-1234, Monday through Thursday from 9 a.m. until 4 p.m. or in the evening at 410-222-4321. Thank you. Goodbye.

**Narrator:** Monday 1:15 p.m. Sally receives the message and immediately calls Mary Mason, Day Camp Director.

**Mary Mason's Voice Mail:** Hello, this is Mary Mason. I am out scouting around and not available to take your call. Please leave a message with your name and number at the beep. Have a great day!

**Sally Smithers:** Hello, Mary, this is Sally Smithers from the Girl Scout Council office. We have a mom of a Girl Scout Brownie who is interested in helping with day camp. Her name is Jane Johnson and her phone number is 410-555-1234. Would you please call her at your earliest convenience? Thank you and have a nice day.

**Narrator:** Monday 2:30 p.m.

**Sally Smithers:** Hello, Jane, this is Sally Smithers from the Girl Scout Council office. Our day camps can almost always use extra help. I left a message with the day camp director, Mary Mason; I left her your name and number. Mary's phone number is 410-555-3030. If you cannot reach her in the next couple of days, please call me back.

**Jane Johnson:** Thank you, Sally, for returning my call. I am excited about helping with day camp!

**Narrator:** Later that day, Mary calls Jane. Jane is coordinating crafts at the day camp!