

## Working in Partnership with Your Council Staff

Your volunteer support staff is responsible for ensuring the delivery and extension of Girl Scout membership and programs in assigned areas of the council as well as creating and evaluating the Girl Scout culture. This is achieved in partnership with the service unit manager(s) and through the appointment of engaged service team volunteers.

To develop a strong partnership with your council staff, it:

1. **Takes mutual trust and respect.** 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 bring enthusiasm, leadership knowledge, skills and experience to enhance and add value to the partnership.
2. **Requires setting goals and expectations together:**  
This establishes a way to assess the impact of the relationship and is also helpful in determining practical responsibilities of both partners. Understanding the mission of Girl Scouts and the Girl Scout Leadership Experience (GSLE) is beneficial so that you can set realistic goals not only for your service team but for the troops in your service unit.
3. **Is necessary to communicate openly and frequently.**  
Communication can be in the form of telephone calls, e-mail or setting appointments for personal visits, 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 abreast of council information.
  - a. Ask to connect with other service units she manages for event, day camp, training or networking opportunities.
  - b. Make sure you discuss any conflicts and/or issues facing the service unit.
  - c. Identify areas for growth or in need of support.
  - d. Share the service unit's successes via Facebook, email or phone calls.