

Guide to Managing Girl Behavior

Before addressing any girl behavior, it is important that a *Troop Agreement* is created with the girls. Additionally, a *Girl Scout Code of Conduct Agreement* should be reviewed and signed by the girl and parent/caregiver. After these agreements are signed, keep them in a safe place with your troop records. If either a girl or parent/caregiver exhibit behavior which breaks the *Troop Agreement* and/or *Code of Conduct Agreement*, please follow these steps in managing the behavior:

STEP 1: CORRECT THE BEHAVIOR

- Praise in public, correct in private (never in a room by yourself). This prevents the girl from being embarrassed when you point out her mistakes in front of others.
- Talk with her, not at her. Share what troop agreement or expectation was not being followed.
- Discuss what actions will be done to correct the behavior.
- Document the date, behavior, and correction for your own records.

STEP 2: TAKE A BREAK

- Ask the girl to step aside and take a break away from the group; ensure she is still in a safe space within sight of both troop volunteers.
- Share what *Troop Agreement* or expectation was not being followed. This may be done before or after the break, but make sure she understands the reason for the discipline.
- Briefly inform the parent/caregiver of what happened.
- Document the date, behavior issue, correction, and length of the break for your records.
- You may repeat this step as needed if it continues to be effective and the girl is learning/growing.

STEP 3: MEET WITH HER PARENT/CAREGIVER

If the behavior does not improve, repeat Step 2, and set up a time for the Troop Co-Leaders to meet privately with the parent/caregiver(s)*.

1. Remind the family of the *Girl Scout Conduct Agreement* and the *Troop Agreement*. Explain that all girls in the troop worked together to create the troop agreement.
2. Describe all incidents that have occurred in sequence.
3. Keep the conversation open, calm, honest, and respectful.
4. Discuss how you will work together to ensure their girl has a positive experience in Girl Scouts:
 - Ask for help from the family—is a parent/caregiver or other trusted adult able to attend meetings with their girl until the behavior improves?
 - Ask how the family may help their girl recognize the expectations in the *Conduct Agreement* and *Troop Agreement*.
 - Assure the family you look forward to working with their girl.
 - Assure the family you will keep in touch with them about their girl's behavior.
5. Document the meeting date, talking points, the family's response to the discussion, and next steps for your records.

STEP 4: CONTACT YOUR SERVICE UNIT OR COUNCIL STAFF FOR SUPPORT

- If the behavior does not improve, repeat Step 2, and contact your Service Unit Manager and/or Troop Support Specialist for assistance as needed.
- Contact the parent/guardian(s) to decide the next step of action.

**If parent/caregiver(s) are unwilling to comply with a request to meet with the troop leaders or address your concerns, contact your Troop Support Specialist.*