

Guide to Managing Youth Girl Scout Behavior

Information inspired by
Girl Scouts of Minnesota and
Wisconsin River Valleys

Use these general tools to help a troop establish behavior expectations.

- Include a review of the [Girl Scout of Western Washington Behavior Norms](#) as part of your initial family and caregiver meeting.
- Create a **troop group agreement**. Let your Girl Scouts establish their expectations for each other (and leaders) during meetings and outings and how they want to Girl Scout together. Check Pinterest for ideas on youth focused group agreements. If possible have yours visible at your meetings to reference!

In addition, here are some steps to follow that will help address behavior issues.

Step 1: Correct the behavior

- Praise in public, correct in private (never in a room by yourself.) This prevents the Girl Scout from being embarrassed when you point out their mistakes in front of the troop.
- Talk with them, not at them. Share what troop agreement or expectation was not being followed. Also consider tying it back to the Girl Scout Law.
- Document the date, behavior issue, and correction for your own records.

Step 2: Take a break

- Ask the Girl Scout to step aside and take a break away from the group—make sure they are 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 they understand the reason for the break.
- Briefly inform the parent/guardian what happened.
- Document the date, behavior issue, correction, and length of the break for your own records.
- You may repeat this step as needed as long as it continues to be effective and the Girl Scout is learning/growing.

Step 3: Have a meeting with the Girl Scout's parent/guardian

- If the behavior does not improve, set up a time to meet privately with the parent/guardian(s).
- Remind the family of the group agreements that might be in place for the troop. Explain that all Girl Scouts in the troop worked together to create the agreement.
- Describe all incidents that have occurred in sequence.
- Keep the conversation open, calm, honest and respectful.
- Discuss how you will work together to ensure their Girl Scout has a positive experience in Girl Scouts:
 - Ask for help from the family—is a parent/guardian or other trusted adult able to attend meetings until the behavior improves?
 - Ask how the family may help their Girl Scout recognize the expectations in the troop group agreement and Behavior Norms.
 - Assure the family you look forward to working with their Girl Scout.
 - Assure the family you will keep in touch with them about their Girl Scout's behavior.
- Document the meeting date, talking points, the family's response to the discussion, and next steps for your records.

If behavior continues and/or parent/guardian(s) are unable or unwilling to support efforts in addressing the behavior, reach out for additional help before taking further action with the family.

Step 4: Contact your service unit or council staff for support

- Repeat step 2.
- Contact your service unit manager and, if appropriate, the volunteer support manager for assistance and to identify next steps needed. You can reach staff through our customer care team at 1(800) 541-9852 or customercare@girlscoutsww.org.

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