

# CM 007

## Onboarding Commissioners



Time allotted	15 minutes
Teaching format	Instructor-led discussions with PowerPoint support

### Resources

Handouts	
Equipment and materials	<ul style="list-style-type: none"><li>• CM 007 - Getting Started as a Unit Commissioner Discussion Guide</li><li>• CM 007 - Getting Started as a Unit Commissioner PowerPoint presentation</li><li>• Computer and projector</li></ul>
Resources for additional participant learning	<ul style="list-style-type: none"><li>• National Commissioner Website: <a href="https://www.scouting.org/commissioners/">https://www.scouting.org/commissioners/</a></li></ul>

### Course Connections

Connections to other courses	<ul style="list-style-type: none"><li>• All Commissioner Basic Training Courses</li><li>• BCS 113 - Welcoming, Engaging, and Onboarding New Commissioners</li></ul>
------------------------------	---

### Presentation Outline

#### Introduction and Course Objectives – 1 minute

##### Slide 1

Let's talk about what a new commissioner needs to know before they start working with a unit. This commissioner moment can be used to:

- help new unit commissioners know what they need to know, and
- help administrative commissioners, especially those serving as onboarding coaches, know what they need to discuss with the new unit commissioner.

##### Slide 2

At the end of this session, a commissioner will:

- **Understand** job description and position-specific training for new unit commissioners
- **Know** what is included in the onboarding process and the role of the onboarding coach

- **Be familiar with** where to look for resources to help new unit commissioners work with their unit

A commissioner is considered trained when they complete the prescribed online or facilitated in-person training. The onboarding progress record is a tool to be used by the onboarding coach to familiarize a new commissioner with the expectations of the position they are entering.

## Getting Started as a Unit Commissioner – 8 minutes

### Slide 3 — Commissioner Orientation

- New commissioners should be welcomed by the district commissioner and assistant district commissioners and given the tools they need to get started in their position. The welcome is the first step in the onboarding process.
- During the welcome, the new commissioner should be introduced to their onboarding coach. The administrative commissioner assigns an onboarding coach. The coach works with the new commissioner to integrate them into the commissioner team, provide resources and support, and ensure a smooth transition.
- Some basic information should be discussed in person, preferably by the onboarding coach. This includes position descriptions, position-specific training, the onboarding progress record, and a digital or physical welcome packet the new commissioner can refer to for the initial months. Just like with a new job, the initial weeks and months of a new volunteer position can be daunting, and our job is to support the new unit commissioner.

### Slide 4 — Job Description and Training

- Job descriptions are a great resource to clearly outline expectations between all parties and help prospective team members understand what is expected of them if they accept an invitation.
- Scouting America’s pre-developed job descriptions can be customized for local circumstances and needs but are a great baseline. When inviting and welcoming new volunteers to the commissioner team, there should not be any surprises in expectations.
- Commissioner job descriptions can be found and downloaded on the commissioner recruiting webpage: <https://www.scouting.org/commissioners/commissioner-recruiting/commissioner-recruiting-resources/>
- Position-specific training is intended to provide a foundation for specific volunteer positions within Scouting America. It is designed to occur after the volunteer has completed their Youth Protection Training and within the initial days of their position.
- Commissioner position-specific training courses are designed to help new and experienced commissioners learn how to carry out their Scouting roles effectively. A Scouter is considered “trained” as a unit commissioner when they complete the online courses for the unit commissioner (listed on the slide) or when they complete an instructor-led version of the same training.

### **Slide 5 — Onboarding Progress Record**

- Onboarding is how new commissioners become familiar with the expectations of their position. It is the practical application of the knowledge, skills, resources, and behaviors they have learned during the instructional phase of their training so that they become effective in providing unit service.
- During onboarding training, new unit commissioners learn they have someone to count on when they have questions or if something goes wrong. This is the role of the onboarding coach.
- The Onboarding Progress Record is a set of 10 to 12 position-specific tasks the commissioner and their coach work through together after a Scouter has completed the Position-Specific Training. This tool guides the new commissioner and coach through the initial days of commissioner service. The coach's role is to review the onboarding requirements with the new commissioner and assist them in completing each task.
- This is an example of an Onboarding Progress Record. There is an onboarding progress record for each commissioner position.
- Onboarding Progress Records are downloaded at:  
<https://www.scouting.org/commissioners/training/commissioner-position-training/>

### **Slide 6 — What's in a Welcome Packet?**

- This slide lists resources, ideas, and thoughts about what a new unit commissioner might need to start. This list is not all-inclusive and should be supplemented by local resources and information.
- Ideally, resources should be available to new commissioners to help them feel supported and more comfortable within their roles. Don't assume that new commissioners know the same information you do (even if they are not new to Scouting).

### **Slide 7 — Meeting Information**

- As we welcome new commissioners, now is the time to be upfront with our new volunteers. We should not have any surprise meetings or "oh, by the way!" events they are supposed to attend. This is also an excellent opportunity to establish our baseline expectations early and set our culture.
- For example, it enhances the understanding that roundtables are unit service and that commissioners should attend them as well as unit volunteers.
- Also, having the locations, times, and purposes (e.g., what is roundtable) in writing allows new volunteers to quickly reference information without feeling silly asking a question. The second visit can be another activity or a committee meeting. Don't stay long. Let them know that you are available if they need you. Availability is the key to developing friendship and trust.

### **Slide 8 — Where to Find Answers**

Commissioners are often asked random questions by unit leaders or other volunteers. As a new volunteer, it can be incredibly frustrating to continuously not know the answer and to always have to ask other people. These pages help commissioners find answers to common unit

questions to better support our units. Topics are wide-ranging, including recruiting Scouts, program-specific resources, and Scouting America webinars.

### **Slide 9 — *MyScouting* Mobile App**

- The ***MyScouting*** mobile application is one of the handiest tools you have as a commissioner. All the information and resources on the national Scouting America website are at your fingertips with this application. Consider it part of your welcome packet and a key resource.
- As you open the ***MyScouting*** application, you see the menu across the bottom screen. Select the resources icon, and you will get direct links to a wide variety of manuals and resources that can aid you in providing unit service.
- The onboarding coach should help new unit commissioners learn to navigate this app and introduce them to Commissioner Tools.

## **Summary/Conclusion – 1 minute**

### **Slide 10 — Summary**

- Engaging and preparing a new commissioner is the first step to success in the onboarding process. New unit commissioners need to understand their job descriptions and what training they need to take.
- Onboarding is one of the most important things we can do after an invitation to join the commissioner team is accepted.  
The administrative commissioner assigns an onboarding coach to the new unit commissioner's chain of command. The coach works with the new unit commissioner to integrate into the commissioner team, provide resources and support, and ensure a smooth transition.
- As part of this process, the new unit commissioner should receive a welcome packet (either digital or physical) with relevant resources and information.

## **Questions? – 5 minutes**