



District/Assistant District Commissioner

Position-Specific Training

Time allotted	3 hours
Teaching format	PowerPoint presentation, Instructor-led discussion

Resources

Handouts	<ul style="list-style-type: none">• Unit Metrics Chart – 1 per person• District-Asst District Commissioner Onboarding Orientation Guide 2025 – 1 per person• Sample District Commissioner Staff Meeting – 1 per person• Trained cards verifying attendance – 1 per person
Equipment and materials	<ul style="list-style-type: none">• District/Asst District Commissioner Position-Specific Training Course Plan• District/Asst District Commissioner Position-Specific Training PowerPoint Presentation• Computer and projector• Whiteboard or flipchart
Resources for additional participant learning	<ul style="list-style-type: none">• <i>Unit Roadmap – Starting, Sustaining, and Growing Units, 2020</i>• <i>Guide to Safe Scouting</i>• National Commissioner website: https://www.scouting.org/commissioners/

Note to instructors: Upon completing the classroom portion, please provide each participant with a **training card** so that onboarding coaches can verify their attendance.

Presentation Outline

Introduction and Course Objectives – 5 minutes (slides 1-7)

Welcome to District and Assistant District Commissioner Position-Specific Training.
Congratulations on being chosen to serve in these very important positions.

This session will provide newly appointed district and assistant district commissioners with key information needed to begin a successful term of service.

Introduce instructors. If time allows, also have participant introductions.

For Virtual training:

Raise your hand for questions or enter into Chat – we will answer when we can.
Please mute unless we have a question for the group or discussion time.

Learning Objectives

- Understand the concept of unit service in the District
- Recognize the role of the District Commissioner and Assistant District Commissioners
- Identify the interrelationships and functions of the district/council

As commissioners, we share Scouting America's Mission, Vision, and Goal.

Mission: To prepare youth to make ethical and moral choices over their lifetime by instilling in them the values of the Scout Oath and Law.

Vision: Prepare every eligible youth in America to become a responsible, participating citizen and leader, guided by the Scout Oath and Law.

Goal: Prepare America's youth for lives of impact and purpose.

Our Objectives

- **Membership retention**
- **Membership growth**

While many commissioners may not be **directly** involved in recruiting and retaining youth and adult members, all commissioners **contribute to membership growth by working closely with units to ensure their** success. Growing Scouting requires commissioners to partner with volunteers throughout Scouting America, and if we do that well, Scouting's growth will be significant **and** sustainable.

Commissioner Culture

- **Be the Heart:** Scouting's units are its heart; its success depends on them; they deliver its programs to youth. Commissioners support unit leaders in developing a safe, welcoming environment and delivering Scouting's programs effectively. We exist to support Scouting's heart.
- **Build Relationships:** Commissioners must develop relationships with unit leaders we serve based on mutual respect, candor, and trust. Without that, the communication and collaboration required to support units effectively are impossible.
- **Change Lives:** Scouting changes lives – of the youth it serves and the adults who support it (both volunteers *and* professionals). As they adopt Scouting's values, they become engaged citizens who strengthen our communities, nation, and world.

Our Purpose

Being the Single Best Resource

Unit leaders need to know that they have someone to go to who can either give them an answer or find an answer. While commissioners won't have the answer to every question, they should be the single best resource for unit leaders who need answers or support.

Our Methods

- Objective Metrics
- Unit Connections
- The Key 3
- Impact, Not Activity
- Grow Partnerships
- Change the Way We Work Together

Commissioners review objective metrics and have meaningful conversations with unit leaders, listening carefully to the needs and concerns of unit leaders. Commissioners are not there to grade or score or tell unit leaders what to do. Instead, they collaborate with the unit Key 3 to ensure the unit's success. Because we often lack a sufficient number of commissioners, commissioners should partner with units that have the greatest need for support. Helping unit leaders achieve their vision will grow meaningful partnerships between commissioners and unit leaders.

It is an honor to serve as a commissioner.

Concepts of Unit Service – 30 minutes (slides 8-15)

There are 3 Components used in Unit Service.

The first is Unit Metrics. **Unit Metrics** introduce objective data about units. They can serve as a starting point for conversations and may suggest areas for discussion to help understand how the unit operates and how commissioners can engage to support it. They are **NOT** measures of success or failure.

The second is **Unit Connections**, a method and tool that will help commissioners develop partnerships with unit volunteers and guide conversations toward areas where we can have a positive impact on units.

The third component is **Commissioner Tools**, which involves integrating Unit Connections and key metrics into our Commissioner Tools information system. We will dive into Commissioner Tools in My.Scouting later.

Conversations

Conversations are the focal point of our operations. While we may not have the opportunity to engage in in-depth discussions at every interaction, commissioners should be prepared to discuss objective unit information, such as activities, membership, and training.

We need to build relationships through focused conversations to understand unit dynamics and operations better, enabling commissioners to serve and support the unit more effectively by meeting their needs and offering assistance.

Unit Metrics

The first thing a unit commissioner must do is get to know the unit and its people. This may take several visits. Unit metrics are an objective starting point for discussions after a relationship is established.

These provide insight into a unit's overall status, enabling you and the unit's Scouters to collaborate and improve the unit's ability to deliver the promise of Scouting. They are **not** intended to compare one unit to another or to provide a "score".

The unit metrics chosen provide an objective and valuable means of identifying how a unit is performing, enabling commissioners a convenient method to provide focused help where it is needed.

This information is available on the unit's dashboard. We will talk about access to that shortly.

Unit Metrics

Handout: Unit Metrics Chart

These objective metrics are determined using thresholds established for average expectations. Variation from these thresholds is not necessarily 'good' or 'bad.'

Metrics are not scores. They identify opportunities to provide helpful guidance where needed. Discussing only one or two metrics with a unit leader to explore where help might be required could be very beneficial. However, discussing where they're going well is also essential. Everyone needs to know that you also notice the positive things.

This chart displays five metrics, covering each of the five Scouting America programs, and describes thresholds based on average expectations. Each metric and threshold was established based on a relationship with unit renewal. The sixth metric of retention is part of the unit's dashboard information.

Note, for example, Key Leaders Trained. As commissioners, we are typically in contact with the unit Key 3. When we visit with the unit Key 3, we should also discuss the direct contact leaders (Cub Den Leaders, Webelos Den Leaders, and their assistants), who are not yet trained, and offer them available training resources. We know trained leaders provide a better program for the youth.

Also, note the unit size for Cub Scouts. The threshold is set at 20, which is actually below the national average of pack sizes. It has been found that units that fall below this threshold are less likely to complete a unit renewal. This size threshold helps to establish a typical den unit for each grade level with at least 3-4 youth in each den. Similarly, for Troops, a threshold of 12 accommodates two patrols of 5 youth. Still, it enables the opportunity for the senior patrol leader of the youth leadership and an assistant, which is fundamental in the Scouts BSA Program.

Data is populated through Scoutbook Plus and other Scouting America systems. The **shaded metrics**, Leadership for Crews and Posts, and Outdoor Activity for all programs, are dependent on what is entered at the unit level. Our technology systems make it easy for unit leaders to enter only a date for when the activity occurred via My.Scouting or Scoutbook Plus.

However, it is up to the unit whether or not to enter that information. What might seem to be a lack of advancement, leadership, and outdoor activities only means that **no one entered the information, not that those things did not occur.**

Unit Connections

Meaningful conversations have many positive outcomes:

- **Building relationships: Connections facilitate the establishment of strong relationships built on trust, respect, and shared goals.** These relationships form the backbone of successful teamwork and collaboration.

- **Enhancing conversations: Strong connections begin with knowledge that enables open and effective** communication channels. When individuals feel connected, they are more likely to express their thoughts, concerns, and ideas openly, leading to a better understanding and more effective problem-solving.
- **Driving collaboration: Connected individuals and groups are more likely to collaborate effectively toward** common objectives. They leverage each other's strengths, resources, and expertise to achieve shared outcomes that benefit everyone involved.
- **Fostering support:** Connections create a network of support where individuals can seek help, guidance, and encouragement from one another.
- **Creating and growing partnerships:** Connections lay the groundwork for establishing and nurturing partnerships. These partnerships, built on mutual trust and shared interests, can lead to new opportunities, innovative solutions, and long-term success.
- **Changing Lives:** Connections have the power to transform lives by providing access to new resources, perspectives, and opportunities. Through meaningful interactions and relationships, individuals can achieve personal growth, overcome challenges, and reach their full potential.

Connection Guides

To aid commissioners in facilitating a conversation with unit leaders, a set of Connection Guides is available. There are guides for discussing each of the six metrics. All guides are accessible from the unit and district dashboards, and each follows a similar pattern of offering several leading questions to help guide a unit-level conversation.

Scanning this QR code will also enable direct access to the library of connection guides.

Unit Goals

Conversations with unit leaders may lead to opportunities for formulating unit goals.

This entails recognizing what is going well, aiding the unit in pinpointing areas for program improvement, engaging with the unit to establish their vision for success, and providing support for that vision.

Establishing goals can be pivotal in the development of thriving units. Commissioners might collaborate closely with units to develop goals and address challenges.

The unit maintains complete autonomy in determining their goals, whether they choose to have them detailed, simple, or none at all, with the commissioner available to assist them throughout the process.

Unit Support

Finally, commissioners provide unit support by following up regularly, being available to answer questions, and ensuring the unit has the resources to achieve their goals.

Just remember, there are various types of units out there, and each one requires different types of support.

Record what you do to support the units you serve in Commissioner Tools. The information you record is valuable for tracking unit opportunities and successes over time. This is also useful to district leadership if you are no longer able to serve that unit; they won't have to start all over to gather information.

District Unit Service - 20 minutes (slides 16-38)

Unit Service Organization

A district's corps of commissioners serves as the link between the district and its local units. It's essential to understand how commissioners are organized so that optimal unit service can be provided. The organization of the district's commissioners is at the discretion of the district commissioner, who is free to adjust the organization as needed to meet the changing needs of the district.

District Commissioner

The district nominating committee recommends the district commissioner for approval and appointment by the council executive board with the concurrence of the Scout Executive.

The district commissioner works directly with the district chair and the district professional as part of the district Key 3. District commissioners take ownership of the district team of commissioners to ensure that all units are well cared for throughout the year, paying special attention to new units as these units are the most vulnerable to not renew their charters.

The district commissioner guides and monitors the district's unit service function.

District Commissioner – Managing versus Leading

So, does the district commissioner manage people or lead people?

Management of Volunteers

Management of volunteers focuses on the four lower-case p's of the role: policy, procedure, process, and practice. The four Ps are vital to the sound operation of a volunteer-supported organization. Their fundamental execution is critical to the movement. Managing volunteers requires being adept at crafting, communicating, implementing, and ensuring adherence to the four-lowercase p's. The management aspect of guiding volunteers is usually a natural strength. For many, their ability to manage the lowercase p's is what got them noticed. Management skills earned them a promotion to their current role.

Leadership of Volunteers

The leadership of volunteers focuses on the one capital P – People. The leader seeks to connect with and inspire every person who affiliates with the organization. The leader understands that the human element cannot be overlooked in the haste to focus on policy, procedures, processes, and practices.

When leading volunteers, this is not an either/or proposition. The person called upon to guide volunteers cannot swap management expertise for leadership skills or vice versa. The most effective way to support volunteers is to become the best version of a volunteer manager and volunteer leader possible. Continual development is key.

Continual development through coaching, mentorship, introspection, time for reflection, and being an astute observer will yield a well-rounded manager and leader of volunteers.

Leading volunteers is synonymous with volunteer engagement. Managing volunteers also plays a part in engagement. Bolstering leadership knowledge and skills will enhance opportunities to touch the head, hearts, and hands of those who choose to serve.

Functions/Duties

Functions/duties of managing:

- Goal Setting and Accountability
- Monthly flow of meetings and information
- Team Meeting Planning
- Oiling The Machine (Are all the parts working?)
- Planned and unplanned conversations

Functions/duties of leading:

- Set the example
- Inspire the shared vision
- Foster loyalty and commitment
- Build trust in relationships
- Recognize individual's contributions

A district commissioner must find the right balance between managing and leading to guide the commissioner staff effectively.

Types and Levels of Commissioner Support

Commissioners come in all shapes, sizes, and experiences, and they can be organized in many different ways, but there are just three types of commissioners:

- Administrative
- Roundtable
- Unit commissioners

Those who are not unit commissioners or roundtable commissioners are *administrative* commissioners.

Assistant District Commissioners

Assistant district commissioners, or ADCs, can make or break a District's ability to see that every unit receives competent unit service.

Even the best district commissioner in the council cannot personally train and guide all unit commissioners in the district. So, ADCs are assigned certain units in the district, and they supervise the unit commissioners who serve those units. ADCs are appointed by the district commissioners.

ADCs work closely with the district commissioner and district executive. This team must have a clear vision of effective Scouting and communicate that vision to every unit leader in the district through unit commissioners.

When a unit commissioner resigns or cannot adequately fulfill the responsibilities of the position, the assistant district commissioner *temporarily* assumes the vacant position. However, immediate action must be taken to provide a replacement.

Whereas, administrative commissioners are *not* unit commissioners. Their responsibility is to *find* unit commissioners.

Roundtable Commissioners

Coordination of all roundtables held in the council is the responsibility of the **assistant council commissioner for roundtable**.

This person reports to the council commissioner and conducts an annual council-wide roundtable planning meeting, followed by a mid-year review.

This process brings a level of standardization to district roundtables in terms of content by promoting the use of **Roundtable Support Pages** on the National website and other resources while allowing local flexibility for the Districts.

In some larger councils, there may be multiple assistant council commissioners for roundtable depending on the local needs.

Roundtable Commissioners

The district roundtables fall under the guidance of the assistant district commissioner for roundtable. This individual oversees the district roundtables in all program areas, reports to the district commissioner, and works with the district structure.

He or she should also work in cooperation with the assistant council commissioner for roundtable to see that annual planning and midyear review programs are well-attended by the district's program-specific unit roundtable commissioners.

Additionally, the assistant district commissioner should ensure that the **Roundtable Resources** materials are utilized, allowing the units to receive proper program materials.

District Roundtable

Roundtable programs are implemented by the roundtable commissioners.

These individuals are responsible for coordinating and conducting the various parts of the roundtable meetings. They make their contributions with guidance and help from the assistant council and district commissioners.

Assistant roundtable commissioners conduct tasks directly to benefit the program-specific roundtable commissioners, assisting in the development and delivery of the monthly meeting agendas and program items.

Each roundtable commissioner may have as many assistants as needed. For example, Cub Scout roundtables may require several assistants for their program breakouts, whereas Scouts BSA roundtables may need fewer.

Role of the Unit Commissioner

The unit commissioner's role is to be THE SINGLE BEST RESOURCE a unit leader has for assistance. Being the single best resource doesn't mean that you know the answer to every question a unit leader asks; but it does mean you should be the first person a unit leader turns to when they have a question they can't answer, and you find the answer and deliver it as soon as you can.

District Commissioner Staff Organization

This is a typical organizational structure for a district commissioner's staff.

- Administrative commissioners are represented in yellow
- Unit service commissioners are displayed in green
- Roundtable commissioners are displayed in orange.

Even though the ADC for roundtable is displayed in orange, they are also an administrative commissioner.

Remember, this is one possible way a district commissioner can organize their staff. A district commissioner has the latitude to organize unit service to meet the needs of their district.

Council Commissioner

The council commissioner leads all commissioner personnel in the council. Their duties are outlined in the bylaws of the local council.

The council commissioner is selected by the council nominating committee and is elected at the annual meeting of the local council and serves as a member of the council Key 3.

The council commissioner also serves as an officer of the local council, a member of the executive board, a member of the council executive committee, and a representative of the National Council.

Administrative Commissioners

Successful council commissioners know they cannot do their task alone.

Council commissioners appoint the number of assistant council commissioners they deem necessary, and these commissioners can assume various roles.

District Structure

Scouting America is organized into local area councils. These councils are organized into smaller units called districts.

For the next few minutes, we will explore how districts operate to support their council and the units they serve.

District Purpose

A Scouting district is a geographical area within the local council of Scouting America, which is determined by the council executive board. District leaders mobilize resources to ensure the growth and success of Scouting units within the district's territory. The purpose of the district is

to work through chartered organizations and community groups to organize and support successful units. The result of effective district support is more youth members receiving a better program.

District Leadership

Another key element is the coordination and mobilization of resources to support the unit, which ensures the growth and success of units within the district's territory.

These resources include Volunteers who are our greatest asset. All the positions shown are volunteer positions, except for the district executive. Chartered organization representatives are voting members of the district because of their position. Council fiscal resources provide facilities and materials to units, as well as program knowledge, which our volunteers often provide.

Four Functions of the District

All districts are responsible for carrying out four standard functions. These four functions are the pieces to the puzzle that make up your district.

Membership

The first function of the district committee is membership growth.

The five sources of membership growth are:

- The establishment of new units
- Recruitment of new youth
- Retention of members
- Webelos to Troops, and Troops to Venturing/Sea Scouts/Exploring transition
- Retention of units

Fund Development

Funds are raised from a variety of sources, including Friends of Scouting, product sales like popcorn, special events, and district activity budgets.

Special events, such as golf tournaments, sporting clays, and silent auctions, are typically held at the council level. Districts are encouraged to support these events.

District activities include program opportunities for youth and volunteers, such as camporees, Pinewood Derbies, and district recognition banquets. Specific budgets are developed for these activities to cover the associated costs. If there are excess funds, they go to the council, and the council is also responsible for covering any shortfall.

Program

The third function of the district committee is program.

The committee assists Scouting units with camp promotions, activities, and civic service, training adult volunteers, youth advancement, and recognition.

Unit Service

The fourth function of the district committee is unit service. That's us! Commissioners!

The unit service team provides coaching and consultation to unit adults, helping ensure the success of every scouting unit.

Four Functions of the District (interrelationships)

The order in which the functions are listed is not meant to suggest the order of their importance, but the natural interrelationship and flow of the functions:

- The Scouting movement cannot achieve its purpose without first organizing units and enrolling members. The district cannot support its units without the necessary funds.
- The district supports unit programs through its program functions and unit service.

All four functions are equally important and necessary. If one suffers from a lack of attention, all the work of the district suffers.

As you progress through training, you will notice that the course content commonly follows these four functional areas, with an ever-present emphasis on volunteers.

When you successfully have all four functions working together in your district, outstanding Scouting programs will be the result.

Standard District Organization

Each district, regardless of size, has a district committee to coordinate the work of the district. A typical district usually would have an operating committee for each of the four functions, including a commissioner staff for the unit service function. This overview outlines how each of the four functions can be integrated into the district's organizational structure.

The exact method of organizing a district is flexible and should be tailored to the needs and characteristics of the communities within your district.

Note that the program has several subcommittees, including Training, Camping, Activities, and Advancement.

10 – MINUTE BREAK

District Commissioner Responsibilities - 20 minutes (slides 40-60)

The District Commissioner

The district commissioner is approved and appointed by the council executive board, with the concurrence of the Scout executive, and on the recommendation of the district nominating committee.

Working with the district executive, they recruit, train, guide, and evaluate the required commissioner personnel of the district.

The district commissioner should be a proven leader capable of enlisting other effective persons to serve. The district commissioner, or DC, is the chief morale officer of the district: upbeat, personable, determined, and a role model for Scouting ideals.

District Commissioner's Role

A district commissioner has the same role as that of the council commissioner, and it involves five things, but with a focus on unit service at the district level:

- To **Envision** what effective unit service in the district will look like and what goals must be accomplished during the district commissioner's term of service to fulfill that vision.
- To **Represent** volunteers and Scouts to the district chairman and the district executive, and to the district committee.
- To **Recruit** an adequate number of administrative, roundtable, and unit commissioners to provide effective unit service throughout the district.
- To **Retain** commissioners and units.
- To **Enable** all commissioners to be successful.

A key distinction, however, is that the district commissioner's vision of effective unit service ***must support the council's vision.***

He or she is passionate about the benefits of Scouting and is a champion of the unit to make Scouting happen in the lives of young people.

Roles and Responsibilities

The district commissioner works directly with the district chair and the district professional as part of the district Key 3. District commissioners take ownership of the district team of commissioners to ensure that all units are well cared for throughout the year, paying particular attention to new units, as these units are the most vulnerable to not renewing their charters.

A district commissioner understands and communicates the best skills available in unit service: how to counsel, coach, and inspire unit volunteers; how to enrich the unit program, and how to help units solve problems before the problems endanger the survival of the unit.

Specific district commissioner responsibilities include identifying and recruiting sufficient numbers of the right people as commissioners, ensuring that all units in the district receive regular, helpful service.

As commissioners are recruited, the district commissioner must prepare them to provide effective unit service by ensuring that each commissioner receives the appropriate orientation and basic training for the position they are assuming.

They cultivate an atmosphere of continual learning by providing a regular training topic at each monthly commissioner staff meeting.

Recruiting New Commissioners

During conversations about recruiting commissioners, the question seems to come up repeatedly: "What makes a great commissioner?"

Typically, this question seeks a list of skills, knowledge, and experience that should be considered prerequisites when recruiting new commissioners.

The answer is relatively simple, but the list isn't universal. There is, however, one item that should be first on every list: *a great commissioner has a servant's heart!* Why? All commissioners are leaders; *great commissioners are servant leaders*. What does it mean to have a servant's heart? Servant means to serve; Serve means to help, assist, or attend to. Most people associate the word "servant" with a negative connotation. They think the job of a servant is demeaning. In our context, as commissioners, servants are individuals who assist others.

Recruiting isn't the responsibility of every commissioner; it is typically the responsibility of administrative commissioners. But unit commissioners can be one of the best resources for identifying great candidates for Unit Service. They are in our units and engaged with their volunteers. If they understand what makes a great commissioner, they can be more discerning.

Commissioner Tools provides a means for unit commissioners to capture information about potential candidates and for administrative commissioners to review those opportunities.

Watch the videos on how to use Commissioner Tools to see how this is done.

Training Commissioners: Why

District commissioners are responsible for equipping commissioners with the tools and confidence to succeed. How commissioners interact with new and seasoned Scouting volunteers is crucial. Scouting volunteers span a wider range of generations than ever before.

Education on how to best reach and work with Scouters is key. A trained commissioner is an effective commissioner. Just as every direct contact adult position has training requirements, so do all levels of commissioners. Commissioners should consider taking all levels of commissioner training, as understanding the various commissioner roles, unit, roundtable, and district, provides an in-depth understanding.

Guiding Commissioners

District commissioners and assistant district commissioners utilize their abilities to listen and respond in a manner that enables other commissioners to solve their own problems and reach their full potential. District commissioners and assistant district commissioners provide guidance and counseling to help others arrive at the right answer by their own analysis of the situation and facts.

They serve as a resource to help commissioners deliver the best possible service to the units within the district.

Evaluating Commissioners

District commissioners hold their staff accountable for the service they provide to the units in the district.

They will review the connections entered into Commissioner Tools and the information provided by the unit.

They will support unit commissioners in accountability, in supporting the units, and in assisting units that need it.

They will check to see if units have regular attendance at roundtable and follow unit progress through My.Scouting Commissioner tools.

Role of the Assistant District Commissioner

Assistant district commissioners, or ADCs, can make or break a district's ability to see that every unit receives competent commissioner support.

Even the best district commissioner in the council cannot personally train and guide all unit commissioners in the district. So, ADCs are assigned specific units in the district, and they supervise the unit commissioners who serve those units. ADCs are appointed by the district commissioners.

Assistant district commissioners measure people's progress, not in the number of meetings those people attend, but in the way they handle their responsibilities.

The ADC's role is mainly accomplished on a personalized basis. At monthly district commissioner staff meetings, they help their unit commissioners in supporting their units.

They support their staff's accountability and units that need assistance.

Responsibilities of an Assistant District Commissioner

Some of the primary responsibilities of an assistant district commissioner include helping **recruit** the right people as unit commissioners. An assistant district commissioner also **provides clear instructions** and specific ideas for their staff. They **listen** to what people say and feel. Assistant district commissioners are responsible for **coaching** unit commissioners through real-life unit problem-solving situations and ensuring that all Scouters are treated with courtesy and dignity. And they find ways to **praise** each unit commissioner as often as they can for specific achievements.

Most importantly, the assistant district commissioner does not try to take over for the unit commissioners but is always ready to support or help them achieve success. In instances where there is a shortage of unit commissioners, the assistant district commissioner should be prepared to serve units as a unit commissioner as well.

The ADC will also ensure that the new commissioner is registered with Scouting America as a unit commissioner.

If a vacancy occurs in a unit commissioner position, the assistant district commissioner will temporarily provide service to the units assigned to that commissioner position.

Invite New Commissioners

One of the primary roles of an ADC is to identify and recruit unit commissioners. Each ADC will know different Scouters who will fit the profile for serving as a unit commissioner.

Having multiple people recruit unit commissioners in your district makes it easier to achieve the goal of having an adequate number of trained unit commissioners.

Teach Commissioners

Once a unit commissioner is recruited, the assistant district commissioner will focus on ensuring that the unit commissioner receives appropriate training.

The ADC will review the process with the new commissioner to help them understand the role they have agreed to serve and ensure that the unit commissioner is properly prepared to deliver unit service.

The ADC should also ensure that the unit commissioner's Safeguarding Youth Training is up to date.

When the district or council provides commissioner position-specific training, the ADC will promote the training program to any untrained commissioners and encourage the commissioner to attend.

Assistant district commissioners should also promote supplemental training programs, such as the College of Commissioner Science and Philmont Commissioner Week, to their unit commissioners.

Listen to Commissioners

The ADC needs to be someone who listens to others. The ADC must treat all Scouters with courtesy and dignity and refrain from showing favoritism. Unit commissioners and volunteer leaders will often approach an ADC to share a concern or issue they are facing.

The skilled ADC listens to their needs and helps match them with the best resources in the district and council to resolve their need.

Coach Commissioners

The assistant district commissioner also serves as a coach. They support their staff's accountability in providing service to the units.

They coach unit commissioners through handling unit problems. They provide clear instructions and offer specific ideas to their staff.

ADCs work closely with the district commissioner and district executive to achieve a vision of effective Scouting in every unit through the unit service team.

Recognize Commissioners

Showing appreciation for the efforts of volunteers in Scouting is essential at all levels of the program. Recognition has been a fundamental part of Scouting from its beginning. Done well, it

is a powerful tool that can help leaders set goals, define accomplishments, encourage skill development, celebrate commitment and achievement, and inspire others to strive for similar success.

ADC Responsibilities

The district commissioner appoints assistant district commissioners to serve a specific group of units. You can set up Assistant District Commissioner areas using various methods.

Geographically

One of the most common methods used is to establish ADC areas based on geography. In this model, the district is broken into segments based on neighborhoods or communities in the district. A rural district serving multiple counties might establish an ADC in each of the counties. A more urban district might establish ADC areas using specific streets or natural boundaries, such as rivers.

Program Type

Some districts have chosen to establish ADC areas around specific program types that they serve. Structuring your commissioners this way allows them to become experts in a specific program and how to build strong, quality unit programs for that type of unit.

The method used in your district depends on the needs of the district. Sometimes, a combination of these methods may be used.

The important thing is that the scope of responsibility is broken into smaller, more manageable parts.

Special Assistant District Commissioners

Assistant district commissioners, in addition to leading unit commissioners, are sometimes asked to undertake special, ongoing assignments.

To oversee a district's roundtable program, an assistant district commissioner for roundtables is appointed to plan and conduct monthly roundtables with each of the program-specific roundtable commissioners.

An assistant district commissioner for training coordinates commissioner training within the district to ensure that all commissioners receive the necessary training for their positions. This person also coordinates the monthly continuing education during staff meetings. This person also informs commissioners about training opportunities available from the council.

The awards and recognition ADC helps the district commissioner track each of the district's commissioners' training and service, ensuring that commissioners are appropriately recognized for their contributions.

The charter renewal ADC assists in tracking the status of each unit's charter renewal status so that units are renewed on time.

Commissioner Fit

“Commissioner Fit” is an important consideration when administrative commissioners develop a recruiting plan or ask unit commissioners to serve a unit.

The probability of a unit commissioner helping a unit to grow and thrive increases when there is a good fit. But how do we determine what makes for a good fit?

Consider the five key components of commissioner fit:

- **Strengths:** What does the unit do well? If a unit does a great job of developing an annual budget and program plan, a commissioner with little or no experience in that area may still be a great choice if they are a good fit in other areas.
- **Needs: Where does the unit require** support? A commissioner with expertise in those areas, or with knowledge of the district operating committee and other resources to which the unit could be linked, would be the better choice.
- **Skills:** Does the culture of the unit want a unit commissioner with particularly strong communication skills, or patience, or the ability to teach, or coach, or plan, or hold people accountable in a positive manner?
- **Experience:** experience in the unit’s program (Cub Scouting, Scouts BSA, Exploring, etc.) is an asset, but may not be essential (see Strengths and Needs). Substantial tenure in Scouting may also be an asset, but may also not be essential (see Strengths and Needs). Strong units with skilled leadership may be excellent candidates for new unit commissioners as they can provide a great opportunity to learn and develop unit service skills.
- **Interaction:** a unit commissioner’s interactions with a unit change over time. After getting to know one another, unit commissioners may develop a positive relationship with unit leaders that continues uninterrupted, enabling them to work together effectively to help the unit grow and thrive. But that’s not always the case. Sometimes the ability to work together effectively never develops; sometimes deteriorates over time.

What if the fit just isn’t right?

If all five key components of commissioner fit are carefully considered, it’s likely that a commissioner can serve effectively in a unit. When fit changes, unit assignments may need to be adjusted. Simply a change in unit leadership could cause a change in fit, or perhaps that new commissioner assigned to a strong unit may have grown and developed to the point that serving a unit with greater needs might be a better fit.

Administrative commissioners should review unit commissioner assignments annually and assess the need for adjustments. It’s an excellent opportunity to celebrate achievements and to have a candid conversation about opportunities.

A “commission” is “a formal, written warrant granting the power to perform various acts or duties.” Commissioners and professionals are the only groups in Scouting America that hold commissions. An annual commissioning ceremony is a great opportunity to celebrate the commitment to serve units; renewal of a commission is an equally great opportunity to celebrate success. administrative commissioners should consider implementing an annual process of reviewing all existing commissions and assignments and making adjustments that will enable their team to have the greatest impact on units served.

Every commissioner should be committed to the mission we share with the unit leaders we serve: to prepare young people to make ethical and moral choices over their lifetimes by instilling in them the values of the Scout Oath and Law. Every commissioner should know how we define success in unit Service: every member of Scouting America has a great Scouting experience.

Seeking a great commissioner fit will help ensure that we achieve our mission and fulfill our vision.

Qualities

The qualities of a Scouting **diplomat include being an** effective communicator, a good listener, possessing sound judgment, being tactful, having a Scouting background, being a quick learner, being persistent and patient, being adaptable, upholding Scouting ideals, being enthusiastic, and treating everyone with respect.

Exceptional service has three essential qualities: to exceed unit leader expectations, provide caring service, not just competent service, and to deliver it consistently. promptly

Service Recovery

When mistakes happen, apologize sincerely, act immediately, take initiative, smooth ruffled feathers, let them know you care, and turn the blunder into an opportunity for growth.

Know Your District – 45 minutes (slides 61-87)

Commissioner Tools

One of our primary responsibilities as a commissioner is to **connect units and record those connections in *Commissioner Tools***. *Commissioner Tools* is designed to help commissioners fulfill this objective by providing benefits in four areas:

Enabling easy access to actionable information

- Commissioners, in real-time, will use dashboards to view summary information about a unit's membership, the status of its leaders' youth protection and position-specific training, their participation in district roundtables, and the unit's current needs and opportunities for improvement.

Enabling improved focus on their primary objectives

- Commissioners will be able to work together with a unit's Key 3 to develop unit goals. This entails recognizing and capitalizing on achievements, aiding the unit in pinpointing areas for enhancement, engaging with the unit to establish their objectives, and providing support for those objectives. Establishing goals is important in planning and enhancing thriving units. Commissioners might collaborate closely with units to establish goals and address challenges. Scheduled meetings with the units ensure adequate groundwork, though multiple sessions might be needed to reach consensus on tailored objectives. The unit maintains complete autonomy in determining the goals, whether they choose to have them detailed, simple, or none at all, with the commissioner available to assist them throughout the process.

Supporting roundtable administration and promotion

- Roundtable commissioners will be able to publish dates of upcoming roundtables, agendas, unit participation information, and note key developments. That will enable unit commissioners to promote participation effectively.

Supporting commissioner administration

- Administrative commissioners will be able to assign unit commissioners and identify their training needs, as well as identify units that require a commissioner to be assigned to assist them.

They will also be able to identify newly formed units, allowing them to be assigned a dedicated commissioner. Reports will be available online and can be downloaded in MS Excel format.

Commissioner Tools is available to all district and council-commissioned volunteers and professionals. Both are encouraged to become familiar with and use Commissioner Tools to support units more effectively.

District Dashboard (slides 62-65)

This is a view of a district dashboard. You will see the organization dashboard after selecting "Commissioner Tools" in the My.Scouting app, available on both web and mobile platforms. At the top, you will see a list of key district leaders. Notice that they are all underlined and in blue. The names are hyperlinks that provide contact information for each person. The top right section displays the number of units in the district and the number with a commissioner assigned. The commissioner sections display the number of commissioners registered in the district and the number assigned to a unit(s).

This section provides a summary of the unit metrics across the district, including the number of units that have met each threshold. It can be viewed for the current state or by toggling the 3-month and 1-year trends for identifying how that data has changed over time. Below that is a breakdown of each program by the level of completed metrics.

To understand what each of the metrics are and what the thresholds are, click on the blue icon by the Unit Metrics title. To understand the significance of how these metrics can be used to help units, click on the blue icon next to the Overall District Summary title. In each case, a pop-up message will appear.

When clicking on the **Show Details** at the bottom of this slide, more information is available, as shown on the next slide.

Metrics

This page shows a breakdown of each metric by the individual Scouting America programs. This chart helps identify trends across programs and by metric. District Committees can use this information to provide help among different groups or topics where needed.

Unit Connection Guides

Immediately below the metric summary data are Unit Connection Guides. Details of Unit Connection Guides are covered in another training module, but these are individual guides, by

topic, as noted, that can assist a commissioner on how to have a meaningful and helpful discussion with unit leaders.

Unit Metrics Summaries (slides 66-73)

The next several sections, which follow the Unit Connection Guides, provide summaries of each of the Unit Metrics.

The first is **Youth Membership** and provides an overall snapshot of a district's youth membership. More details are available, showing membership by each program area, when clicking on the "Show Details" link. See the next slide for an example.

Membership Detail

Expanding the details displays specific numbers by program and gender. Membership year-over-year changes are also shown.

Advancement Data

Advancement data follows the membership data. Expanding the advancement section displays information by program, showing trends of how the youth in the district are advancing.

Volunteer Leadership

Further down the dashboard, you will see 'Volunteer Leadership'. This section highlights the total number of registered adults, followed by details on training. At a glance, the district staff can note if units need leaders to complete necessary training, particularly Safeguarding Youth training. To view the details of what leaders are missing in training, click the 'Download Report' link. These two reports can be printed for use during an upcoming unit leader visit for helpful discussion.

Roundtable

Further down the dashboard is the Roundtable information. At the top of this section is the attendance record for the past three months. For more details, click 'Download Report'.

Knowing if units are participating in roundtable is important. If leaders are not attending roundtable, this would be an excellent conversation to have with the units who are not attending. By having at least one person attend a Roundtable meeting each month, useful information can be brought back to the unit to help strengthen the unit's program for their youth.

You'll also note in this section when the Next Roundtable meeting is, where it's held, a single click to view a map of the location, a virtual meeting link if the district uses that option, and even who the RT commissioner is, which you can contact simply by clicking on their name for any necessary information.

Trends

Here is more helpful information that will provide information to make it easier for district commissioners and other administrative commissioners to identify where to focus attention.

Note at the top that either the current metric data will display, or if toggled, 3-month and one-year trends will display. In the middle is a summary of all units with a grouping of three sections – those that meet 0-2 metrics, three metrics, or 4-5. These three groupings correspond to historical data related to unit renewals. Those meeting 4-5 metrics renew at a rate of 99% or greater. Those meeting 3 metrics renew at 95% or greater. If only 0-2 metrics are met, the renewal rate can be as low as 70%. Finally, the bar graphs below are broken in specific program areas for visual aid to help identify various trends and units that may need the most help.

The colors were chosen to be neutral in meaning and also to aid those who may be color-blind.

Given this overview, district commissioners may want to explore the 0-2 Metrics Completed section to determine if any action is needed and also prioritize commissioner assignments.

The blue icon in the top right corner indicates that additional details are available. With a single click, the next slide shows an example of the report that will be available.

[Click] The questions to the side are ones to consider for how to best use the information on these slides for your district. Administrative commissioners play a crucial role in managing their limited resources. These questions either the DC and/or the ADC will need to consider for identifying where the opportunities are to provide the best help across the district.

Unit Metrics

Here is an example of a Unit Metrics report.

Note that all units will be displayed, including those that are new and the date they were added as a new unit. Across the top, information is arranged in three groupings. The first is a summary of each metric and whether it has been met for each unit. Next is a Metric Summary. The last grouping is each of the metrics, but showing the specific detailed data for those metrics, including retention.

Please note that the column labeled “Metric Summary” can be used to suggest opportunities to provide unit support in one or more areas. This column is NOT a score and should not be used for rating or ranking units.

Additionally, a district commissioner may want to review the metric columns to identify areas that could be targeted for improvement by the district.

[Click] More questions. **[Click]** More questions.

Unit Metrics, cont’d

The section of the district dashboard indicates the number of units that are at the threshold for each metric. Direct links to Connections Guides are included for convenient reference.

This information is displayed immediately below the colored bar graphs. It serves as a valuable problem-solving tool for administrative commissioners and district committee members to engage with and provide assistance where needed. A glance at the training column suggests a need to collectively help units and engage the district training chair as needed.

[\[Click\] More questions.](#)

Unit Connections Guides and Reports

Repeated on the district dashboard are the Unit Connections Guides. Below them is a history of connections made, including a brief summary of completions, as well as the blue cloud icon, which provides a useful report.

Connections Report

Although this is an eye chart, it does demonstrate what the Connection Report looks like. Unit details are listed to the left, accompanied by a set of headings that categorize each of the six metrics, as well as an 'Other' category.

The administrative commissioner should review this report regularly to assess the details the commissioners are documenting and in which specific categories. Many follow-up tasks can be addressed with either the training committee, perhaps the membership team, or one-on-one with the commissioner. Some of the comments can even be used as discussion topics within a district commissioner's cabinet meeting.

Youth Membership

Examining the details for each metric, the dashboard also provides information about youth membership in aggregate and by program.

This type of data can be helpful for an administrative commissioner to identify potential opportunities across the district and, as needed, enlist support from the district committee membership team.

[\[Click\] More Questions](#)

Membership by Program

This chart illustrates membership details by program.

[\[Click\] More questions.](#)

Advancements by Program

This chart illustrates advancement details by program.

[\[Click\] More questions.](#)

Training

Quick glance information about training and roundtable attendance is also included. Detailed information links are at the top right of each category. Note the colored circle graph for Safeguarding Youth to help commissioners get an advanced look at upcoming SYT expirations.

[\[Click\] More questions](#)

Roundtables

Roundtable attendance to focus on the number of units not attending. Identification of which units are not attending can be found in the downloadable report by clicking on the blue icon.

[\[Click\] More questions](#)

Membership/PIN/ Renewal Status

Towards the bottom of the dashboard are the Membership, Unit Pin, and Unit Renewal Status of units in the district.

Membership: Toggle back and forth between adult and youth data to see the number of expired or soon-to-be-expired members. The number of members with a current registration is also noted in the circle chart. Unit Renewal information is also summarized in this section. This section provides the unit pin status, along with the date of the last update.

Unit Pin status is important since many parents who are looking for a Scouting unit will research online first. If parents do not get a response back quickly after expressing interest in the unit, we could lose those potential families. That is why it's so important to ensure that contact information on the Be A Scout page is accurate.

The **Renewal Status** section refers to the progress of unit renewals.

[Click] More questions

Applications and Invitations Status

The final section of the district dashboard shows the status of applications and invitations in the district. Detailed reports can be obtained by clicking on the download report arrow for each category. The boxed arrows in each of these two sections will direct you to the Application and Invitation Manager apps.

While it is not the responsibility of the commissioner to follow up on membership invitations/leads, this information indicates which units are managing the information effectively and where there are opportunities for coaching by a commissioner on how to access and follow up on membership leads.

This information is located at the bottom of the district dashboard.

[Click] More questions

My Scouting Mobile Application

This is an example of what users accessing My.Scouting and Commissioner Tools through the mobile app would view.

Commissioner Tools Summary

In summary, Commissioner Tools has been updated to deliver unit service. These new features will enable commissioners to build solid relationships and increase their knowledge about the units they serve, ultimately delivering impactful results.

What Success Looks Like

Using the actionable information in Commissioner Tools, district commissioners can see:

Early Indicators of Success, including:

- An improvement in the percentage of units with assigned commissioners
- An increase in the percentage of commissioners entering unit connections
- A higher percentage of units with connections
- and

Ultimate Indicators, including:

- Higher Retention rate of traditional units
- Improvement in Scouting activities
- Higher Percentage of unit leaders with current Safeguarding Youth Training
- Higher Percentage of unit leaders with current Position-Specific Training

- Higher Percentage of units completing Unit and Member Renewal timely

The Commissioner and Safeguarding Youth

Familiarize yourself with Scouting America's policies, as well as information about the risks of abuse.

Monitor the status of SYT training for the adult leaders serving the units. Ensure they renew their training updates every year. The Training Manager tool in **My.Scouting.org** provides them with real-time information on the training status of your unit leaders, particularly as it relates to SYT.

Provide the importance of Safeguarding Youth every month at the roundtable.

Help your units follow the policies and submit registration applications for background checks.

District Commitment: The Process

"How Can I Help?" requires a commitment from the district operating committee. The ultimate goal is to provide district resources that can help meet the unit's needs (for example, the district's training committee might supply training needed by unit leaders while its membership committee might coordinate unit participation in a Membership Roundup).

Unit commissioners will find the members of an effective district operating committee willing to offer resources to meet unit needs as they understand no one, including a unit commissioner, can be an expert on everything.

District commitment enables the unit commissioner to link district operating committee resources to unit needs.

The unit commissioner and the Unit Key 3 should be able to collaborate together to provide the valuable information needed from the District.

10 – MINUTE BREAK

Unit Renewal and Membership Renewal - 15 minutes (slides 90-99)

The Unit Renewal and Membership Renewal Processes

Commissioners participate in and support the timely and error-free completion of renewals.

Unit Renewal – Where to Start

In the unit's Organization Manager, unit members with a Key-3 role or a Key 3 delegate role will have access to the Unit Renewal Tab. When opened, the validation process runs automatically and displays any issues that may arise. The appropriate member proceeds with unit renewal from here.

Unit Renewal

As units prepare to renew, they should keep these items in mind:

- This process renews the unit, but not its members, which is a separate process based on the joining or last renewal date.

- Encourage units to start preparing at least two months before their expiration date.
- A unit has a two-month lapse period after the unit expires. After that, the unit is dropped.
- It is recommended that unit leaders pre-check and see if any validation issues are showing. The most common is Safeguarding Youth Training (SYT) dates for adult leaders, but all checks are still conducted, such as ensuring correct leadership positions are filled, the number of youth, and SYT completion. Validation is performed at the time of renewal. If things change a day or so later, the validation will change.
- Verify the leadership positions and ensure that the correct names are assigned to the corresponding roles. If not, use “Position Manager,” also found in Organization Manager, to edit, wait overnight, and then validate again.

Helping Units Prepare

When helping units prepare for Unit renewal, the unit commissioner should meet with the unit Key 3 at least 90 days before the unit is due to renew to ensure they understand the separate processes for unit renewal and membership renewal. Units should be encouraged to appoint a renewal champion. This person will be responsible for renewing the unit using the renewal system. This person can be one of the Key 3 or a key delegate. To initiate the unit renewal process, the champion will need to verify that all members have accurate email addresses, that the required leadership positions are filled, and that SYT is up to date.

Commissioners should remind units that payment options are available for unit and membership renewals, and they need to decide which options to use.

Commissioners should then document the units’ preparations in commissioner tools, using the “Other” category. This will be a reference when help is needed.

The Annual Unit Charter Agreement

A charter agreement and (maybe) a facility use agreement are required to complete the unit renewal process. All the different forms of agreements are available to commissioners and unit volunteers at the link shown on the slide. Commissioners should become familiar with the terms of the charter.

The charter agreement is signed by the chartered organization, the chartered organization representative, the unit committee chair, and the local Scouting America council.

Note: Although the Annual Charter Agreement and any use agreement are not included in the online unit renewal process, they are still required for the unit to be considered renewed.

Membership Renewal

Commissioners should ensure that units’ members are renewing on time.

Commissioner Role

The unit Key 3 will get monthly email reports of who is due to renew, as will parents of Scouts. Although individual memberships are not renewed as part of the unit charter renewal process, commissioners may encourage units to have a unit committee member responsible for unit

membership. The New Member Coordinator could be an ideal choice to perform this function. They can access key reports in the **Organization Manager** or the **Roster Tool**. This report lists everyone due to renew within the next two months, as well as those whose registration has lapsed.

Commissioner Role

- Commissioners can help units prepare for unit and member renewals by asking unit leaders:
- Is your unit ready?
- Has the unit decided whether to employ Unit Pay, Self-pay, or a combination? Has that decision been communicated well with the unit's parents?
- Has the unit selected auto or manual approval for adult renewals? It's a unit's decision, but it's worth noting that the adults have already been approved.
- Do your members/parents understand what they do or do not need to do?
- Is everyone's email address correct in scouting.org, not just Scoutbook?
- Does every Scout under 18 have an associated parent's/guardian's email?

Communication is the key to success!

Members Opt-Out Report – Commissioner Role

This Roster Report lists all members who have OPTED not to renew. Commissioners might encourage a unit leader or New Member Coordinator to review this review monthly and follow up to determine why these individuals chose not to renew their membership.

District or council commissioners – either individually or in conjunction with the membership and/or professionals – should consider developing teams to contact members who have opted out, to learn why, and, if appropriate, invite them to return or visit other units. These calls should be carefully scripted.

Commissioner Role – Charter Certificates

Once unit renewal is complete, the new charter certificate is available. Charter certificates can be printed by a member of the unit Key 3 for presentation. Commissioners can also print the charter certificate from the unit dashboard in Commissioner Tools by clicking the “View Charter” button.

Charter Presentation

On the Commissioner's webpage, under *Internet Rechartering*, the Charter Certificate “FAQ/How To” section provides instructions on how to customize the charter certificate for your units and print it out for presentation.

Stage the presentation at a regular meeting or activity of the chartered organization. This serves to accentuate the character of the relationship, puts the organization in a better position to recognize its unit leaders, and assures attendance of the most significant possible number of the organization's members.

Meetings of the District Commissioner – 15 minutes (slides 100-111)Monthly Commissioner Staff Meeting

These meetings are extremely important for motivating commissioners to do their job, supporting them, providing feedback, holding commissioners accountable for a high level of quality service, and planning, training, and reporting on the status of units. It helps us to work toward the vision of success!

This meeting sets the stage for how unit commissioners and assistant district commissioners perform their duties in service to their units. The district commissioner has a key role in the commissioner staff meeting. After all, it is their meeting to conduct!

Their role is to:

- Develop the agenda—using input from the Key 3 and the council commissioner meeting (We'll look at a sample agenda in a moment)
- Run the meeting—guiding and facilitating discussion, inspiring commissioners, and keeping the meeting moving
- Set a good example—by wearing the uniform correctly, encourage your commissioner staff to wear the uniform correctly as well, and represent Scouting well
- Focus the meeting—helping units ensure every member of Scouting America has a great Scouting experience is the heart of everything that occurs at this meeting

District Executive's Role

The district executive also has a key role in the commissioner staff meeting, and that is to:

- Help with the agenda and share input from the council.
- Give the district executive comments, share new info, tell an inspirational story
- Set a good example by wearing the uniform correctly and representing Scouting well.
- Provide logistics—help with handouts and materials, promote attendance, take detailed notes

Elements of the Commissioner Staff Meeting

So, what are the elements of a great commissioner staff meeting? It should be held monthly in a location that is convenient to most commissioners.

It should be a separate meeting from other meetings, especially roundtable. This allows the district commissioner and district executive to give proper attention to individual unit and commissioner issues. The meeting is focused on the needs of individual units, rather than being preoccupied with district needs and projects.

The district commissioner chairs the meeting with guidance and support from the district executive.

- Remember to start and stop on time and keep the meeting moving!
- No meeting should run over two hours – in fact, ninety minutes or less is usually better!

District Commissioner Monthly Staff Meeting Agenda

Handout Sample Agenda - Here is a sample agenda for a District Commissioner Staff Meeting.

Opening

Every meeting starts with a short opening ceremony. The responsibility for leading the opening can be rotated among the various field service areas of the district or individual commissioners.

Safety Moment

Using a Safety Moment in Scouting Activities

Safety Moments are exactly what the name implies: opportunities to prepare for an activity, review safety measures, and accurately report incidents. Topics of this new series include incident reporting assistance, safe medication use in Scouting, weather-related safety, winter activities, and winter sports.

Welcome and Introductions

The welcome and introductions led by the district commissioner is an opportunity to introduce new commissioners and any guests that might be attending the meeting.

Training Topic

Devote part of each meeting to a brief training topic.

Training is a continuous process for commissioners. The district commissioner should select a topic each month that matches the current skill needs of their commissioners.

National Commissioner Training Continuing Education/Monthly Training webpage:

<https://www.scouting.org/commissioners/training/continuing-education/>

Providing timely and relevant training for your unit commissioners is a crucial aspect of your role. These “Commissioner Moments” are meant to provide district and council commissioners with short (10-15 minute) topics:

- Special Editions – New information released by the National Commissioner Service Team.
- Library of Topics – Catalog of relevant topics
 - Use at your Monthly District Commissioner Staff Meeting and discuss it during the meeting.
 - Use at your Council Commissioner Cabinet meeting
 - Refresher for your commissioner corps
 - Respond to an immediate issue by directing a commissioner to the library

Commissioners access the library as needed.

Roundtable Reports

This portion of the meeting emphasizes the importance of the ADC for roundtables and each program roundtable commissioner.

They report on unit attendance and future roundtable programs, enabling unit commissioners to use this information to provide more effective support to their units.

ADC Breakouts

Be sure to allow time for breakout sessions of ADCs and their respective teams of unit commissioners to review the health of each unit. This will involve sharing important observations from recent visits with units and prioritizing unit trouble spots that could significantly disrupt a unit. In the breakout, ADCs can identify specific ways to help each unit improve its program. Determinations can be made regarding who will provide specific assistance during the coming month. Usually, this is the assigned unit commissioner, but more challenging situations may require assistance from the ADC, a district committee member, or even the district commissioner. Finally, following up on the progress of last month's assignments.

Recognitions and Announcements

This is the time to recognize commissioners with awards. Make any district, council, or calendar-related announcements.

Closing Comments

This is an opportunity for the district executive to pass on any comments or information to the commissioner team.

District commissioner's remarks end the meeting much like a Scoutmaster's Minute might close a troop meeting.

Training and Other Resources – 5 minutes (slides 112- 115)

Commissioner Recognition Resources

Learning is a lifelong activity. Commissioners must continually adjust skills to provide quality service to units. Therefore, commissioners should view learning as an essential part of their Scouting lives—every month, every year.

Continuous learning and training are essential, but so is recognizing commissioners for their efforts. Review the commissioner recognition sections of the national website and encourage the recognition of all commissioners. Some are earned; others bestow some.

These are the tenure requirements to earn each of these recognitions. See the Commissioner Engagement section of the Commissioner's Website for the remaining requirements for these awards.

- Arrowhead Honor – 1 year
- Commissioner Award of Excellence in Unit Service – 2 years (consecutive) in the same unit
- Commissioner Key – 3 years (in a 5-year period) as a registered commissioner
- Doctorate of Commissioner Science Knot Award – 5 years of unit service (non-consecutive)

Additional Training

- These are training opportunities that you should take advantage of whenever you can.
- Scouting America Learn Center offers online orientation modules designed to help new commissioners become familiar with the various Scouting programs. They also

familiarize new commissioners with the Scouting America organizational structure and the aims and methods of the Scouting program. It is recommended that you review the modules related to the types of units you will be serving.

- Make every effort to attend your district commissioner's monthly meeting. He or she will usually include a short training topic that will help you serve your units better.
- Check to see if your council hosts a College of Commissioner Science. During the college, you will receive advanced commissioner training as you progress from your bachelor's degree to the doctorate of commissioner science. The courses offered at a college will cover a wide range of topics that will help you with almost any situation you face as you serve your units.
- Commissioners are first and foremost leaders. If you have not already done so, please seek out the highest level of leadership training that Scouting America provides to its leaders- Wood Badge.
- Training at the national level is available at the Philmont Training Center. During Commissioners' Week at PTC, the conferences feature the latest tools and techniques, discussions, and idea sharing led by a faculty of experienced commissioners.
- Impact sessions are weekend training events conducted in person and virtually across the country.

Remember that training is a continuous process, and you can always seek help when needed.

Commissioner Manual and Resources

Manuals consist of a series of PDF documents, outlined on this page. Each manual module has several subtopics within the document. There is no provision for printing the information in book form. This format provides commissioners the opportunity to create their own hard copy, or a document for tablet, phone, or other digital device. At a minimum, a unit commissioner should read the "Providing Unit Service" document, along with the "Linking District Resources" and "Charter Renewal" documents.

The most current edition is always available at www.Scouting.org/commissioners/manuals
The *Guide to Safe Scouting* is available for download from the National website. This is a resource that also should be in a commissioner's library.

Commissioner Website

This is the Commissioner page on the Scouting America website. You can scroll down the left-hand column and view all the topics that are there to help you perform your duties as a unit commissioner.

Some of the topics include the Commissioner Newsletter e-Blast, Commissioner Engagement, Awards and Recognition, Technology for Commissioners, Commissioner Manuals and Resources, among others.

You are encouraged to visit this site frequently and explore all the information available to you.

Summary and Wrap-Up – 10 minutes (slides 116-119)

Wreath of Service

Scouting America commissioners and professional staff members share the wreath of service in the design of their badges of office to signify their shared responsibility for providing unit service. They also share something else unique in Scouting: a commission. The issuance of a commission represents the formal empowerment by Scouting America to perform the duties and undertake the responsibilities of a unit commissioner, as well as your acceptance of that obligation.

Summary – Closing

Close with the following statement –

As a district commissioner, you have made a personal commitment to Scouting and your district. It's a commitment of time, effort, and knowledge. It's a commitment of patience and understanding. It's a commitment to be a living example for the commissioners in your district and to lend a helping hand to fellow commissioners.

Congratulations

Congratulations on completing the first step in your education as a district commissioner. Ask your council commissioner or assistant council commissioner to pair you with a mentor to guide you through completing your onboarding progress record. It will help you internalize the knowledge you have gained in this course and guide you on your path to earning your Arrowhead Honor as a district commissioner.

Note to instructor: Upon completing this training, please provide each participant with a **training card** so that onboarding mentor/coaches can verify their attendance.

Handout: Unit Commissioner Onboarding and Orientation Guide – 1 per person

Printing Instructions: This document is meant to be printed as a booklet.

Printer settings -Landscape, 2-sided, Flip on short edge.

This Onboarding Orientation Guide provides new or newly placed commissioners with the opportunity to familiarize themselves with the expectations of their position under the guidance of an experienced commissioner, their coach/mentor. They will be guided through the application of those skills in their new position. In this way, success in the new role is more likely to be achieved, benefiting both Scouts and Scout units.

Questions? Comments?