

GUIDANCE: Responding to Experience Recovery Notifications

As part of the Voice of the Scout program, those members and leaders who score the BSA low on the loyalty question of the survey (the first question, see screen shots below) will be asked if they would like someone from the council to contact them. The system will pop up the Experience Recovery option for those who score Scouting a 0-6 on the 11-point scale.

If Scouts or leaders opt to have someone from the council office contact them, you will receive a batch of names, contact details and a record of individual survey responses to reference from Research & Innovation that following Friday. Before you respond to the Experience Recovery Notification, please consider the following as guidance in your response:



1. **Ensure interactions are empowered.** If it is not the Scout executive making the call, be sure that a person who is exceptionally knowledgeable about Scouting responds. This is proactive to the fact that re-explaining issues, getting transferred, etc. are loyalty-eroding activities.
2. **Thank the Scout or leader for reaching out to you!** It is not often that we get the chance to have a constructive, targeted exchange about the value of Scouting to our members and leaders. It is a golden opportunity to learn and improve Scouting for the youth that we serve.
3. **Be positive.** No matter what type of issue it is, identification of the problem is the first step to fixing it. If you aren't sure of how to rectify the situation, reach out to your managers, board or national office. Remember to set a time expectation for follow up with the respondent if warranted.
4. **Drive with the Youth experience in mind!** Keeping this context in all conversations will help the dialog remain focused and actionable in a way that matters for Scouting.

Do:

- Make the call
- Acknowledge their concern
- Stay positive
- Show empathy
- Make sure you understand the situation fully before responding
- Work to earn a second chance
- Make things right going forward

Don't:

- Take it personally
- Try to place blame somewhere else
- Think you need to solve it alone
- Act surprised, it puts people on the defensive when trying to explain things
- Delay in letting other leaders know what you have discovered