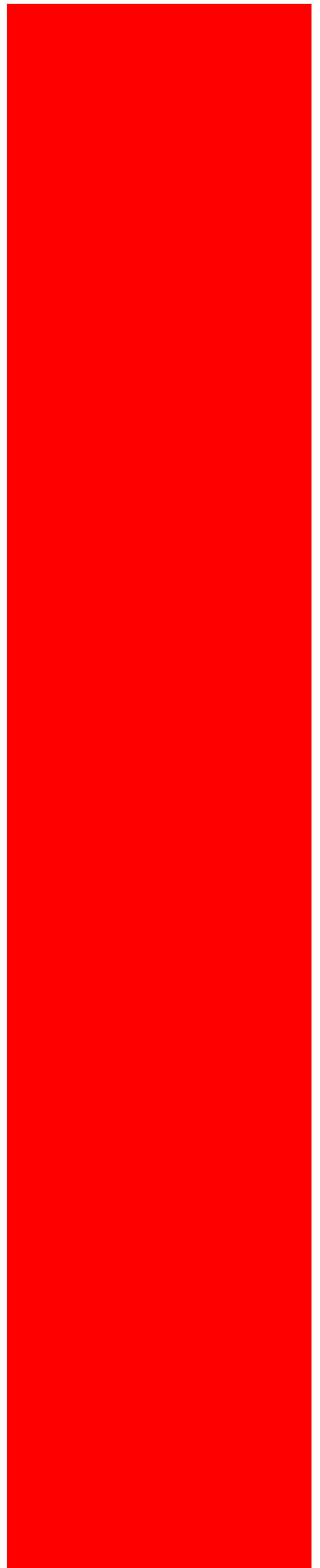




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**SCOUTING  
UNIVERSITY  
2023  
COURSE  
CATALOG**



## Scouting University 2023 Course Listing



Please refer to the Scouting University - Employee Learn Center for the most current course information. Courses can change due to participant demand.

COURSES:	COST:	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
District Operations Basic (DOB) Summit, WV	\$1,800		26 - Mar 4 2302		16-22 2304		4-10 2306			24-30 2308	22-28 2309		
District Operations Basic (DOB) National Service Center, Irving TX	\$1,800	22-28 2301		26 - April 1 2303		7-13 2305		9-15 2307				12-18 2310	3-9 2311
District Operations - 2 (DO2)	\$1,100		7-10 Las Vegas, NV 2301	21-24 Irving, TX 2302		2-5 Summit 2303 16-19 Atlanta, GA 2304	27-30 Des Moines, IA 2305	23-29 Philmont 2306	22-25 Grand Rapids, MI 2307		3-6 Orange, CA 2308	7-10 Sea Base 2309	
Advanced District Administration (ADA)	\$1,325			13-17 Summit 2301				23-29 Philmont 2302				13-17 Sea Base 2303	
Fundraising Essentials	\$1,000					16-19 Irving, TX 2301					3-6 Irving, TX 2302		
Council Program and Property Administration (CPPA) Summit, WV	\$1,650				24-28 2301								
Managing Performance (MP) National Service Center, Irving, TX	\$1,650			6-10 2301	24-28 2302			17-21 2303			16-20 2304		
Fiscal Management I (FM1) National Service Center, Irving, TX	\$275		21-23 2301		18-20 2302		27-29 2303		22-24 2304				
COUNCIL LEADERSHIP @ IRVING, TX (INVITATION ONLY)													
Senior Leadership Essentials I (SLE 1)	\$1,350	<del>30-Feb-3 2301</del> CANCELED					5-9 2302				9-13 2303		
Senior Leadership Essentials II (SLE 2)	\$1,355		13-17 2301				19-23 2302					6-10 2303	
First Time Scout Executive Orientation	\$1,550			27-31 2301					7-11 2302				11-15 2303
OUTDOOR PROGRAM													
Camp Ranger Basic (CRB)	\$750	22-27 Covington, GA Bert Adams Scout Camp 2301		5-11 Philmont Scout Ranch 2302								TBD Kansas City, KS Naish Scout Reservation 2303	



## DISTRICT OPERATIONS BASIC



### PROGRAM DETAILS

#### 2023 DATES

January 22 – 28 #  
February 26 – March 4 ^  
March 26 – April 1 #  
April 16 – 22 ^  
May 7 – 13 #  
June 4 – 10 ^  
July 9 – 15 #  
September 24 – 30 ^  
October 22 – 28 ^  
November 12 – 18 #  
December 3 – 9 #

#### FEE

\$1,800

#### LOCATION

National Service Center - #  
Summit - ^

#### PREREQUISITE

Complete assigned e-learning

#### COURSE REGISTRATION

By invitation upon completion of e-learning. Attendance should be within six months of hire date.

The classroom portion of BSA District Operations Basic is a week-long course which includes team-based learning, simulations, and other application exercises to put knowledge into action.

#### PROGRAM BENEFITS

- Executives develop a broad-based understanding of their roles and responsibilities with respect to identifying, recruiting, and managing volunteers; the programs of the Boy Scouts of America; district operations; fundraising; new-unit organization; and unit service.
- Councils will benefit by maximizing productivity from formally trained executives.

#### COMPETENCIES DEVELOPED

- Managing Work
- Sales Ability
- Building Customer Loyalty
- Building Strategic Work relationships
- Delegating and Follow-up

# DISTRICT OPERATIONS BASIC

## PROGRAM CONTENT

- Time Management
- BSA Sales Model
- Membership: Recruiting, Market Analysis, Growth, Tools, Joining Nights
- DiSC Profiles
- Unit Health
- Youth Talks
- Building Strategic Relationships
- Working with Volunteers
  - Position Description and Profiles
- Delegating Work and Follow-up
- Managing Conflict
- Building Customer Loyalty
- FOS Ask Event
- Technology Tools
- Career, Benefits, Retirement
- Problem Solving and Decision Making

## WHO SHOULD ATTEND?

All entry-level executives in the Boy Scouts of America seeking commissioning.

FOR MORE INFORMATION, CONTACT:

Laura Kilby  
laura.kilby@scouting.org  
620-755-0496



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## DISTRICT OPERATIONS 2

### PROGRAM DETAILS

#### 2023 DATES

Las Vegas, NV – February 7-10, 2023

National Service Center – March 21-24, 2023

Summit – April 18-21

Atlanta, GA – May 16-19

Des Moines, IA – June 27-30

Philmont – July 23-28

Grand Rapids, MI – August 22-25

Orange, CA - October 3-6

Sea Base – November 6-10

#### FEE

\$1,100

#### PREREQUISITE

Completion of the four prerequisite journeys covering Managing Work, Fundraising, Problem Solving, and Building Strategic Work Relationships.

#### COURSE REGISTRATION

Registration is by invitation only upon completion of all assigned pre-work.



To provide employees with the skills and competencies to succeed, District Operations 2 (DO2) builds off the learning that took place in District Operations Basic/Commissioning. The intent of DO2 is to continue their professional development and in-turn learn and apply new competency-based skills. This is a four-day course, held in regional locations across the country.

#### PROGRAM BENEFITS

By attending this program, you will:

- Better engage your volunteers
- Improve your prospecting pipeline
- Better handle the conflicts that arise each day in your service area
- Become a more effective leader.

This class gives its participants an opportunity to have needed conversations with a current Scout Executive and the Scouting U faculty about their concerns, opportunities, roadblocks, and successes.

#### WHO SHOULD ATTEND?

All entry level executives who have been commissioned (completed a DOB or COM course.)

#### COMPETENCIES DEVELOPED

District Operations 2 focuses on four competency areas:

- Managing Work
- Fundraising
- Problem Solving
- Building Strategic Work Relationships

# DISTRICT OPERATIONS 2

## PROGRAM CONTENT

DO2 covers these topic areas

- Inspiring and Influencing Volunteers
- Diversity
- Prospecting
- Managing Conflict
- Coaching
- Situational Leadership
- Time Management
- Sales and Prospecting
- Nominating Committees
- Fundraising
- Working with your Staff Leader
- Career Planning and Development

What participants have said they expect to see after completing the course:

- "Quality volunteer relationships and engagement."
- "Better rapport with volunteers."
- "More comfort leading others by utilizing the skills learned."
- "Being able to better handle conflicts."
- "Use these leadership skills in the running of council program and summer camp."
- "Schedule time to prospect each month."
- "Better relationships with volunteers using Situational Leadership to change/adjust my interaction with them."
- "I will be more sensitive to different personality types, readiness levels, and how to match my coaching to their style."

Other quotes about DO2

"It was great to hear how other people do things in their area. Will implement some of those ideas in my area. The course was well run and provided valuable information."

- B.T. District Executive

"The course...provided many great ideas to do the job better."

- R.B. District Executive

"Learning about leadership concepts was very useful."

- G.C. District Executive

"I had a chance to meet some great professionals in the movement and network with them."

- A.S. District Executive

FOR MORE INFORMATION, CONTACT:

Ross Munt

[ross.munt@scouting.org](mailto:ross.munt@scouting.org)

972-580-2151

## ADVANCED DISTRICT ADMINISTRATION

### PROGRAM DETAILS

#### 2023 DATES

Summit – March 13 – 17  
Philmont – July 23 – 29  
Sea Base – November 13 – 17

#### FEE

\$1,325

#### PREREQUISITE

Completion of District Operations  
Basic and District Operations 2.

#### COURSE REGISTRATION

Register through the Scouting  
University – Employee Learn  
Center.



Advanced District Administration offers the participant a deeper experience in building volunteer teams and understanding how they operate. This course is a great continuation of information for those who focus on Field Service in their career.

### PROGRAM BENEFITS

By attending this program, you will:

- Gain a better understanding of your volunteers.
- Be able to build an ideal volunteer team.
- Become a more effective leader.
- Learn how you best communicate.

### WHO SHOULD ATTEND?

Commissioned Field Service Professionals who have completed DOB and DO2.

### COMPETENCIES DEVELOPED

- Effective Listening
- Conflict Management
- Energizing the Organization
- Compelling Communication
- Initiating Action
- Planning and Organizing
- Managing Work
- Earning Trust
- Influencing Others
- Collaboration



# ADVANCED DISTRICT ADMINISTRATION

## PROGRAM CONTENT

- Generational Diversity
- Managing Conflict
- Effective Listening
- Understanding Volunteers
- Communication Styles
- Characteristics of a Powerful Leadership Team
- Six Essentials of Effective Listening
- Tips that Foster Good Volunteer and Staff Relations
- Identify Learning Styles
- Maximize Annual Reviews
- Applying Ethics to Common Situations

What participants have said they expect to see after completing the course:

- “Bigger and better results”
- “Become a more rounded and informed professional”
- “Spend more time with donor and volunteer cultivation activities”
- “Seek out district volunteer prospects with personality types different from my own and from those on the team.”

Other quotes about ADA:

“I had some enlightening moments that change the way I see recruitment.”

- S.D. District Executive

“I really liked being able to talk issues out.”

- P.C. District Executive

“I felt this course went beyond the basics.”

- E.K. District Executive

FOR MORE INFORMATION, CONTACT:

Mark Woodman

mark.woodman@scouting.org

972-580-2111



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# CAMP RANGER BASIC



## PROGRAM DETAILS

### 2023 DATES

Bert Adams Scout Camp,  
Covington, GA – January 22-27

Philmont – March 5-11

Naish Scout Reservation, Kansas  
City, MO – November TBD

### FEE

\$950

### PREREQUISITE

E-Learning Modules for Camp  
Rangers

### COURSE REGISTRATION

Scouting University - Employee  
Learn Center

Camp Rangers are key staff in every council. They are often the “face of the council” by the very nature of the position. Rangers meet and greet customers (leaders and youth), maintain community relationships, care for valuable assets and are ambassadors for the camp. Camp Ranger Basic provides a different set of tools to help prepare new Rangers for this complex role.

## PROGRAM BENEFITS

By attending this program, you will learn:

- **Soft Skills:** Communications, risk management, customer service, operations, managing others, time management, BSA structure, regulations, emergency procedures, and more!
- **Technical Knowledge:** Carpentry, plumbing, equipment maintenance, welding, fire prevention, electrical maintenance, chain saw operation, vehicle operation, and more!

## WHO SHOULD ATTEND?

Any employee assigned to perform a ranger’s responsibilities on a year-round basis, regardless of title, including assistant rangers. Camp Ranger Basic training must be obtained within 12 months of the date of employment. For information regarding NCAP training requirements for rangers, please review NCAP standard SQ-404.

# CAMP RANGER BASIC

## PROGRAM CONTENT

Outdoor Ethics  
Camp Branding  
Communications  
Public Speaking  
Policies and Procedures of the BSA  
NCAP  
Fix Computer Maintenance Management Systems (CMMS)  
Time Management  
Safety Issues and Risk Management/ERM  
Knowing and Using Your Resources  
Leading Others  
Chain Saw Safety Awareness  
Tree Felling Demonstration  
Fire Prevention and Control  
Camp Security  
The Business of Camp  
Refrigeration Maintenance  
Government Regulations  
Aquatics Facilities  
Emergency Procedures and Crisis Management  
Camp Sanitation  
Pest Control  
Electrical Maintenance  
Welding Primer  
Land Management  
Opening and Closing Camp  
Customer Service  
Carpentry Maintenance  
Plumbing Maintenance  
Boat and Canoe Repair  
Program Equipment Maintenance  
Engine and Equipment Maintenance

"I met with our ranger who recently returned from Camp Ranger Basic to discuss his 90-day plan. He is progressing nicely and has very solid goals for this year. I wanted to take a moment and thank the BSA for changing the Ranger training format. While the hands-on skills are greatly needed, this training has been long overdue for an overhaul to better prepare Rangers for the administrative role they have in operating our camps."

P.S. Facilities Manager

FOR MORE INFORMATION, Visit:

<https://www.scouting.org/outdoor-programs/properties/camp-ranger-basic/>

Outdoor Programs and Properties at  
[outdoorprograms@scouting.org](mailto:outdoorprograms@scouting.org)



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## FUNDRAISING ESSENTIALS

### PROGRAM DETAILS

#### 2023 DATES

May 16 – 19  
October 3 – 6

#### FEE

\$1,000

#### LOCATION

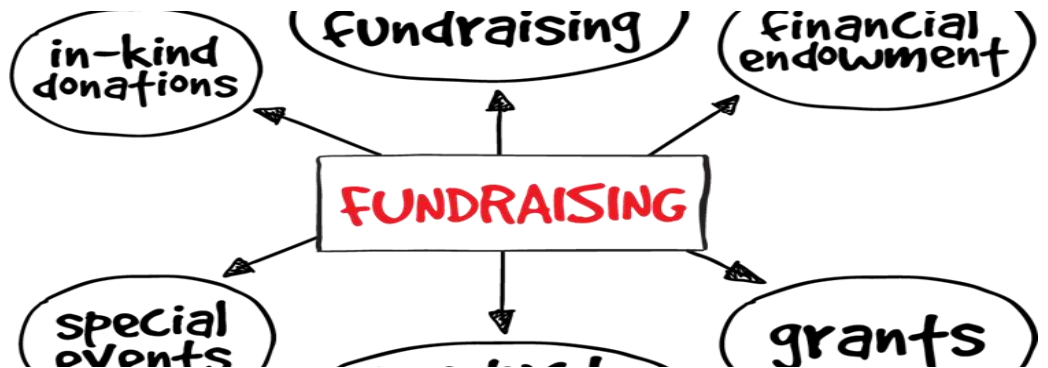
National Service Center

#### PREREQUISITE

None

#### COURSE REGISTRATION

Register through the Scouting University - Employee Learn Center.



Fundraising Essentials trains its participants on the skills and disciplines necessary to be a successful member of a development team. Using development industry content, mixed with BSA specific practices, anyone involved in fundraising would benefit from attending this class. Additionally, this class counts as continuing education hours towards earning your Certified Fundraising Executive credentials (CFRE).

### PROGRAM BENEFITS

By attending this program, you will:

- Be immersed in what it takes to be a successful fundraiser
- Be better prepared to make your case to a prospect
- Be able to identify the needs and wants of your prospect and create an appeal that is targeted to those needs and wants
- More effectively utilize volunteers to expand your fundraising capacity
- Learn about the role ethics and accountability play in successful fundraising.
- Apply the BSA Sales model into the development world.

### WHO SHOULD ATTEND?

Those who have development or fundraising responsibilities should attend. Those in a purely development capacity or seeking to become Development Directors are also strongly encouraged to attend this course.

### COMPETENCIES DEVELOPED

Compelling Communication – Influencing – Earning Trust  
Business Acumen - Energizing the Organization - Collaborating

# FUNDRAISING ESSENTIALS

## PROGRAM CONTENT

- Sales
- Delegating Work
- Compelling Communication
- Donor Relationships
- Research
- Giving Strategies
- Volunteers in Fundraising
- Ethics
- Branding and Marketing

“Instead of searching for donors connections to Scouting (I’ll) search for their interests, hobbies, and passions.”  
H.K. District Executive

“...Opened my mind to new and proper ways of fundraising.”  
K.M. District Executive

“Essential training for field service executives looking to develop fundraising skills .”  
A.E. District Executive

### FOR MORE INFORMATION

#### CONTACT:

Ross Munt

[ross.munt@scouting.org](mailto:ross.munt@scouting.org)

972-580-2151



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## COUNCIL PROGRAM AND PROPERTY ADMINISTRATION

### PROGRAM DETAILS

#### 2023 DATES

April 24-28

#### FEE

\$1,650

#### LOCATION

Summit

#### PREREQUISITE

None

#### COURSE REGISTRATION

Register through the Scouting University - Employee Learn Center.



Council Program and Property Administration spends a week diving into the topics that matter to a council's program executive. The Summit provides the perfect learning environment; giving the class the opportunity for both classroom and field experiences.

### PROGRAM BENEFITS

CPPA brings together program, camping, and field executives to learn about:

- Program delivery
- NCAP
- Financials and budgets
- Risk management
- Facilities issues
- Sustainability

### WHO SHOULD ATTEND?

Executives with a passion for council programming and/or see a career path on the program track. This course is NOT just for those with a council camp assignment.

### COMPETENCIES DEVELOPED

- Building a Successful Team
- Collaborating
- Planning and Organizing
- Quality Orientation
- Safety Orientation
- Sales Ability

# COUNCIL PROGRAM AND PROPERTY ADMINISTRATION

## PROGRAM CONTENT

- NCAP
- Program Sustainability
- Time Management
- Fiscal Management
- Youth Safety
- Fiix & GiS
- Enterprise Risk Management
- Marketing

"It's a great course, lots of content...that help me to do a better job and to support our volunteers and deliver the best customer service possible."

-E.R. Program Executive

"As a new Program Director I feel more confident about my position."

-A.C. Program Director

"This program/property training has been needed for years. 40% of council revenue deserves solid training"

-A.L. Program Director

FOR MORE INFORMATION, CONTACT:

Ross Munt

[ross.munt@scouting.org](mailto:ross.munt@scouting.org)

972-580-2151



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# MANAGING PERFORMANCE



## PROGRAM DETAILS

### 2023 DATES

March 6 - 10

April 24 - 28

July 17 - 21

October 16 - 20

### FEE

\$1,650

### LOCATION

National Service Center

### PREREQUISITE

Manager Approval

### COURSE REGISTRATION

Register through the Scouting University - Employee Learn Center.

Elevate your team towards superior performance. Managing Performance teaches first time staff leaders the tools needed to not only be a great manager but also a great leader and coach.

### PROGRAM BENEFITS

By attending this program, you will:

- Have tools to navigate the transition from peer to boss
- Be a better COACH
- Understand the importance of evaluating performance
- Learn the value of recognizing performance
- Discover the impact that well written goals can have on performance

### WHO SHOULD ATTEND?

Recently promoted and/or current staff leaders or employees who have completed their career conversation and will soon (within 3 months) be promoted to a leadership position.

### COMPETENCIES DEVELOPED

- Coaching and Developing Others
- Planning and Organizing
- Collaborating
- Inspiring Others
- Leading Teams
- Guiding Team Success



# MANAGING PERFORMANCE

## PROGRAM CONTENT

### Goal Planning:

- Define and clarify an employee's/volunteer's job role and responsibilities.
- Create clear and specific goals with clear and specific measurements.
- Navigate the organization's goal planning tool in order to document goals.

### Day to Day Coaching:

- Learn, practice, and receive feedback on three types of coaching: behavior-based, performance-based, and development-based.

### Performance Evaluation:

- Create a rhythm of monitoring and evaluating the formal (annual, bi-annual, quarterly) Performance Review Process.
- Explain the value of celebrating individual and team accomplishments in order to increase engagement.

### Peer to Boss Transition:

- Learn the 4 keys to transition from peer to boss
- Dive into the roles a leader must play

"I would describe this course as essential and fundamental for anyone who is a leader. This was highly engaging and informative." D.A. Field Director

"The course was active, engaging, timely and frankly just awesome. The group taking the course were the right ones to have in the room, and it was terrific. I am looking forward to the changes that will happen because of this course." M.W. District Director

"The class was VERY informative. Everyone that manages someone should take it. The information that is given helps you think and prepare for the challenges you face every day when you coach someone." E.P. District Director

### FOR MORE INFORMATION, CONTACT:

Ross Munt  
972-580-2151  
ross.munt@scouting.org



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# SENIOR LEADERSHIP ESSENTIALS

## 1

### PROGRAM DETAILS

#### DATES

January 30 – February 3

June 5 - 9

October 9 – 13

#### FEE

\$1,350

#### LOCATION

National Service Center

#### PREREQUISITE

Selected by National Service Territory Director upon recommendation of Scout Executive

#### COURSE REGISTRATION

By Invitation Only



Senior Leadership Essentials Part 1 (SLE I) is the first step in the SLE Cohort model designed to prepare the participant for a senior leadership position within the Boy Scouts of America. Scouting U facilitates this program utilizing subject matter experts in diverse topics relative to leading in a Council.

### PROGRAM BENEFITS

By attending this program, you will:

- Begin the journey to build skills and competencies needed for senior leaders
- Build relationships with
  - BSA Subject Matter Experts
  - Senior leadership within the BSA
- Gain coaches and mentors within the movement
- Create an action plan to enhance and apply learning after the in-person sessions end

### WHO SHOULD ATTEND?

Commissioned professionals invited to attend are selected by their National Service Territory Director upon recommendation of their Scout Executive.

### COMPETENCIES DEVELOPED

- Authenticity
- Building Organizational Talent
- Business Acumen
- Coaching and Developing Others
- Delegation & Empowerment
- Guiding Team Success
- Leadership Disposition
- Resolving Conflict
- Strategic Planning

# SENIOR LEADERSHIP ESSENTIALS 1

## PROGRAM CONTENT

- Fiscal Acumen: Council Budget
- HR/Personnel Legal Administration
- Scout Executive Selection Process
- Governance and Board Development
- Identifying Values and Setting a Vision
- Inspiring Trust
- Office of Development
- Membership Standards
- Individual Leadership Competencies Evaluation
- Scout Executive Selection Process
- Territory Director Role

## FOR MORE INFORMATION, CONTACT:

Laura Kilby  
laura.kilby@scouting.org  
620-755-0496



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# SENIOR LEADERSHIP ESSENTIALS 2

## PROGRAM DETAILS

### DATES

February 13 – 17

June 26 – 30

November 6 - 10

### FEE

\$1,355

### LOCATION

National Service Center

### PREREQUISITE

Completed Individual  
Development Plan started in  
Senior Leadership Essentials I

Attend four SLE Check-in sessions

### COURSE REGISTRATION

By Invitation Only



Senior Leadership Essentials Part 2 (SLE II) is the last step in the SLE Cohort model designed to prepare the participant for a senior leadership position within the Boy Scouts of America. Scouting U facilitates this program utilizing subject matter experts in diverse topics relative to leading in a Council.

### PROGRAM BENEFITS

By attending this program, you will:

- Continue the journey to build skills and competencies needed for senior leaders
- Build relationships with
  - BSA Subject Matter Experts
  - Senior leadership within the BSA
- Gain coaches and mentors within the movement
- Review competency development

### WHO SHOULD ATTEND?

Everyone who has completed their SLE I Individual Development Plan and received the approval of their National Service Territory Director and Scout Executive.

### COMPETENCIES DEVELOPED

- Aligning Performance for Success
- Authenticity
- Building Organizational Talent
- Business Acumen
- Coaching and Developing Others
- Compelling Communication
- Delegation & Empowerment
- Guiding Team Success
- Leadership Disposition
- Planning and Organizing
- Resolving Conflict
- Strategic Planning

# SENIOR LEADERSHIP ESSENTIALS 2

## PROGRAM CONTENT

- Fiscal Acumen: Council Cash Flow
- Leading Change
- HR/SE Interview Prep
- Transition to Scout Executive
- Media Relations/Marketing
- Governance
- Property Management
- Compelling Vision
- Office of Development
- Risk Management
- Individual Leadership Competencies Evaluation
- Building Your Team
- Territory Director Chat

## FOR MORE INFORMATION, CONTACT:

Laura Kilby  
laura.kilby@scouting.org  
620-755-0496



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# FIRST TIME SCOUT EXECUTIVE ORIENTATION

## PROGRAM DETAILS

### DATES

March 27 – 31

August 7 – 11

December 11 - 15

### FEE

\$1,550

### LOCATION

National Service Center

### PREREQUISITE

Promotion to Scout Executive

### COURSE REGISTRATION

By Invitation Only



This course helps gain a better understanding of the intricacies of the role of the Scout Executive position and the support available to succeed.

## PROGRAM BENEFITS

By attending this program, you will:

- Continue the journey to build skills and competencies needed for a Scout Executive
- Continue building relationships with BSA Subject Matter Experts

## WHO SHOULD ATTEND?

New Scout Executives within the first six months of their start at their new council.

## COMPETENCIES DEVELOPED

- Aligning Performance for Success
- Authenticity
- Building Organizational Talent
- Business Acumen
- Coaching and Developing Others
- Delegation & Empowerment
- Guiding Team Success
- Leadership Disposition
- Planning and Organizing
- Resolving Conflict
- Strategic Planning

# FIRST TIME SCOUT EXECUTIVE ORIENTATION

## PROGRAM CONTENT

- Governance
- Membership Standards
- BSA Asset Management
- Financially Sustainable Council & Understanding Financial Statements Financial Governance Internal Control
- Fraud, Cash Management, Internal Controls Annual Campaign/Council Financial Statement
- Sustainable Membership Management: Growth & Retention
- Risk Management
- Talent Management
- Human Resources
- Property Manage
- Media in Crisis
- Marketing Overview
- General Council
- Employee Relations & Legal Issues
- Revenue Generation

## FOR MORE INFORMATION, CONTACT:

Laura Kilby  
laura.kilby@scouting.org  
620-755-0496



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# BSA WORKPLACE ESSENTIALS – ACTIVE LISTENING



## PROGRAM DETAILS

### 2023 DATES

February 21  
April 4  
July 11  
October 24  
December 12

### FEE

Free

### LOCATION

Online

### PREREQUISITE

None

### COURSE REGISTRATION

Register through the Scouting University - Employee Learn Center.

### FOR MORE INFORMATION, CONTACT:

Mark Woodman  
mark.woodman@scouting.org  
972-580-2111

Whether in work or social environments, we don't just want to be heard – we want to be truly listened to. Active listening can play an important role in helping you get ahead in your career and its a skill that can be acquired and developed with a little patience and practice. Active listening involves paying attention, withholding judgment, reflecting, clarifying, summarizing, and sharing.

### PROGRAM BENEFITS

By attending this program, you will:

- Explain how to seek others' input and attend to their communication.
- Demonstrate how to check your understanding of what others have communicated by asking clarifying questions.
- Practice correctly interpreting messages while demonstrating appropriate responses.

### WHO SHOULD ATTEND?

All BSA Employees

### COMPETENCIES DEVELOPED

- Active Listening
- Check Understanding
- Interpreting Messages
- Reflection

### PROGRAM CONTENT

- Active Listening Techniques
- Creating Better Communication Skills
- Checking for Interpretation and Understanding

# BSA WORKPLACE ESSENTIALS – CONTRIBUTING TO TEAM SUCCESS



## PROGRAM DETAILS

### 2023 DATES

January 17

April 4

June 20

November 7

### FEE

Free

### LOCATION

Online

### PREREQUISITE

None

### COURSE REGISTRATION

Register through the Scouting University - Employee Learn Center.

FOR MORE INFORMATION,  
CONTACT:

Mark Woodman

[mark.woodman@scouting.org](mailto:mark.woodman@scouting.org)

972-580-2111

This course is designed to help participants understand the elements to help create effective teams within their organization, describe procedural or process improvements for achieving team goals, and how to identify and remove obstacles to accomplishing team goals.

### PROGRAM BENEFITS

By attending this program, you will:

- Explain the elements necessary to achieve team success
- Describe procedural or process improvements for achieving team success
- Identify and define ways to remove obstacles so a team can accomplish its goals

### WHO SHOULD ATTEND?

All BSA Employees

### COMPETENCIES DEVELOPED

- Improving Processes
- Improving Teamwork

### PROGRAM CONTENT

- Elements of an Effective Team
- Process Improvement Teams
- Identifying and Removing Obstacles



## BSA WORKPLACE ESSENTIALS – CUSTOMER FOCUS

### PROGRAM DETAILS

#### 2023 DATES

February 21  
May 2  
July 11  
October 24

#### FEE

Free

#### LOCATION

Online

#### PREREQUISITE

None

#### COURSE REGISTRATION

Register through the Scouting University - Employee Learn Center.

#### FOR MORE INFORMATION, CONTACT:

Mark Woodman  
mark.woodman@scouting.org  
972-580-2111

This course is designed to help participants understand their customer and how to work with them. It will also help team members work together to provide the best customer service possible.

#### PROGRAM BENEFITS

By attending this training, you will:

- Understand the factors of customer perspective
- Describe how to identify a customer's expectations and needs
- Explain how to define and derive solutions to overcome customer problems

#### WHO SHOULD ATTEND?

All BSA Employees

#### COMPETENCIES DEVELOPED

- Customer Focus
- Customer Service
- Identify Needs

#### PROGRAM CONTENT

- Understanding Customer Perspective
- Identifying Customer Needs
- Overcome Customer Problems

# BSA WORKPLACE ESSENTIALS – EFFECTIVE EMAIL

## PROGRAM DETAILS

### 2023 DATES

February 21  
April 4  
June 20  
October 24  
December 12

### FEE

Free

### LOCATION

Online

### PREREQUISITE

None

### COURSE REGISTRATION

Register through the Scouting University - Employee Learn Center.

FOR MORE INFORMATION,  
CONTACT:

Mark Woodman  
mark.woodman@scouting.org  
972-580-2111



Email is the most widely used tool for business communication at the workplace. On average, we read and compose at least 50-60 emails a day. Poorly written, unclear, misleading, or ineffective emails not only cause a loss of time and productivity but can also harm one's reputation by leaving a poor impression on the reader.

## PROGRAM BENEFITS

By attending this program, you will:

- List potential advantages and disadvantages of email communication.
- Describe the parts of an effective email message.
- Develop an action plan for improving email communications at work.

## WHO SHOULD ATTEND?

All BSA Employees

## COMPETENCIES DEVELOPED

- Communication Skills

## PROGRAM CONTENT

- Identifying parts of an effective email
- Develop skills to better communicate via email

# BSA WORKPLACE ESSENTIALS – EFFECTIVE MEETINGS



## PROGRAM DETAILS

### 2023 DATES

January 17  
March 21  
May 2  
August 8  
November 7

### FEE

Free

### LOCATION

Online

### PREREQUISITE

None

### COURSE REGISTRATION

Register through the Scouting University - Employee Learn Center.

FOR MORE INFORMATION,  
CONTACT:

Mark Woodman  
mark.woodman@scouting.org  
972-580-2111

In this training, you will learn the techniques, tools, and strategies for effective meetings. We will review the roles and responsibilities of the meeting chair and attendees, and show how they both contribute to success before, during and after a meeting.

### PROGRAM BENEFITS

By attending this program, you will:

- Explain what to consider when planning and structuring a meeting
- Describe how to schedule meetings in Outlook
- Identify observations and procedures which should take place during the meeting
- State tasks that should take place following a meeting

### WHO SHOULD ATTEND?

All BSA Employees

### COMPETENCIES DEVELOPED

- Communication Skills
- Workplace Standards
- Electronic Communication

### PROGRAM CONTENT

- Define roles of meeting participants
- Overview of Microsoft Outlook and its features
- Crafting a Meeting Agenda



# BSA WORKPLACE ESSENTIALS – IMPROVE QUALITY, PRODUCTIVITY & PROCESS

## PROGRAM DETAILS

### 2023 DATES

January 17

March 21

June 20

August 8

December 12

### FEE

Free

### LOCATION

Online

### PREREQUISITE

None

### COURSE REGISTRATION

Register through the Scouting University - Employee Learn Center.

FOR MORE INFORMATION,  
CONTACT:

Mark Woodman

[mark.woodman@scouting.org](mailto:mark.woodman@scouting.org)

972-580-2111



This course is designed to help participants understand how to use time management techniques to their benefit, be able to prioritize work tasks, and be able to overcome the obstacles that keep them from completing assigned tasks.

## PROGRAM BENEFITS

By attending this program, you will:

- Implement time management techniques to accomplish your work
- Demonstrate how to prioritize tasks at work
- Plan how to overcome obstacles to completing tasks

## WHO SHOULD ATTEND?

All BSA Employees

## COMPETENCIES DEVELOPED

- Workplace Standards
- Effective Planning

## PROGRAM CONTENT

- Implement Time Management Techniques
- Prioritizing Tasks
- Overcome Obstacles



## **BSA WORKPLACE ESSENTIALS – LEADERSHIP DISPOSITION**

### **PROGRAM DETAILS**

#### **2023 DATES**

March 21  
May 2  
July 11  
August 8  
November 7

#### **FEE**

Free

#### **LOCATION**

Online

#### **PREREQUISITE**

None

#### **COURSE REGISTRATION**

Register through the Scouting University - Employee Learn Center.

FOR MORE INFORMATION,  
CONTACT:

Mark Woodman  
mark.woodman@scouting.org  
972-580-2111

This course aims to give the participants the understanding of leadership disposition and the skills they need to harness their leadership abilities.

#### **PROGRAM BENEFITS**

By attending this program, you will:

- Describe qualities which make amazing leaders
- Explain Vision, Value and Voice in relationship to being a leader
- Develop a personal action plan for improving skills to be a better leader

#### **WHO SHOULD ATTEND?**

All BSA Employees

#### **COMPETENCIES DEVELOPED**

- Social Influence
- Teamwork
- Forward Thinking

#### **PROGRAM CONTENT**

- Effective vs. Ineffective Leaders
- Vision, Value, and Voice
- Personal Action Plan



## FISCAL MANAGEMENT



### PROGRAM DETAILS

#### 2023 DATES

February 21 – 23

April 18 – 20

June 27 – 29

August 22 – 24

#### FEE

\$275

#### LOCATION

National Service Center

#### PREREQUISITE

None

#### COURSE REGISTRATION

Register through the Scouting University - Employee Learn Center.

FOR MORE INFORMATION,  
CONTACT:

Mark Woodman

[mark.woodman@scouting.org](mailto:mark.woodman@scouting.org)

972-580-2111

Fiscal Management is taught by BSA subject matter experts. This course is designed to give council employees a greater understanding of the fiscal management and administrative processes of a local council. The greatest benefit from this course occurs when a Scout Executive and Accounting Specialist, as well as their Council Treasurer or other finance volunteers attend together. Due to changes in administrative and accounting requirements of not-for-profit organizations, participation in the course is suggested at least every three years.

#### PROGRAM BENEFITS

By attending this program, you will learn how to read and better understand financial forms councils use on a daily basis.

#### WHO SHOULD ATTEND?

Any Council-Level Employee

#### COMPETENCIES DEVELOPED

- Business Acumen
- Financial Acumen
- Operational Decision Making
- Technical Professional Knowledge and Skills

#### PROGRAM CONTENT

- Understanding Financial Statements
- Budgeting
- Financial Analysis
- Fiscal Resources