SCOUTING UNIVERSITY
2023 COURSE CATALOG
<table>
<thead>
<tr>
<th>COURSES:</th>
<th>COST:</th>
<th>JAN</th>
<th>FEB</th>
<th>MAR</th>
<th>APR</th>
<th>MAY</th>
<th>JUN</th>
<th>JUL</th>
<th>AUG</th>
<th>SEP</th>
<th>OCT</th>
<th>NOV</th>
<th>DEC</th>
</tr>
</thead>
<tbody>
<tr>
<td>District Operations Basic (DOB)</td>
<td>$1,800</td>
<td>2 - 5</td>
<td>Summit</td>
<td>2303</td>
<td>16 - 22</td>
<td>2304</td>
<td>4 - 10</td>
<td>2306</td>
<td>24 - 30</td>
<td>2308</td>
<td>22 - 28</td>
<td>2309</td>
<td></td>
</tr>
<tr>
<td>Summit, WV</td>
<td></td>
<td>2304</td>
<td>16 - 19</td>
<td>2305</td>
<td>7 - 13</td>
<td>2305</td>
<td>9 - 15</td>
<td>2307</td>
<td>12 - 16</td>
<td>2310</td>
<td>3 - 9</td>
<td>2311</td>
<td></td>
</tr>
<tr>
<td>National Service Center, Irving TX</td>
<td></td>
<td>2301</td>
<td>7 - 10</td>
<td>Las Vegas, NV</td>
<td>2301</td>
<td>21 - 24</td>
<td>2302</td>
<td>2 - 5</td>
<td>Summit</td>
<td>2303</td>
<td>16 - 19</td>
<td>Des Moines, IA</td>
<td>2305</td>
</tr>
<tr>
<td>District Operations - 2 (DO2)</td>
<td>$1,100</td>
<td>22 - 28</td>
<td>2301</td>
<td>26 - April 1</td>
<td>2303</td>
<td>7 - 13</td>
<td>2305</td>
<td>9 - 15</td>
<td>2307</td>
<td>12 - 16</td>
<td>2310</td>
<td>3 - 9</td>
<td>2311</td>
</tr>
<tr>
<td>Advanced District Administration (ADA)</td>
<td>$1,325</td>
<td>13 - 17</td>
<td>Summit</td>
<td>2301</td>
<td>23 - 29</td>
<td>Philmont</td>
<td>2302</td>
<td>16 - 19</td>
<td>Irving, TX</td>
<td>2301</td>
<td>3 - 6</td>
<td>Sea Base</td>
<td>2303</td>
</tr>
<tr>
<td>Fundraising Essentials</td>
<td>$1,000</td>
<td>16 - 19</td>
<td>Irving, TX</td>
<td>2301</td>
<td>23 - 29</td>
<td>Philmont</td>
<td>2302</td>
<td>16 - 19</td>
<td>Irving, TX</td>
<td>2301</td>
<td>3 - 6</td>
<td>Sea Base</td>
<td>2303</td>
</tr>
<tr>
<td>Council Program and Property Administration (CPPA)</td>
<td>$1,650</td>
<td>24 - 28</td>
<td>Irving, TX</td>
<td>2301</td>
<td>23 - 29</td>
<td>Philmont</td>
<td>2302</td>
<td>16 - 19</td>
<td>Irving, TX</td>
<td>2301</td>
<td>3 - 6</td>
<td>Sea Base</td>
<td>2303</td>
</tr>
<tr>
<td>Managing Performance (MP)</td>
<td>$1,650</td>
<td>6 - 10</td>
<td>2301</td>
<td>24 - 28</td>
<td>2302</td>
<td>17 - 21</td>
<td>2303</td>
<td>16 - 20</td>
<td>2304</td>
<td>3 - 6</td>
<td>Sea Base</td>
<td>2303</td>
<td></td>
</tr>
<tr>
<td>National Service Center, Irving, TX</td>
<td></td>
<td>2301</td>
<td>6 - 10</td>
<td>2301</td>
<td>24 - 28</td>
<td>2302</td>
<td>17 - 21</td>
<td>2303</td>
<td>16 - 20</td>
<td>2304</td>
<td>3 - 6</td>
<td>Sea Base</td>
<td>2303</td>
</tr>
<tr>
<td>Fiscal Management I (FM1)</td>
<td>$275</td>
<td>21 - 23</td>
<td>2301</td>
<td>18 - 20</td>
<td>2302</td>
<td>27 - 29</td>
<td>2303</td>
<td>22 - 24</td>
<td>2304</td>
<td>3 - 6</td>
<td>Sea Base</td>
<td>2303</td>
<td></td>
</tr>
<tr>
<td>National Service Center, Irving, TX</td>
<td></td>
<td>2301</td>
<td>6 - 10</td>
<td>2301</td>
<td>24 - 28</td>
<td>2302</td>
<td>17 - 21</td>
<td>2303</td>
<td>16 - 20</td>
<td>2304</td>
<td>3 - 6</td>
<td>Sea Base</td>
<td>2303</td>
</tr>
<tr>
<td>COUNCIL LEADERSHIP @ IRVING, TX (INVITATION ONLY)</td>
<td>$1,350</td>
<td>20 - 26</td>
<td>2301</td>
<td>16 - 22</td>
<td>2304</td>
<td>24 - 30</td>
<td>2308</td>
<td>22 - 28</td>
<td>2309</td>
<td>3 - 6</td>
<td>2311</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Senior Leadership Essentials I (SLE 1)</td>
<td>$1,350</td>
<td>20 - 26</td>
<td>2301</td>
<td>16 - 22</td>
<td>2304</td>
<td>24 - 30</td>
<td>2308</td>
<td>22 - 28</td>
<td>2309</td>
<td>3 - 6</td>
<td>2311</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Senior Leadership Essentials II (SLE 2)</td>
<td>$1,355</td>
<td>13 - 17</td>
<td>2301</td>
<td>19 - 23</td>
<td>2302</td>
<td>7 - 11</td>
<td>2302</td>
<td>11 - 15</td>
<td>2303</td>
<td>3 - 6</td>
<td>2311</td>
<td></td>
<td></td>
</tr>
<tr>
<td>First Time Scout Executive Orientation</td>
<td>$1,550</td>
<td>27 - 31</td>
<td>2301</td>
<td>7 - 11</td>
<td>2302</td>
<td>11 - 15</td>
<td>2303</td>
<td>3 - 6</td>
<td>2311</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OUTDOOR PROGRAM</td>
<td></td>
<td>22 - 27</td>
<td>Covington, GA</td>
<td>2301</td>
<td>5 - 11</td>
<td>Philmont Scout Ranch</td>
<td>2302</td>
<td>TBD</td>
<td>Kansas City, KS</td>
<td>Naish Scout Reservation</td>
<td>2303</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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
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
## 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
972-580-2151
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
<table>
<thead>
<tr>
<th>PROGRAM CONTENT</th>
<th>What participants have said they expect to see after completing the course:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Generational Diversity</td>
<td>- “Bigger and better results”</td>
</tr>
<tr>
<td>• Managing Conflict</td>
<td>- “Become a more rounded and informed professional”</td>
</tr>
<tr>
<td>• Effective Listening</td>
<td>- “Spend more time with donor and volunteer cultivation activities”</td>
</tr>
<tr>
<td>• Understanding Volunteers</td>
<td>- “Seek out district volunteer prospects with personality types different from my own and from those on the team.”</td>
</tr>
<tr>
<td>• Communication Styles</td>
<td></td>
</tr>
<tr>
<td>• Characteristics of a Powerful Leadership Team</td>
<td></td>
</tr>
<tr>
<td>• Six Essentials of Effective Listening</td>
<td></td>
</tr>
<tr>
<td>• Tips that Foster Good Volunteer and Staff Relations</td>
<td></td>
</tr>
<tr>
<td>• Identify Learning Styles</td>
<td></td>
</tr>
<tr>
<td>• Maximize Annual Reviews</td>
<td></td>
</tr>
<tr>
<td>• Applying Ethics to Common Situations</td>
<td></td>
</tr>
</tbody>
</table>

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
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**

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

“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
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 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

### 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
972-580-2151
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

<table>
<thead>
<tr>
<th>Quote</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>“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.”</td>
<td>E.R. Program Executive</td>
</tr>
<tr>
<td>“As a new Program Director I feel more confident about my position.”</td>
<td>A.C. Program Director</td>
</tr>
<tr>
<td>“This program/property training has been needed for years. 40% of council revenue deserves solid training”</td>
<td>A.L. Program Director</td>
</tr>
</tbody>
</table>

FOR MORE INFORMATION, CONTACT:
Ross Munt
ross.munt@scouting.org
972-580-2151
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, biannual, 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
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
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
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 Management
- 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
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 it’s 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
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
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

---

**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
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
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
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.

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

FOR MORE INFORMATION,
CONTACT: Mark Woodman
mark.woodman@scouting.org
972-580-2111