

Congratulations! You've completed your first steps in leading your troops through the upcoming cookie season. Now that you've finished your Community Product Leader Training, reviewed your Community – Area Cookie Notebook and the online Community Product Leader Guidebook, what happens next? Before you receive the shipment of the Troop & Girl Scout cookie print materials, you'll want to focus on how to train your troops. After all, we hear from experienced CPL's that training your troops is the most important part of your role.

Use the Community Product Leader Checklist in your Community - Area Notebook to keep you on track through the season. Don't forget to review the online resources on [Cookie Central](#) so you can direct troops to this one-stop hub for their important cookie information. If you have any questions, connect with the Product Program Team. Not only can we answer your questions, we can also connect you with a member of our Product Program Advisory Committee (PPAC). Our PPAC volunteers are available to provide peer-to-peer guidance on how to train your troops.

Girl Scouts River Valleys: [girlscouts@girlscoutsvr.org](mailto:girlscouts@girlscoutsvr.org) or 800-845-0787

The items located in this Toolkit include:

1. Training Options
2. Cookie Materials Distribution
3. Introduction Template for Troops
4. Training Powerpoint Presentation Information
  - a. Find editable powepoints located in this [Box Folder](#) for download.
5. Troop Training Options
  - a. Virtual, In-Person, and Online Training Tips
6. Troop Responsibility Forms

## Troop Training Options

Determine which troop training option works best for you and the troops in your community. Connect with troop leaders and troop cookie managers in December to introduce yourself and inform them of their training options. Choose one of the training options below:

Training options:	What you do:
In-person*	Select a location, set a date & time for training session, invite troop volunteers to attend. Use provided outline and presentation to review important program information & distribute cookie materials. Track troop volunteer attendance.
Virtual	Select a date & time for a virtual training session, invite troop volunteers to attend. Use provided outline and presentation to review important program information. Track troop volunteer attendance. Arrange for days/times for troops to pick up sales materials.
Girl Scouts River Valleys Online	Direct troops to complete River Valleys online training modules, found on gsLearn. Provide troops with any community specific information via email, social media, text, or using Rallyhood. Troop volunteers will forward an email confirmation to verify training completion. Arrange for days/times for troops to pick up sales materials.

Troops should be trained in early January, ahead of the initial order deadline. Send an invitation at least 2-3 weeks in advance of your training date. If you are holding an in-person or virtual session and a troop volunteer is unable to attend, direct the volunteer to complete the Girl Scouts River Valleys online training. For virtual training, you can also choose to record your session so volunteers can play it back later.

All new troop volunteers must watch the “477 Troop Cookie Foundations” video prior to any training. This video can be found on [gsLearn](#).

No matter which type of training you offer, each Troop Cookie Volunteer must complete the online Troop Cookie Responsibility Form on Cookie Central. Provide each troop volunteer with your email address so you’ll receive a confirmation email each time a volunteer completes the form. Forms must be completed by February 1. Reach out to the troops as the deadline approaches to remind them to complete the form.

## Cookie Materials

One of your roles is to distribute the cookie materials to each troop. These materials will be shipped to you the week of December 30. Use the large envelopes to pack the following supplies for each troop:

Troop materials (one per troop)	Girl materials (one per girl)
<ul style="list-style-type: none"> <li>• Troop Cookie Companion</li> <li>• Cookie Booth Kit</li> <li>• Receipt booklets (3-4 per troop)</li> <li>• One package of Toast-Yay's</li> </ul>	<ul style="list-style-type: none"> <li>• Family Guide</li> <li>• Girl Scout reward postcard</li> <li>• Order card</li> <li>• Money envelope</li> </ul>

*You'll also receive an 8-pack sampler of cookies. The sample packages of cookies can be used as refreshments at an in-person training or as door prizes for troops that attend a virtual training (hold a special drawing for all volunteers that attend).*

For an in-person training, set out the materials and have troop volunteers set up an assembly line to pick and pack the items in the large troop envelopes. For virtual or online training sessions, schedule pickup times for troops using a tool, such as Sign-Up Genius or share a date and timeframe of when volunteers can pick up their items from your location.

If you need additional materials, submit our [Cookie Material Request Form](#) and we will ship materials to your location.

## Training Presentations

River Valleys will provide you with six total training PowerPoints which you can use to customize your training. These PowerPoints will be provided in this [Dropbox](#) folder and linked on Cookie Central.

## Cookie Program Overview

Provide troops with a high-level overview of the program, why it's important, what participation does for Girl Scouts, how the sale impacts the community, and general how to's. Some suggestions:

- Use the "TCM Online Training – Overview" Presentation
- Share tips and tricks that you have found to be helpful for the sale—especially about managing inventory, cookie cupboards, and cookie booth tips.
- Connect first-time cookie volunteers with seasoned pros to continue sharing ideas and best practices.

## Engaging Girl Scouts and Families

- Use the "TCM Online Training – Engaging Girl Scouts and Families" Presentation
- Review with troops the best ways to engage their Girl Scouts and Families as they take on the cookie season, including the parents/caregivers to assist with a variety of cookie activities like: cupboard pick ups, booths, and more

## Managing the Cookies

- Use the “TCM Online Training – Managing the Cookies” Presentation
- Review the ways to manage the cookies throughout the sale including: placing an initial order, cookie deliveries and cupboards, and inventory management

## Managing the Cookie Finances

- Use the “TCM Online Training – Managing the Cookie Finances” Presentation
- Review Finance Inventory Issue Forms, important ACH dates, Family and Troop Responsibility Forms, and more

## Smart Cookies and Digital Cookie Trainings

- Show troops how to find the step-by-step Smart Cookies Guide and videos as well as the Digital Cookie training materials on Cookie Central. If you'd like access to our Smart Cookies or Digital Cookie training site request an account at [girlscouts@girlscoutsrv.org](mailto:girlscouts@girlscoutsrv.org).
- Use the “TCM Online Training – Managing the Cookies”, “TCM Online Training – Smart Cookies-Digital Cookie”, and/or “TCM Training – Digital Cookie In-Depth” Presentations

## Introduction template

To help make your communication with troops as easy as possible, we have provided a template below that you can use to introduce yourself to TCMs and share the details about the troop training you will be hosting. You can send this in an email, or feel free to modify the information to post on social media or Rallyhood:

*Hello,*

*My name is [your name here], and I am the Community Product Leader for the [your community name] community. This means I am your first point of contact for questions and information about the 2054 cookie program before, during, and after the sale. I am here to support you no matter if this is your first cookie season or you are a seasoned cookie pro.*

*There are a variety of ways Girl Scouts can sell this year, and I look forward to sharing those details with you and more at our troop cookie manager training on [date] at [time]. [Provide virtual meeting login/access details here OR in-person meeting details.] Since this training is mandatory, please let me know as soon as possible if you cannot attend so that we can make alternative arrangements to get you caught up. If you are still unsure whether your troop will be participating in the program, I encourage a volunteer from your troop to attend to learn about how selling cookies benefits Girl Scouts, troops, and how easy it can be to sell.*

*Let me know if you have any questions ahead of our training, and I'm looking forward to a fun, successful, and memorable cookie program!*

Note: if you are directing troops to complete the River Valleys online training, modify the message above to direct them to Cookie Central to access the training videos.

## Cookie Central

[Cookie Central](#) is filled with resources to help troops before, during, and after the sale. Show the troops how to access Cookie Central at [GirlScoutsRV.org](http://GirlScoutsRV.org) or using the QR code found on your cookie materials. Empower your troops to view the web as their friend, showing them how to access information quickly at the tips of their fingers.

## In-Person Training Tips

- Inclusion and access are critically important as Girl Scouts plan in-person activities. Make sure that you have considered access and inclusion as you make your plans. Here are some prompts to get you started:
  - Do all volunteers have access to transportation? How about internet and devices?
  - Consider planning a training that volunteers can participate in virtually or in person, according to each person's circumstances and comfort level.
- Girl Scouts River Valleys Properties can be reserved to hold training sessions: Visit [camp.girlscoutsrv.org/rentals](http://camp.girlscoutsrv.org/rentals) to request a free space to hold an in-person training.

## Virtual Training Tips

### Getting Started

There are many platforms that can be utilized to hold and run a successful virtual meeting. River Valleys does not endorse any one platform and you are welcome to use any platform you feel comfortable using.

Below are some virtual training options. Make sure your training invitations include the link to the virtual training. For some volunteers, virtual training may be new. Instruct them to create an account or provide any tips that would be helpful if they are attending their first virtual training.

<p>Zoom <a href="https://www.zoom.us/">https://www.zoom.us/</a></p> <ul style="list-style-type: none"> <li>• Screen sharing and document sharing</li> <li>• Chat function</li> <li>• Video options, audio over computer</li> <li>• Can record meeting</li> <li>• Host must have a Zoom account</li> <li>• Zoom account is not necessary to join a meeting</li> </ul>	<p>Microsoft Teams <a href="https://teams.microsoft.com/start">https://teams.microsoft.com/start</a></p> <ul style="list-style-type: none"> <li>• Screen sharing and document sharing</li> <li>• Chat function</li> <li>• Video optional, audio over computer</li> <li>• Can call in via phone, must turn audio off</li> <li>• Can record meeting</li> <li>• Host must have a Microsoft Teams account, for users with Office 365 through work</li> <li>• Teams account not necessary to join meeting</li> <li>• Not compatible for Mac users</li> </ul>
<p>Skype <a href="https://www.skype.com/en">https://www.skype.com/en</a></p> <ul style="list-style-type: none"> <li>• Free service for 2-50 people</li> <li>• Document sharing</li> <li>• Chat function</li> <li>• Video optional, audio over computer</li> <li>• Can record meeting</li> </ul>	<p>Google Hangouts <a href="https://hangouts.google.com">https://hangouts.google.com</a></p> <ul style="list-style-type: none"> <li>• Two features – Chat or Video/Voice</li> <li>• Free service, video up to 25 people, Chat up to 150 people</li> <li>• Video optional, audio over computer</li> </ul>
<p>Other ideas? Add your own here!</p>	<ul style="list-style-type: none"> <li>• Requires a Google account for all members, good for Google Groups users</li> <li>• Screensharing</li> <li>• Can use computer or phone</li> <li>• Chat is only functional on computer</li> <li>• Screenshare is only functional on computer</li> </ul>

## Running a Successful Virtual Training

Many platforms allow you to record the meeting, but you need to let everyone know you are doing so at the start of the meeting

- Recording can be nice for those who are unable to attend the meeting
- Anyone who doesn't want to be recorded can turn off their video and go to audio only, or just wait for the meeting notes.
- Recording is optional

Facilitator tips:

- To allow for everyone to participate, try asking someone directly to contribute or ask questions, especially if you notice someone is getting spoken over or hasn't shared much during the meeting
- The presenter should make sure to leave space/pauses while talking or asking for questions to allow for lags in video and to allow for people to type in the chat

Participant tips (to share with your volunteers and leaders):

- Everyone should try to find a quiet, distraction-free space to participate in the virtual meeting
- If you're new to virtual meetings, it's a good idea to open the meeting five to ten minutes early, which allows for time to work through any technology problems you might have
- Be courteous and patient
- No multi-tasking
- Video (when possible) and microphone should be on, but muted (unless you want to contribute to the conversation)
- Stay on topic, especially in the chat

Tips on using the chat feature:

- This feature makes it easy to take turns sharing ideas and asking questions, especially if you have a large group
- You can share files in the chat during the meeting
- You can ask a question any time in the chat, and it can be answered any time as well
- One person (ideally not the facilitator) should monitor the chat and then verbally ask those questions

Thank everyone for making space to participate remotely

## River Valleys Online Training

We've got you covered if life is too busy for you to host a troop training session. Follow this checklist when using this option:

- Connect with the troops to introduce yourself and provide your preferred contact method(s)
- Direct troops to complete the online training on gsLearn. Once finished, the volunteer will complete an online form and receive a confirmation email
  - Remind the troop volunteers to forward their email confirmation to you to verify their training completion
- Provide troops with any community specific information, such as: the type of delivery and cupboard they will utilize, cookie rally information, community arranged sales or cookie booth opportunities, etc.
- Inform troops to reconnect with you if they have any questions or need clarification

## Online Troop Responsibility Form Tracking Tool

You'll receive an email each time a volunteer has completed their online Troop Responsibility Form. Forms are due by February 1. Reach out to any troops who miss this date to remind them to complete the form. If you do not receive the email notification, alert us at [girlscouts@girlscoutsv.org](mailto:girlscouts@girlscoutsv.org). We will create a live report as needed.