

Virtual Troop Cookie Training Tip Sheet

Let's host a training for Troop Cookie Managers! Can't get together in person?

Hold your Troop Cookie Training meeting virtually!

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 options:

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| <p>Zoom https://www.zoom.us/</p> <ul style="list-style-type: none">• Screen sharing and document sharing• Chat function• Video options, audio over computer• Can record meeting• Host must have a Zoom account• Zoom account is not necessary to join a meeting• GSRV is providing Zoom accounts for troops – request one here: https://volunteers.girlscoutsv.org/reference/forms/gzoom-account-request-form/ | <p>Microsoft Teams https://teams.microsoft.com/start</p> <ul style="list-style-type: none">• Screen sharing and document sharing• Chat function• Video optional, audio over computer• Can call in via phone, must turn audio off• Can record meeting• Host must have a Microsoft Teams account, for users with Office 365 through work• Teams account not necessary to join meeting• Not compatible for Mac users |
| <p>Skype https://www.skype.com/en</p> <ul style="list-style-type: none">• Free service for 2-50 people• Document sharing• Chat function• Video optional, audio over computer• Can record meeting• Phone call in option costs money | <p>Google Hangouts https://hangouts.google.com</p> <ul style="list-style-type: none">• Two features – Chat or Video/Voice• Free service, video up to 25 people, Chat up to 150 people• Video optional, audio over computer• Requires a google account for all members, good for Google Groups users• Screensharing• Can use computer or phone• Chat is only functional on computer• Shreenshare is only functional on computer |

Conference Calls via mobile phone or landline

- Free Conference Call
 - <https://www.freeconference.com/feature/free-conference-calls>
- Free Conference Calling
 - <https://www.freeconferencecalling.com/features.html>

- UberConference Mobile App
 - <https://www.uberconference.com/mobile>

Planning Prior to the Meeting

- Invite Volunteers
 - Make sure that you send an invite out to your Troop Cookie Managers at least two-three weeks in advance of the virtual meeting. Always include the invite link or conference call in number. Equally important, as this meeting format may be new to many of your volunteers, provide specific details on what they will need to do to join the conference. It may look like this”
 - Go to webpage XXXX
 - Hit the XXX button on the top of the page which will take you to the meeting
 - Turn off the mute button before speaking
 - Screen shots could be helpful!
- Create the agenda
 - Prior to creating your agenda, please be sure to reach out to your Volunteer Support Coordinator as they will have current up to date Product Program news and information. As we are all adapting to this new environment, we are constantly trying to find new ways to support your girls and families.
 - Make time for introductions and an ice breaker
 - Plan for what you want to talk about, how long you want to discuss each item, and who will lead the group during that section
 - Set and stick to a time limit for your meeting (people lose focus on a screen much faster than they do in an in-person meeting), 30-45 minutes is a good place to start.
 - Assign participants jobs for the meeting (note taker, timekeeper, chat monitor, ground rule enforcer, etc.)
 - Ask the group to establish and agree to ground rules
- Send agenda in advance
 - Include an agenda in advance so that your volunteers know what to expect. By sending the agenda ahead of time, you are showing the volunteers you respect their valuable time.
 - SUM Summaries provide a great agenda template you can use, if you don’t have your own!
- Reach out to SU Team members that you would like to have an active role in the meeting
 - Leader/Volunteer meetings should never be a one-person show! It is vital to have your key Service Unit Team members report out the many things that they might be doing in the Service Unit.
 - Send each of your team members an email the week prior to the meeting asking them if they have any news to report. Also, ask them if they will be able to make the meeting. If they can’t, gather their information from them so that you can report it out to the volunteers.
- Send a reminder!

- This is a very important step! Everyone needs reminders in their life. We find that meetings are better attended when a reminder email or text is sent the day prior to the meeting

Running a Successful Meeting

- 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.
 - SUMs should decide where to keep the recording (SU Facebook page, other SU platform, etc.), ask your volunteer support coordinator about this if you have questions.
 - 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
- Set aside a few minutes at the end of the meeting to allow for people to share feedback about how the meeting went and what they would change for next time. We encourage you to share any feedback you receive with your Volunteer Support Coordinator as well (we're still learning about virtual meetings too!)
- Make sure everyone leaves the meeting understanding the next steps, the goals established in the meeting, who is working on what next, and deadlines. It can be helpful to send a follow up email with meeting notes too
- Be sure to thank everyone for making space to participate remotely

Things to Discuss

Cookie Program Overview

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

- Go over need-to-know items from the Troop Cookie Manager Guidebook
- Use the Training Your Troops resources found on the volunteer website
- Use the Troop Cookie Manager In-Person Training Presentation found under Service Unit Cookie Manager Resources on the volunteer website
- 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.

Smart Cookies Training

Everyone will be using Smart Cookies during the season to select booths, order rewards, and manage their cookie counts. It is important for troops to know how to do critical steps in Smart Cookies before the season begins. To train your troops, show them how to find the step-by-step Smart Cookies Guide and videos on the volunteer website. You can also use screen sharing to perform a live demo of the system at your training and walk-through Smart Cookies basics together.

Online Resources

The volunteer website is filled with resources to help troops before, during, and after the sale. Empower your troops to view the web as their friend, using screensharing to show them how to access information quickly at the tips of their fingers.

Check it off the List

Collect all signed Troop Cookie Responsibility forms by February 1.