



***** BRING MANUAL TO ANNUAL MEETING *****

Delegate Manual

Name of Delegate/Alternate: _____

Board Chair

Katrina Goode, 704-819-9861
katrinarobby@gmail.com

Membership Voice Committee

Holli Gardner Drewry, chair
mvc@gsvsc.org

Open Council Dialogue Meetings

You MUST pre-register for the OCD meeting(s) you wish to attend by clicking on the appropriate link as listed below. The direct link to the registration sites can also be accessed through the GSVSC webpage: <https://www.gsvsc.org/en/discover/our-council/Governance.html>

<p>Saturday October 21, 2023 10:00 a.m. – Noon Charlottesville, VA (IN-PERSON)</p>	<p>Register in advance for this meeting: REGISTER HERE</p> <p>After registering, you will receive a confirmation email containing information about attending the meeting.</p>
<p>Saturday October 28, 2023 8:45 a.m. – 11:00 a.m. Virtual</p>	<p>Register in advance for this meeting: REGISTER HERE</p> <p>After registering, you will receive a confirmation email containing information about joining the meeting.</p>
<p>Saturday November 4, 2023 10:00 a.m. – Noon Lynchburg, VA (IN PERSON)</p>	<p>Register in advance for this meeting: REGISTER HERE</p> <p>After registering, you will receive a confirmation email containing information about attending the meeting.</p>
<p>Thursday November 9, 2023 6:00 – 8:00 p.m. Virtual</p>	<p>Register in advance for this meeting: REGISTER HERE</p> <p>After registering, you will receive a confirmation email containing information about joining the meeting.</p>

Registration for all these meetings can be completed at www.gsvsc.org/calendar (search for the date of the meeting you wish to attend and click on “Open Council Dialogue Meeting”) or by calling customer care at 540-777-5100 or 1-800-542-5905, ext. 100.

Annual Meeting 2024

January 20, 2024

(Inclement weather date is January 27, 2024)

LOCATION:

Camp Icimani

5488 Yellow Mountain Rd

Roanoke, VA 24019

Girl Scouts of Virginia Skyline Council, Inc.
5488 Yellow Mountain Rd | Roanoke, VA 24014
540-777-5100 | info@gsvsc.org | www.gsvsc.org

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- Proposals for Board of Directors/Annual Meeting (#1260)
- Parliamentary Procedure (#1363)
- GSVSC Bylaws (#1364)

Additional information on the delegate system as well as governance forms and documents can be found: www.gsvsc.org/governance

Topics from *Volunteer Essentials* are useful as delegate resources:
www.gsvsc.org/volunteer-essentials

NOTE: In this manual, Operational Unit = Service Unit.



Fall 2023

Dear Council Delegates and Alternate Delegates,

Congratulations and thank you for accepting this very important position in Virginia Skyline's governance system. A delegate represents girls and adults in the council. As a delegate, you have a policy-influencing position that enables you to speak on issues before the council and to give general direction to the board of directors.

This manual outlines your responsibilities as a delegate or alternate delegate. The material within will help you learn more about your role and how you fit into the whole governance process.

During your one-year term, you will serve as a voting member at the annual council meeting held in January. In preparation for the annual meeting, there will be Open Council Dialogue meetings (attendance is required to at least one meeting to fulfill your delegate responsibilities) for you to have an opportunity to hear about the issues of current importance. The items on the agenda are also designed for you to give input to the board of directors. Part of your role is to share the information and discussions from the Open Council Dialogue meetings with the adults and older girls in your service unit or at-large group. Please plan to attend one of the four scheduled meetings. This year, there will be two in-person and two virtual Open Council Dialogue meetings. See the cover of this manual for dates and registration information.

Thank you for serving as a council delegate or alternate delegate. I look forward to working in partnership with you to make Virginia Skyline a stronger council that continues to provide the best possible opportunities for girls.

Sincerely,

Katrina Goode
Board Chair

Membership Voice Committee Responsibilities

1. Facilitate timely two-way communications between the membership and the board.
 - To provide information
 - To seek input
 - To provide access — members know how to seek and get access to the board and governance issues
 - To connect with constituents (members 14 years old and older)
2. Facilitate (monitor) the delegate election process.
 - Review and up-date documents pertaining to the delegate election process and communications forms for member input
 - Provide training for delegates—home study or in person.
 - Communicate with Operational Units and At-Large groups about the delegate elections
3. Facilitate Open Council Dialogue Meetings
4. Review bylaws and recommend amendments to the bylaws as needed.

Membership Voice Committee Members:

Holli Gardner Drewry, Blacksburg - Chair (Board Member) – mvc@gsvsc.org

HelenRuth Burch – hrburch@aol.com

Barbara Duerk, Roanoke – barbgary@cox.net

Rebecca Duncan, Lynchburg – Becka6778@aol.com

Charnika Elliott, Roanoke – promjosh2@gmail.com

Donna Guill, Rustburg – club1951@hotmail.com

Gail Hassmer, Charlottesville - hassmerg@charlottesville.gov

Tricia McMahon, Roanoke - pomroomcm@aol.com

Sharon Nolley, Rustburg - sharnolley@yahoo.com

To contact the Membership Voice Committee, e-mail mvc@gsvsc.org. The Membership Voice Committee is always looking for additional members. Most of our work is done by e-mail. Please contact us if you would like to learn more about becoming a member of this committee.

Decision Influencing in a Girl Scout Council

The day-to-day operations of the council are carried out under the direction of the chief executive officer, who is responsible to the board of directors. Daily operations result in the achievement of the yearly operating objectives adopted by the board.

Governance is the responsibility of the board of directors. This is the establishment of policy and the decision on or resolution of any major issue affecting the council. The board is the only policy-making body in the council and cannot delegate its duties to any other group.

The democratic process and participation in a democratic way of life have been basic beliefs that characterize the Girl Scout movement. Democratic methods are as important for adults in the movement as they are for girls. Democracy means not only the right to vote but also the responsibility of voting for the good of the whole rather than for purely local interests. While the majority might prevail, there is an unfailing obligation to consider the minority and to find ways of reconciling differences.

Decision influencing is the process by which the board of directors seeks reactions and input from various groups before it makes major decisions that will have an impact throughout the council's jurisdiction.

- Decision influencing is based on the premise that all members age 14 and over have access to the governance system of the council and have a voice in major decisions before they are made.
- It means being well informed about problems or needs that exist, being able to discuss issues, and giving input to the board of directors.
- Influencing decisions does not mean voting, nor does it mean actually making the final decision. Members are able to influence decisions by participating in open council dialogue meetings or serving on board committees and task groups.

Decisions are influenced when:

- Girls and adults make their feelings known on key issues that affect Girl Scouting through appropriate processes.
- The council board of directors considers that information before making decisions.
- Feedback is provided about both the final decision and the process used in making that decision.

Functions of Decision-Influencing Groups

- Participate in identifying critical issues and formulating goals.
- Gather information and opinions of members, non-members, and community leaders.
- Provide input and reaction on issues to the board.
- Assist in the annual organizational performance appraisal.
- Provide an opportunity for grassroots input.

Decision-influencing and decision-making work when:

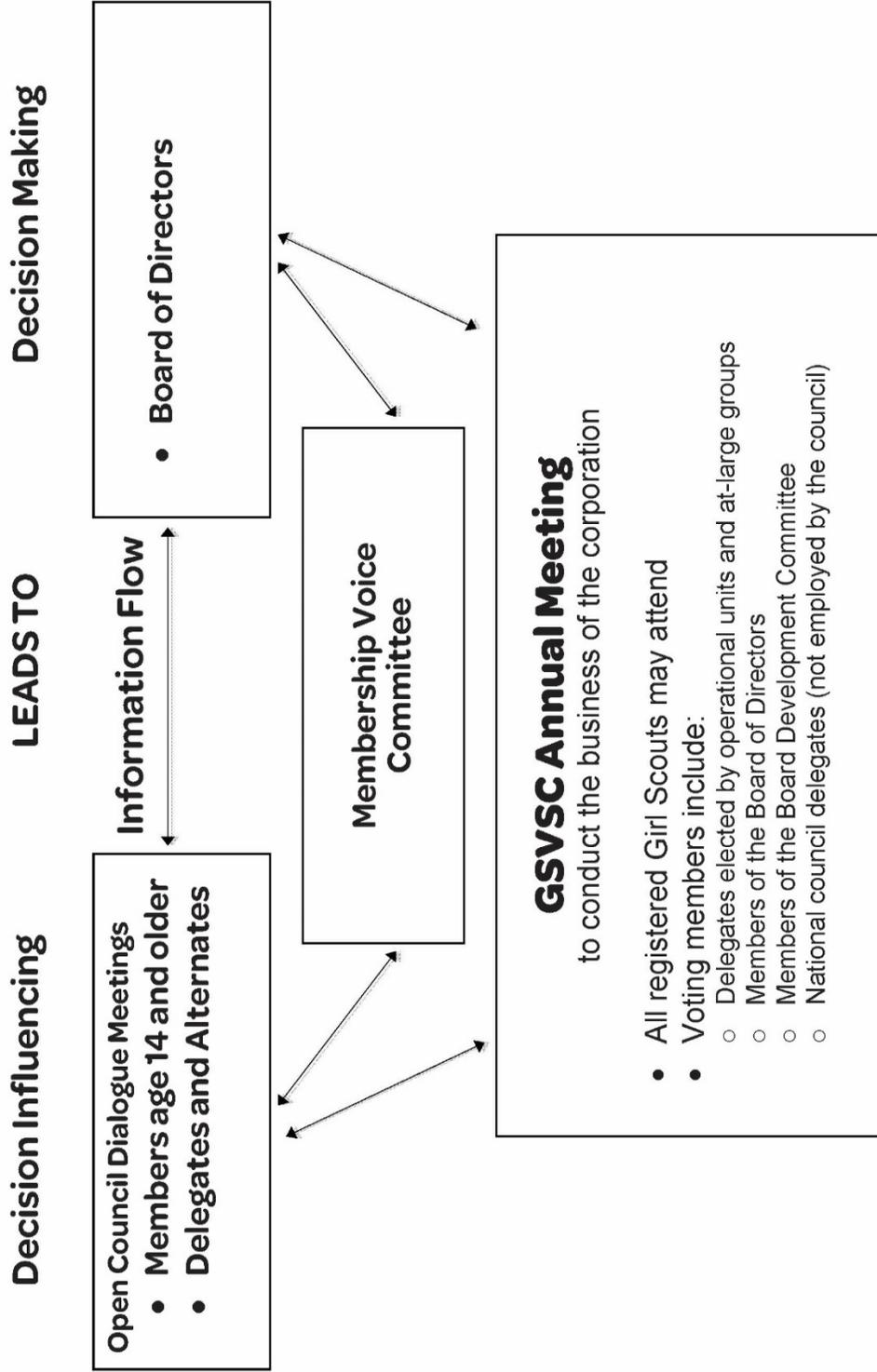
- The board chair takes a strong leadership role.
- The board refers issues to decision-influencing groups.
- Procedures are in place for the membership to provide input to the board and for the annual meeting agenda.
- The grass roots are involved in goal setting and review.
- Delegates receive training.
- Board members and board development committee members are present at open council dialogue meetings and annual meetings.

Open Council Dialogue Meetings

Each year the board of directors will hold up to four (the bylaws say a minimum of two) Open Council Dialogue meetings in various locations in the council. Members will have an opportunity to talk with and give input to the board on issues of importance to the entire council. In this way, they help give direction to future planning for the corporation. Members bring the benefit of their knowledge and day-to-day exposure in the community. They can assist the board in identifying trends that might affect Girl Scouting in their communities.

Delegates are elected by the operational unit or at-large groups to become voting members of the corporation. Their primary responsibility is to help generate the flow of information between the board of directors and the membership. The position is extremely important and involves a commitment of time and study. Persons accepting the responsibility must be willing to learn about the democratic process and how their role fits into the process. Delegates must attend at least one Open Council Dialogue meeting and be well informed on issues being discussed by those they will be representing at the annual council meeting.

GSVSC GOVERNANCE



Decision Influencing Calendar

MONTH	MEETING	DELEGATE RESPONSIBILITIES
April – November	Operational Unit Meetings At – large groups	<ul style="list-style-type: none"> Delegates can be elected anytime during these months for the next term. Their term runs 10/1-9/30.
August/September	Operational Unit meetings	<ul style="list-style-type: none"> Attend Operational Unit meeting. Sign position agreement. Listen to and discuss issues.
September- November (Operational Unit and At-large Delegate elections are held during this time. Deadline for delegates to be elected and reported to the GSVSC office is 60 days prior to the Annual Meeting.)	Operational Unit meetings Open council dialogue meetings	<ul style="list-style-type: none"> Attend Operational Unit meeting. Sign position agreement. Listen to and discuss issues. Register for and participate in open council dialogue meeting and report to local area. Take training for position if needed. Refer proposals to board of directors. If unable to attend annual meeting, alert Operational Unit or membership voice committee that a substitution will be necessary.
September	Board meeting	<ul style="list-style-type: none"> Read and share with Operational Unit or At-large group the latest Governance Newsletter
December	Board meeting	<ul style="list-style-type: none"> Read and share with Operational Unit or At-large group the latest Governance Newsletter
December/January		<ul style="list-style-type: none"> Review annual meeting mailing; discuss with local area. Register for annual meeting.
January	Annual meeting Operational Unit meetings	<ul style="list-style-type: none"> Attend and vote at annual meeting. Report to local area. Read and share with Operational Unit or At-large group the latest Governance Newsletter
February-July	Board meetings Operational Unit meetings	<ul style="list-style-type: none"> Attend Operational Unit meeting. Listen to and discuss issues. Develop proposals for the board. Read and share with Operational Unit or At-large group the latest Governance Newsletter

Delegates should always be aware of the needs and interests of the people in their area and should communicate needs and interests to the membership voice committee. The Membership Voice Communication Form (#1160) on page 9 may be used to guide this process. **There may be a called meeting that delegates would need to attend.**

Procedures for Developing Proposals for the Board of Directors and the Annual Meeting

Proposals may be presented by an individual or a group.

1. DEFINE WHAT YOU WANT TO HAPPEN.
 - Identify the issue you wish to change. Be sure it is only one issue, not several linked together.
 - Research why the policy or procedure came about in the first place.
2. ASSESS HOW THE CHANGE WILL AFFECT OTHERS.
 - Consider what effect this change might have in other areas of the council.
3. DRAFT THE PROPOSAL.
 - Use the Proposals for Board of Directors/Annual Meeting Form (#1260) (see the Appendix).
 - Include all the information you have researched and collected. Write a clear rationale for change and indicate the effects, from your perspective, the recommended change would have on the membership.
4. PRESENT THE PROPOSAL (optional but desirable).
 - If you would like to have additional support, consider presenting it at an operational unit meeting or at an open council dialogue meeting.
 - Get input from the group.
 - Get a consensus of the group (optional).
5. SUBMIT THE PROPOSAL (EITHER GROUP OR INDIVIDUAL).
 - Mail the proposal to the council board chair with any attachments that you feel are important.
 - The proposal will be reviewed to determine if it requires action by the board of directors or should be referred elsewhere.
 - You will be notified about the action taken on your proposal.

Delegate Tips for Facilitating Discussions

Delegates may be asked to lead group discussions for informational purposes. Listed below are tips to help the discussion move smoothly.

- Present the item to be discussed.
- Foster full participation from the group and be aware of nonverbal communication. Gently draw group members into the process.
- Encourage the group members to interact with one another.
- Be genuinely interested in other people's thoughts and feelings and show it in your body language.
- Let the dialogue flow naturally with a minimum of intervention.
- Use paraphrasing as a method of clarifying and checking your understanding with the group.
- Keep the group on the topic. Be careful to limit or reduce repetition.
- Remain completely nonjudgmental.
- Do not take comments personally.
- Use silence well. At times the hardest thing to do is nothing.
- Keep your sense of humor.

Delegate Tips for Dealing with Different Types of Participants

IF YOU NOTICE THIS TYPE	THEN TRY THESE STRATEGIES
Won't talk	<ul style="list-style-type: none"> • Establish eye contact and smile. • Draw out the person next to her/him, and then ask the quiet participant to tell the person next to her/him what she/he thinks of the view expressed. • Ask a direct question.
Talks too much	<ul style="list-style-type: none"> • Avoid eye contact. • Politely break in and stop the person. • Slow the person down with some difficult questions.
Very negative	<ul style="list-style-type: none"> • Acknowledge the person's disagreement publicly and go on with the discussion. • Ask the person for a positive, alternative suggestion. • Redirect discussion to a topic upon which all can agree.
Side conversationalist	<ul style="list-style-type: none"> • Call the person by name and ask an easy question. • Call the person by name, restate the last opinion expressed or last remark made by the group, and ask her/his opinion of it. • Saunter over and stand casually behind the members who are talking.
Rambler	<ul style="list-style-type: none"> • When the person stops for breath, thank her/him, refocus attention by restating the relevant points, and move on. • Smile, say her/his point is interesting, refer to the present subject matter, and in a friendly manner indicate, "We are a bit off subject."
Clashes with others	<ul style="list-style-type: none"> • Emphasize points of agreement and minimize points of disagreement. • Draw attention to the session objectives. • Cut across the disagreement with a direct question on the topic at hand.

APPENDIX

[Council Delegate/Alternate Delegate Position Description \(#1608\)](#)

[Operational Unit/At-Large Delegate Worksheet \(#1165\)](#)

[Membership Voice Communication Form \(#1160\)](#)

[Proposals for Board of Directors/Annual Meeting \(#1260\)](#)

[Parliamentary Procedure \(#1363\)](#)

[GSVSC Bylaws \(#1364\)](#)