

## How to make the most of your adult enquiries

### ***Why?***

It is really wonderful when someone expresses an interest in volunteering with Girl Guides, it shows that they are already interested in finding out more about us. Make the most of these opportunities by following these simple suggestions.

### ***Keep in mind!***

People sometimes want to find out more about volunteering during a period of change in their lives. Maybe they have just moved to a new area, left their job or are looking to give back to the community. Try to treat each enquiry with enthusiasm but be prepared for when people decide to go down a different path. Don't get discouraged!

There are many ways that someone can volunteer with Girl Guides other than as a Unit Leader or District Manager. Familiarise yourself with the roles of the [Support Group](#) and also consider State & Region roles when making suggestions.

### ***When should I contact them?***

Any time is a good time to ring. Better to call and leave a message than to put it off until tomorrow. Depending on what contact information you have we suggest initially using all forms to contact the enquirer. Send an email introducing yourself, with your contact details and ask for a convenient time to call them. Also call their mobile and or home phone number and leave a message saying you have sent them an email. If they don't have a message service send a text. If they answer the phone introduce yourself and ask *is now a convenient time to talk? Should I call back later?* Remember they may be looking at a number of volunteering opportunities, your call could place Girl Guides at the top of their list.

### ***What should I say?***

If you are the first person in the Region to be contacting them remember that they may just want a bit more information about what's involved with volunteering for Girl Guides as an adult. Speak about Guiding with a positive attitude, speak about the opportunities, the fun & the friendships. Steer clear of negative statements like *we always need Leaders* or *the last person you contacted failed to show up at the agreed meeting time*. Instead mention that *there are many ways to get involved with different levels of commitment—from Unit Leader to Unit Helper, District Manager to Support Group member*.



If someone is unsure as to what capacity they would like to volunteer or what Guiding is all about, you should invite them to attend a Guide Meeting or Guide Event. Make a time to meet with them or set up a meeting with a Leader who you know will make a great impression.

It's also helpful if you can gather information about them which will help to assess their suitability for a role in Guiding. This person may have a skill in a particular field or a work schedule that means that it might be hard for them to get to a Guide meeting.

Here are some questions to guide your conversation:

- Can you tell me a bit about yourself (in this answer you may find the answers to some of the questions below)?
- Where do you live?
- Were you a Guide or Brownie? Mention that it's not a prerequisite to volunteer with the Girl Guides. If they were, you may choose to use Guide Language and if they weren't you may choose to use more well-known words like 'group' for *Unit* and 'small team' for *Patrol*.
- What do you do for work or study?
- What are your interests?
- Are you new to the area?
- Do you travel by car or by Public transport?
- When are you available to volunteer? What afternoons/ evenings suit you?
- Are you interested in volunteering with youth?
- If yes, which age group are you most comfortable with?
- Would you prefer working with a team of Adults?
- Have you been in any volunteer roles before?

If they are interested in visiting a local Unit, offer to email them with the details once confirmed with the Leader that they will be at the Hall at that time. Make sure the contact details you have are correct (ie. email address, mobile number) and ask if there are any alternative or extra contact details that they would like to provide.

If the enquirer is still after more information about Girl Guides you may like to make a time to meet them for a coffee.

## ***What's next?***

When you meet them at the Unit, at Coffee or at an event, be sure to make them feel welcome and included. Be a great ambassador for Girl Guides and try to use language that they will understand (it's easy to use acronyms without thinking).

Take a copy of *Lead the Way*, the booklet that explains Girl Guide leadership (available from the Retail Department); a copy of a recent edition of *The Waratah*; the GGA summary of Qualification UL & AUL and the GGA Summary of Qualification DM & ADM.

At this stage they may have an idea of what they would like to do, if they are interested in Leadership invite them along to Unit meetings, maybe trying a few different Units. If they are interested in a Management or Support Group role invite them along to the next Support Group or Region District Managers meeting.

There is no need for a prospective member to decide on a desired role immediately. It is better for the candidate and for Girl Guides if time is apportioned to see that they are truly interested and able to give the required time to the role before starting on the membership paperwork. It is important to get to know the prospects and assess that they are suited to the role and to Girl Guides.

Don't push for someone to commit just so they can attend the next Qualification Course. There are quite a few steps to be completed before attending the Leadership Qualification Weekends and it is best not to rush through these steps. References need to be checked/Referees contacted; a *Learning Passport* sent out; a Learning Partner appointed; Recognition of Prior Learning completed; Induction completed—including Code of Conduct; a Uniform arranged, other Leaders in the District to be met and a Handbook obtained. The Guiding Orientation Webinar—if required—needs to be attended also and time given for the Leader Handbook to be read.

## ***Follow up***

Keep in touch with them. If they have enquired and it has been a couple of weeks since you have spoken, give them a ring and say *just doing a follow up...* If they are still interested, keeping in touch may make Girl Guides their number one volunteering choice.

## ***Don't Forget!***

Most girls join because they are invited and because it is FUN then this leads on to other things like making new friends, belonging, adventure & learning new skills. This is the same with women so let's make them feel welcome & show them how much fun Guiding can be.