

# Global Facilitator Handbook

## Global Facilitator Overview:

The overall objective of the position of Global Facilitator is to develop and provide a quality learning experience for USA Girl Scouts Overseas' (USAGSO) volunteers. Global Facilitators are experts and consultants in all things Girl Scouts including the Girl Scout Leadership Experience (GSLE), National Program Portfolio, Customer Engagement Initiative (CEI), membership retention and recruitment strategies, current facilitation methodology, and adult learning models.

## Qualifications/Skills:

- Able to deliver course content that is consistent with Girl Scouts of the USA's (GSUSA) national core program and mission and values
- Hone and maintain knowledge in adult learning theory and experiential learning methodologies
- Possess effective interpersonal skills including clear communication, coaching, motivating, encouraging and conflict resolution
- Demonstrate effective presentation skills including engaging your audience, utilizing visual aids, tailoring/modifying course content based on participants' needs, and being animated, creative, confident and knowledgeable of material/content
- Ability to relate/embrace unique differences in facilitating and implementing the Girl Scout program in overseas environments
- Flexible, adaptable and able to think quickly on your feet
- Knowledgeable in distance learning methods (i.e. webinars, self-guided/self-study, social media, etc.)
- Adaptability to meet the varying needs of the Overseas Committees with whom we work
- Commitment to uphold the Girl Scout Promise and Law in everything you say and do as a representative of USA Girl Scouts Overseas (USAGSO)
- Girl Scout experience preferred but not required

## Appointment Process:

Global Facilitators are appointed for a 24-month term. Appointments are made with geographic consideration in mind. Relocating during your term may affect your status as a Global Facilitator. Consecutive appointments are offered based on the skills and geographic needs of the Global Facilitator Team as well as past contributions as a Global Facilitator.

There are 3 levels of Global Facilitators. Each level has requirements to fulfill before an individual can bridge to the next level. These levels are listed below and the expectations for each level are detailed on pages 3-5.

- Apprentice/Local Global Facilitator
- Experienced Global Facilitator
- Master Global Facilitator

In order to be officially appointed to the Global Facilitator role, volunteers must:

1. Apply online, here: <https://usagso.wufoo.com/forms/ropfuu0183asss/>.
2. Successfully complete an informal interview with either a USAGSO staff member or Master Global Facilitator
3. Attend the USAGSO *Facilitating Adult Learning* course

# Apprentice/Local Global Facilitator

An Apprentice/Local Global Facilitator is typically a first time facilitator with less than 25 hours of training completed and/or only interested in training for their local Overseas Committee.

In order to become an Apprentice/Local Global Facilitator, all candidates must submit an application and complete an interview with a USAGSO staff member or Master Global Facilitator. Pending a successful interview, the Apprentice/Local Global Facilitator will then complete an online USAGSO *Facilitating Adult Learning* course.

## Expectations:

- Annually, facilitate at least 2 in-person trainings for your local Overseas Committee and/or Overseas Committees within 2-hours of travel from your home base
- Stay connected with the Global Facilitator team via email, Facebook, and attendance at monthly meetings (virtual)
- Join the USAGSO Volunteers and OCMT Facebook pages and answer questions posed in the group as able
- Work closely with your assigned Experienced and/or Master Global Facilitator mentor to learn and grow in the Global Facilitator position
- Maintain knowledge of all relevant GSUSA and USAGSO processes/policies and programs
- As ambassadors of USAGSO, deliver only approved/official trainings while embracing our programs and technology

## Advancement Requirements:

- Conduct at least 25 hours of training
- Co-facilitate at least 1 USAGSO virtual learning opportunity (webinar or call) with a USAGSO staff member or Experienced or Master Global Facilitator
- Submit request to advance to Experienced Global Facilitator via email to [overseascustomer@girlscouts.org](mailto:overseascustomer@girlscouts.org)

# Experienced Global Facilitator

An Experienced Global Facilitator has between 25 – 100 hours of training experience with USAGSO, shows a strong competency in adult learning, and is an expert on GSUSA and USAGSO processes/policies and programs.

## Expectations:

- Annually, facilitate at least:
  - o 1 in-person training for an Overseas Committee more than 2-hours away from your home base \*
  - o 2 USAGSO virtual learning opportunities (webinars or calls)
  - o 2 in-person trainings for your local Overseas Committee and/or Overseas Committees within 2-hours of travel from your home base \*
- Stay connected with the Global Facilitator team via email, Facebook, and attendance at monthly meetings (virtual)
- Join the USAGSO Volunteers and OCMT Facebook pages and answer questions posed in the group as able
- Serve as a mentor to Apprentice/Local Global Facilitators as needed, helping these new Facilitators get comfortable setting up trainings with their local OCs, ensuring they are using only USAGSO training curriculum and resources, collecting and reviewing their course evaluations, etc.
- Maintain knowledge of all relevant GSUSA and USAGSO processes/policies and programs
- As ambassadors of USAGSO, deliver only approved/official trainings while embracing our programs and technology

## Advancement Requirements:

- Conduct at least 100 hours of training (self-tracked/reported)
- Partner with a USAGSO staff member or Master Global Facilitator to write or revise a training curriculum or other significant resource
- Submit request to advance to Master Global Facilitator via email to [overseascustomer@girls Scouts.org](mailto:overseascustomer@girls Scouts.org)

# Master Global Facilitator

A Master Global Facilitator has over 100 hours of training experience with USAGSO, shows a strong competency in adult learning, and is an expert on GSUSA and USAGSO processes/policies and programs. Moreover, this volunteer has an interest in and skills for developing new training curriculums/outlines and/or refreshing/rewriting current USAGSO trainings.

## Expectations:

- Annually, facilitate at least:
  - o 1 in-person training for an Overseas Committee more than 2-hours away from your home base \*
  - o 2 USAGSO virtual learning opportunities (webinars or calls)
  - o 2 in-person trainings for your local Overseas Committee and/or Overseas Committees within 2-hours of travel from your home base \*
- As needed, partner with USAGSO staff and other Master Global Facilitators to create training curriculums/outlines and assist with the refresh/rewrite of existing trainings.
- Partner with USAGSO staff to conduct interviews with Apprentice/Local Global Facilitator applicants.
- Stay connected with the Global Facilitator team via email, Facebook, and attendance at monthly meetings (virtual)
- Join the USAGSO Volunteers and OCMT Facebook pages and answer questions posed in the group as able
- Serve as a mentor to Apprentice/Local Global Facilitators as needed, helping these new Facilitators get comfortable setting up trainings with their local OCs, ensuring they are using only USAGSO training curriculum and resources, collecting and reviewing their course evaluations, etc.
- Maintain knowledge of all relevant GSUSA and USAGSO processes/policies and programs
- As ambassadors of USAGSO, deliver only approved/official trainings while embracing our programs and technology

*\* If there are no in-person training requests in locations that make sense with an Experienced or Master Global Facilitator's schedule and/or travel requirements (for example, if a Facilitator is located in the US but all in-person training requests are in Europe and Asia where we have local Facilitators), a virtual learning opportunity can be substituted to meet the training expectation.*