



BCS 125

Commissioner Culture

Revision date 5/1/2025

1

Course Objectives



At the end of this training, a commissioner will be able to:

- **Describe** Commissioner Culture
- **Recognize** how a culture can connect groups of people toward a common goal
- **Explain** the importance of Commissioner Connections
- **Discuss** the role of roundtables in Commissioner Culture

2

Culture Definition



Thoughts?

3

Culture Definition



- **Culture is a way of life for a particular group of people – the behaviors, beliefs, values, and symbols that they accept, and that are passed along by communication and imitation.**
- **Identified not necessarily in writing, but in the actions and behaviors of people.**

4

Workplace Culture



Culture Statements:

- Build the best product.
- Cause no unnecessary harm.
- Use business to protect nature.

Impact:

- Look for adventurousness in resumes
- \$1 billion in sales
- Every employee "loves to spend time outdoors"



5

Workplace Culture



Culture Statements:

- Taking care of our people.
- Respect for all people.
- Doing the right thing.

Impact:

- America's Best Employer for Diversity, Forbes
- 90% of store leaders started as associates



6

Commissioner Objectives!



- Membership retention
- Membership growth

*Objectives, Yes
But what's our culture?*

7

Commissioner Culture



**Be the Heart
Build Relationships
Change Lives**

These seven words can help transform unit service in

Scouting  America

8

What is Commissioner Culture?



The mission of Scouting America is to prepare young people to make ethical and moral choices over their lifetimes by instilling in them the values of the Scout Oath and Law.

That covers beliefs, values, and principles... What about the ways to do this?

9

The Culture of Unit Service Defined



10

The Culture of Unit Service



11

Unit Connections and Commissioner Culture



**District and council commissioners
struggle with low rates of unit contact
reporting**

Why?

12

Unit Connections and Commissioner Culture



Unit Commissioners serve their units by:

- Making connections
- Capturing strengths and needs in *Commissioner Tools*
- Unit Metrics

13

Unit Connections and Commissioner Culture



- Focus on how **reported** connections actually help units
- Emphasize what district and council commissioners learn from unit commissioners' comments
- Ensure administrative commissioners are recognizing and encouraging the good work of our unit commissioners

14

The Role of Roundtable in Commissioner Culture



- **Be the Heart:**
 - Listen actively and empathetically to unit leaders' concerns
- **Build Relationships:**
 - Consistent, quality program provides valuable information; relevant training; and networking opportunities

15

The Role of Roundtable in Commissioner Culture



- **Change Lives:**
 - Heartfelt relationships between commissioners and unit leaders spread to the youth
 - Inspires and empowers unit leaders
 - Scouters will have the "will to do" and the "skill to do"
 - The values of the Oath and Law

16

The Impact



- Companies that actively manage their culture boast 40% higher employee retention – Deloitte
- Organizations with strong cultures boast 72% higher employee engagement rates than those with weak cultures – Denison Consulting
- Highly engaged teams outperform their peers by 10% in customer ratings, 21% in productivity, and 22% in profitability - Gallup

17

Fitting It All Together



18

Small Group Discussion



19



Be the Heart. Build Relationships. Change Lives.

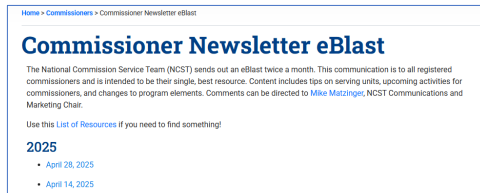
- **What do these phrases mean to you?**
- **How will you incorporate them into your service to units?**
- **Make a personal commitment**
- **Evaluate how you are doing**
- **Grow and develop as a commissioner.**

20

Find Out More!



<https://www.scouting.org/commissioners/>



<https://www.scouting.org/commissioners/newsletter-eblast/>

21



College of Commissioner
Science



Questions? Comments!



22