

College of Commissioner Science



MCS 305

Resolving Critical Unit Issues

Revision date 10/1/2021

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Learning Objectives



Be able to:

- **Identify when a unit has a critical issue**
- **Work thru process to develop action**
- **Provide practical experience in solving issues**

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What is a Critical Issue?



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Pack Meeting Scenario



- **You and everyone else show up for the pack meeting and the cubmaster doesn't. You hear that this has happened a couple of times before.**

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Pack Meeting Scenario - Scoring Matrix



RELATIVE RANKING	SCORE	COLOR	DEFINITION	PROGRAM PLAN
HIGH	5	GREEN	NEARLY AN IDEAL SITUATION	PLAN CREATED AND DISTRIBUTED
MEDIUM-HIGH	4	LIME	MAKING PROGRESS TOWARDS THE IDEAL UNIT	PLAN COMPLETED
MEDIUM	3	YELLOW	TYPICAL UNIT; COULD BE IMPROVED	MEETING SCHEDULED
MEDIUM-LOW	2	ORANGE	NEEDS IMPROVEMENT; WATCH CAREFULLY	UNIT WILL SCHEDULE
LOW	1	RED	WEAK SITUATION; NEEDS IMMEDIATE ACTION	NO MEETING PLANNED

5—nearly an ideal situation
 4—making progress towards the ideal unit
 3—typical unit, could be improved
 2—needs improvement; watch carefully
 1—weak situation; needs immediate action

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Pack Meeting Scenario



A Simple Assessment

Overall Assessment Score	
Comments	

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The Process



- Recognize there is a problem
- Identify cause of the problem
- Determine action
- Act!!!
- Review results and adjust
- Continue to monitor

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The Process - Recognize



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The Process - Identify Cause



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The Process - Determine Action



Consult with others



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The Process - Act!!!



Implement

- Establish as a priority unit
- Identify most critical issues
- Be supportive

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Commissioner Tools



- Enter the facts
- Explain Who, What, When, and Where
- Give details
- Make sure timeline is clear
- Do not be critical

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Prepare a Unit Service Plan



- What problems must be solved?
- What alternative strategies are available?
- What strategies are you going to try first?
- Who will be involved?
- How will you know if the unit is functioning well again?
- If all else fails, what is “Plan B”?



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The Process – Review Results/Adjust



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The Process - Follow Up



- **Monitor the unit**
- **Observe if there is improvement**
- **Communicate progress to unit Key 3**
- **Keep DC/ADC informed**

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Test Cases



Scenario 1

Scenario 2

Scenario 3

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Summary



You should now be able to:

- **Identify when a unit has a critical issue**
- **Work through process to develop action**
- **Have practical experience in solving issues**

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**Questions?
Comments!**



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