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

What is a Critical Issue?





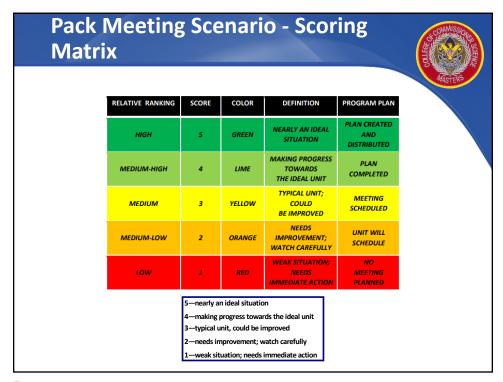
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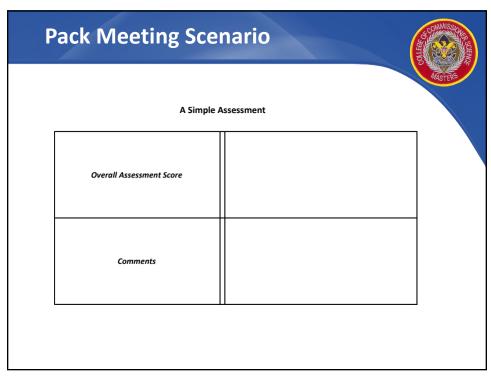
Pack Meeting Scenario



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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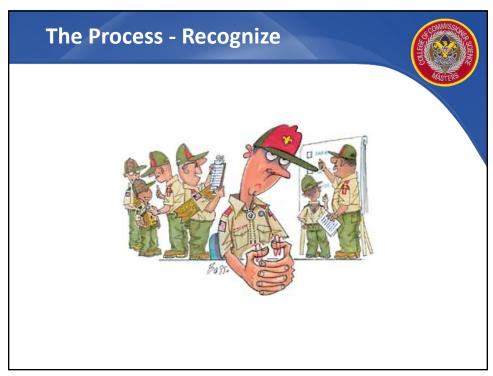


The Process

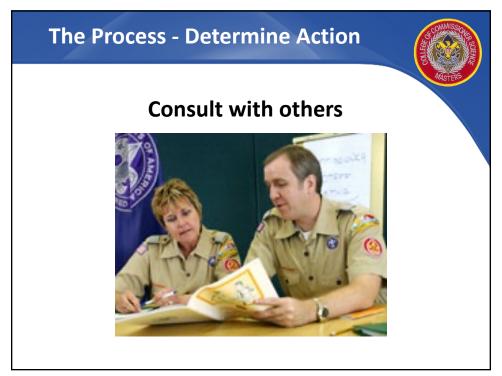


- Recognize there is a problem
- Identify cause of the problem
- Determine action
- Act!!!
- Review results and adjust
- Continue to monitor

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The Process - 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

Prepare a Unit Service Plan

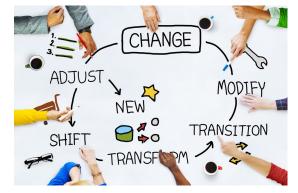


- What problems must be solved?
- What alternative strategies are available?
- What strategies are you going to try first?
- Who will be involved?
- How will you know if the unit is functioning well again?
- If all else fails, what is "Plan B"?

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The Process - Review Results/Adjust



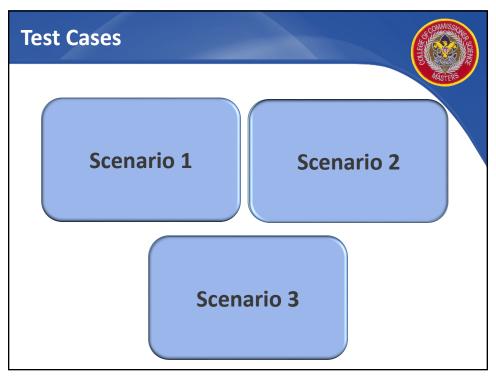


The Process - Follow Up



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

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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!

