



# BCS 105

# Resolving Common Unit Problems

Revision date 11/30/2025

# Course Objectives



**After completing this course, a commissioner will be able to:**

- **Discover** unit strengths and needs
- **Understand** early warning signals of unit issues
- **Identify** focus areas for observing specific unit needs during regular visits



## **Our Unit Service Methods**

- **Objective Metrics**
- **Unit Connections**
- **The Key 3**
- **Impact, Not Activity**
- **Grow Partnerships**
- **Change the Way We Work Together**



# Purpose of Unit Connections

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**Discover strengths and needs**

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**Help the unit improve performance**

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# Unit Metrics as Our Guide

Unit Metrics					
Unit Metric	Cub Scouts Pack	Scouts BSA Troops	Sea Scouts Ships	Venturing Crews	Explorer Posts
Key Leaders Trained	Cub master + Committee Chair position trained	Scout master + Committee Chair position trained	Skipper + Committee Chair position trained	Advisor + Committee Chair position trained	Advisor + Committee Chair position trained
Exceed Small Unit Threshold	20 or more Cubs in pack	12 or more Scouts in troop	7 or more Sea Scouts in ship	7 or more Venturers in crew	7 or more Explorers in post
Year Over Year Membership Growth	Positive YOY membership growth or pack has 50+ Cubs	Positive YOY membership growth or troop has 30+ Scouts	Positive YOY membership growth or ship has 15+ Sea Scouts	Positive YOY membership growth or crew has 15+ Venturers	Positive YOY membership growth or post has 30+ Explorers
Advancements / Youth Leadership	At least 30% Cubs have rank advancements in prior 12 months	At least 30% Scouts have rank advancements in prior 12 months	At least 20% of Sea Scouts have rank advancement in prior 12 months.	Crew led by youth officers elected by their peers and trained	Post led by youth officers selected by their peers and trained
Outdoor / Super Activity	Pack participated in outdoor activities in prior 12 months	Troop participated in long-term camp in prior 12 months.	Ship participated in Super Activity in prior 12 months	Crew participated in Tier III Activity in prior 12 months	Post participated in Super Activity in prior 12 months

# **Group Activity #1 – Early Warning Signals Matching Game**




**Some needs are common and can be identified by early warning signals.**



# Unit Connections



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



## CONNECTION GUIDE

### RETENTION

**PURPOSE OF A CONNECTION GUIDE**  
To aid in facilitating conversations between commissioners and unit Scouters, fostering a deeper understanding of unit dynamics and operations, enabling commissioners to better serve and support the unit. This involves identifying and leveraging successes, supporting the unit as they identify areas of improvement, collaborating with the unit on their goals, and providing necessary resources in support of those goals.

**WHY IS THIS UNIT METRIC IMPORTANT?**  
The success of membership hinges on both recruitment and retention; one cannot thrive without the other. Retention rates also serve as indicators of the quality of programming a unit offers and its ability to effectively engage families.

**STEP 1: COMMISSIONERS REVIEW UNIT KEY METRICS**

A threshold has not been established and data is currently being collected but this will take some time. At this time keep a close watch on retention for your unit and use this guide to aid in improving retention.

**STEP 2: UNIT CONVERSATIONS**

**Celebrate Success for Achievement or Improvement:**



## Group Activity #2 – Small Group Discussions

- Divide into groups and review the scenario using the Unit Metrics.
- Identify a Connection Guide that would be most helpful.



# Unit Connections



How would you guide the unit toward success?

What resources could you connect the unit to?

Are there roadblocks that the unit may face?

# Course Summary



- **First-hand observations are essential for building a relationship.**
- **Regular contact helps you know the culture of the unit.**
- **A relationship with the unit will help guide everyone toward success.**



**Questions?  
Comments!**

