



TICKET COUNSELOR MANUAL
THE COURSE FOR THE WOOD BADGE
BALTIMORE AREA COUNCIL



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I. Welcome and Introduction

Thank you! Thank you for volunteering to help a fellow scouter fulfill his/her scouting mission through the application of the leadership skills and knowledge learned at Wood Badge. You have been personally nominated by your District Training Chair and approved by the Course Director for the very important role of Ticket Counselor. You have been matched with a Participant from the recent Wood Badge Course in the belief that the selected Participant will truly benefit from your counsel.

This manual will outline the format and content of the Ticket and some guidelines that will help you be successful as a Ticket Counselor and subsequently help the participant work his/her ticket – back to Gilwell.

Read this manual completely. No matter how many times you have been a Ticket Counselor or when you took your Ticket Counselor training, changes may have been made. Relax and enjoy your role as a Ticket Counselor and you will help the Participant to savor working the ticket as much as he/she savors the experience that led to it's writing. Scouting is fun.

Good luck and thank you.

II. The Ticket and the Package

You will receive a package either by hand or through the mail. The package will contain:

1. A letter from the course director acknowledging your assignment as a Ticket Counselor. The name, address, phone number and email address of the participant to whom you have been assigned. Some general instructions. The name and information of the participant's Troop Guide during the course. Instructions for you to take upon the participant's completion of the Ticket. And the thanks of the Course Director and Staff for your service. (See appendix 1 for sample)
2. The Ticket itself. During the course, the participants are given instruction on completing their Ticket along with a worksheet (See appendix 2) that details the necessary elements of the Ticket and a recommended format. This worksheet is given in a form that allows the participant to "fill in the blanks" and use as their Ticket. The Ticket you receive may be in that format or the participant may get creative and use a slightly different format that fulfills the guidelines of the Ticket. Several members of the course staff have reviewed the Ticket and if it has gotten to you, it is correct. (See appendix 4 for a sample Ticket)
3. Read the latest version of the Wood Badge Ticket Counselor Manual that you can download from www.woodbadgebaltimore.org **The user name is *ticket* and the password is *ticket* (all lower case letters).**
4. The format you should use to report when the Ticket is completed.
(See appendix 3)
5. A skills synopsis sheet of the topics covered in this year's course
(See appendix 5).

General comments about the ticket:

1. Familiarize yourself with the Participant's Ticket.
2. Remember that the Wood Badge Course Director has approved the Ticket, so your role is to understand and encourage the Participant, not to challenge or rewrite the Ticket.
3. Encourage the Participant to explain why they chose the goals in the Ticket.
4. Focus the discussion of ticket items on the Leadership Skills that will be used in the Ticket.
5. Be prepared for changes in the Ticket due to the dynamics of modern life. Let the participant initiate the need for change if possible, but be sure he/she is aware that changes are allowed under certain circumstances.
6. Remember whose Ticket it is. Always keep in mind that the ticket is a contract between the participant and himself – not you, not the Course Director, not the course.

III. Preparation

1. Read the copy of the Wood Badge Ticket Counselor Manual which you downloaded. Changes may have occurred and you want to be using the current information.
2. Read the Ticket carefully and be sure you understand each item.
3. Contact the Participant's Troop Guide and see if there is any special information or foresight he/she can offer on the participant and/or the Ticket. Especially any items you don't completely understand.
4. Do not wait for the Participant to call you, initiate the call as soon as you have received the ticket, and completed steps 1 – 3. If the participant calls you first, take the opportunity to get acquainted and explain that you will call back as soon as you receive the package from the Course Director.
5. Re-familiarize yourself with the leadership skills of Wood Badge, especially *Communication and Mentoring*

IV. Meeting With the Participant

The telephone conversation will actually be the first “meeting” you will have with the participant. Remember that first impressions are important and will set the stage for the remainder of your relationship. It is important that the first contact be verbal – do not send him/her an email message – if you get an email message from the participant, answer it with a phone call. Your tone of voice and positive attitude will get you off on the right foot.

Introduce yourself and congratulate him/her on completion of the practical phase and on their dedication to Scouting. Ask a casual question like “What kind of _____ (Patrol) are you?”

1. Arrange a meeting at a mutually convenient time and place where both of you will be comfortable, where a *Safe Haven* is established, and in a setting that encourages conversation.
2. Use the initial meeting to get to know each other, and place the Participant at ease.
3. Establish a schedule of future contacts consisting of phone calls, meetings, notes, emails, fax's, etc.
4. Remember that the Participant has a window for completion of the Ticket: a maximum of eighteen (18) months from the end of the Course.
5. If you do not hear from the participant at a scheduled time wait a couple of days, then follow-up. Don't call right away as this may make the participant uneasy and threatened. Be friendly and don't push for information or excuses.
6. Set a new date/time for next follow-up – let the participant choose if possible, but be sure to get a definite scheduled appointment.

V. Working the Ticket

As the participant works his/her ticket, stay informed and interested but be careful so as not to appear to be overseeing or monitoring the progress. A ticket item is complete when the participant says it is complete. Use your leadership skills to help them make a genuine assessment of their work vs. goal. Some other tips:

1. Be prepared to offer encouragement along the way.
2. When changes are required, help the Participant discover their own answer. Changes must be approved by the Course Director or his/her appointee.
3. Use the Leadership Skills taught in Wood Badge in your role as a Ticket Counselor.
4. Keep the Course Director informed of progress and any issues or concerns that may arise.

VI. Completion

When the Participant is satisfied that the Ticket has been completed, lead the Participant in a final evaluation and a reflection of the experience. A written report of completion is not required, but may be used if the participant is more comfortable with this approach. During the final assessment, focus the participant on the skills used and how the completion of this item helped him/her assimilate the skills into their everyday leadership style. Help him/her to understand that making the skills part of their style is a primary objective of the ticket, as important as the service itself. At the end of the assessment:

1. Fill out the Completion Form in the packet (See appendix 3) and forward it to the Wood Badge Registrar at the address shown on the form, with copies to the Wood Badge Course Director, and the participant's District Training Chair.
2. Ask the participant if they have decided on how he/she would like the Wood Badge presented. If he/she is not sure of the options and who might be available to perform ceremonies for them, give them that information. Inform him/her that ceremony resources are available from the Course Director, Wood Badge Coordinator or their District Training Chair. Remember that the presentation of the award is like the ticket – it is a personal choice of the scouter and he/she should not be pressured to receive the award in any manner that may satisfy anyone else's agenda. It is proper, however, to explain that the presentation of the award at District Events can help to promote the attendance of the course by other scouters in their district and that traditionally the beads are presented from around the neck of a previous Course Director or assistant. Be sure he/she knows that multiple presentations are acceptable (IE: presented at his/her Pack meeting and again at District Roundtable/Dinner)
3. Encourage the Participant to invite you and/or other members of their patrol/course and staff to the Wood Badge Award Ceremony, and try to be there for the presentation. Remind them that staff members will not intrude unless personally invited.
4. Keep in touch with this new friend as you both proceed along the Scouting Trail, *Leaving a Legacy* to Scouts and Scouters who will continue to benefit from this Training.

WOOD BADGE NE IV-171

September 10-12 & October 15-17, 2004

Boy Scouts of America, Northeast Region, Baltimore Area Council, Broad Creek Memorial Scout Reservation, Camp Oest

October 17, 2004

Butch Colby, Course Director
6428 Deep Calm
Columbia MD 21045
410-381-0363

Dear Wood Badge Scouter:

Please accept my thanks for your willingness to serve as a Ticket Counselor for a participant from this Course for the Wood Badge NE IV-171. Enclosed is a copy of the participant's ticket, completed during the practical phase of the course, and please download the "Wood Badge Ticket Counselor Manual" from www.Woodbadgebaltimore.org. **The user name is *ticket* and the password is *ticket* (all lower case letters)**

If you are unable to download the form, please contact the course registrar. Please review the enclosed documents and then contact your assigned candidate to arrange for a meeting.

The Participant you will counsel is:

Please do not wait for the candidate to contact you. You set up the first session. The purpose of the application phase of the course, which you are managing for us, is for the participant to consciously apply the leadership skills in performing the terms of his/her ticket, and thereby make them part of their leadership style.

After you have reviewed the ticket with the candidate and understand his/her objectives, then the working of the ticket should begin. I urge you to make your initial contact promptly so as not to delay the candidate's efforts. The candidate must finish working his/her ticket in **18 months** and be completed not later than **April 17, 2006**. The number and frequency of contacts with your candidate is flexible and the two of you should decide what is best. If possible, you should try to observe the candidate in action working his/her ticket at some time.

The participant's Troop Guide during the course was:

Feel free to contact that person during this process. Doing so may better enable you to address the candidate's needs as he/she works the ticket.

When you and the candidate are mutually satisfied that the ticket work is completed, you should notify the Wood Badge Registrar P.O. Box 604, Columbia, MD 21045, e-mail: bacwoodbadge@verizon.net. A sample form for this notification can be found in the "Wood Badge Ticket Counselor Manual". The Wood Badge Registrar will then notify the National and Region offices and make arrangements for the delivery of the Wood Badge, woggle, neckerchief and certificate. **Additionally, please send a copy of the completed form to me.**

Thank you for your contribution to Scouting in this way. Please feel free to contact me at anytime to discuss your assignment or any problems with the participant's ticket or progress.

Yours in Scouting

Butch Colby
Scoutmaster/Course Director

Attachments

Wood Badge Ticket Work Sheet

A Personal Statement of Vision and Mission



Name _____ Wood Badge Course No.: _____

Address: _____

Phone: (H) _____ (C) _____ (W) _____

My Scouting Position _____ email: _____

The Team That Will Benefit From My Leadership _____

Boy Scouting's Values

Scout Oath

On my honor, I will do my best to do my duty to God and my country and to obey the Scout Law; to help other people at all times; to keep myself physically strong, mentally awake, and morally straight.

Scout Law

A Scout is trustworthy, loyal, helpful, friendly, courteous, kind, obedient, cheerful, thrifty, brave, clean, and reverent.

Scouting's Mission Statement:

The mission of the Boy Scouts of 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.

My vision of success and the related plan of action

Participant Signature _____

Reviewed – Troop Guide NE IV – --- _____

Approved – Course Director NE IV – --- _____



Wood Badge Ticket Work Sheet

A Personal Statement of Vision and Mission

Name _____ Wood Badge Course No.: _____

Address: _____

Phone: (H) _____ (C) _____ (W) _____

My Scouting Position _____ email: _____

The Team That Will Benefit From My Leadership _____

Cub Scouting's Values

Cub Scout Promise
I promise to do my best
To do my duty to God and my country,
To help other people, and
To obey the Law of the Pack.

The Law of the Pack
The Cub Scout helps the pack go.
The pack helps the Cub Scout grow.
The Cub Scout gives goodwill.

Scouting's Mission Statement:

The mission of the Boy Scouts of 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.

My vision of success and the related plan of action

Participant Signature _____

Reviewed – Troop Guide NE IV – --- _____

Approved – Course Director NE IV – --- _____

Wood Badge Ticket Work Sheet

A Personal Statement of Vision and Mission



Name _____ Wood Badge Course No.: _____

Address: _____

Phone: (H) _____ (C) _____ (W) _____

My Scouting Position _____ email: _____

The Team That Will Benefit From My Leadership _____

Venturing Values

Venturing Oath:

As a Venturer, I promise to do my duty to God and help strengthen America, to help others, and to seek truth, fairness, and adventure in the world.

Venturing Code:

As a Venturer, I believe that America's strength lies in our trust in God and in the courage, strength, and traditions of our people. I will, therefore, be faithful in my religious duties and will maintain a personal sense of honor in my own life. I will treasure my American heritage and will do all I can to preserve and enrich it. I will recognize the dignity and worth of all humanity and will use fair play and goodwill in my daily life. I will acquire the Venturing attitude that seeks truth in all things and adventure on the frontiers of our changing world.

Scouting's Mission Statement:

The mission of the Boy Scouts of 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.

My vision of success and the related plan of action

Participant Signature _____

Reviewed – Troop Guide NE IV – --- _____

Approved – Course Director NE IV – --- _____

Name _____ Wood Badge Course No.: _____

My Scouting Position _____

The Team That Will Benefit From my Leadership _____

SMART Goal (Specific, Measurable, Attainable, Relevant, and Timely): _____

Who: _____

What:

When:

Where:

Why:

How:

How Verified:

WOOD BADGE TICKET COMPLETION

This is to certify the completion of the Wood Badge Ticket of

Participant: _____
(Please print exactly how name is to appear on certificate)

District: _____

Address: _____

City, State, Zip _____

Telephone: H: _____ **W:** _____

Email: _____

Date Completed: _____

Course: NE IV-202

Host Council: Baltimore Area Council

Course Director: Susan Hutton phone 410-459-2750
511J Cider Press Ct
Joppa, MD 21085
Email: susan.hutton@comcast.net

Ticket Counselor: _____

District: _____

Address: _____

City, State, Zip _____

Telephone: H: _____ **W:** _____

Email: _____

Ticket Counselor Signature: _____

Mail to Wood Badge Registrar
P.O. Box 604
Columbia, MD 21045
e-mail: bacwoodbadge@verizon.net

Wood Badge Ticket Work Sheet



A Personal Statement of Vision and Mission

Name Any Scouter Wood Badge Course No.: NEIV-XXX

Address: somewhere in the USA

Phone: (H) 222222222 (C) 1111111111 (W) 3333333333

My Scouting Position Troop Committee Member (Advancement Chair)

email: scouter@bbbbbbbbb.ccc

The Team That Will Benefit From My Leadership: All members of my Troop, youths and adults.

Boy Scouting's Values

Scout Oath

On my honor, I will do my best to do my duty to God and my country and to obey the Scout Law; to help other people at all times; to keep myself physically strong, mentally awake, and morally straight.

Scout Law

A Scout is trustworthy, loyal, helpful, friendly, courteous, kind, obedient, cheerful, thrifty, brave, clean, and reverent.

Scouting's Mission Statement:

The mission of the Boy Scouts of 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.

My vision of success and the related plan of action: Over the next 18 months I will apply the skills that I have learned at Wood Badge to become a stronger leader, and to help improve the efficiency and effectiveness of our Troop Committee so that we can better support the Scouts, the Scoutmaster and the troop's program. I will focus my efforts on improving the administrative side of the Advancement process in our Troop.

Participant Signature _____

Reviewed – Troop Guide NE IV – XXX _____

Approved – Course Director NE IV – XXX _____

Name: Any Scouter

Wood Badge Course No: NE IV-XXX

My Scouting Position: Troop Committee Member (Advancement Chair)

The Team That Will Benefit From my Leadership: All members of my Troop, youths and adults.

SMART Goal #1 (Specific, Measurable, Attainable, Relevant, and Timely): Develop and conduct a training program for Troop Committee members about How to Conduct a Board of Review so that Boards of Review can be held more often.

Who: Me, with help from the Committee Chair (I have her permission to do this item)

What: I will create and present a training session for our Troop Committee about How to Conduct a Board of Review.

When: by October 2009

Where: at a regularly-scheduled troop meeting.

Why: Sometimes we have to delay Boards of Review because there are not enough adults available to conduct them. This frustrates the Scouts, and interferes with their advancement.

How: I will research Boards of Review in BSA literature, and create a syllabus and handouts. The handout will include sample questions for each of ranks. I will schedule a presentation with the Troop Committee Chair to go over the syllabus, review the handouts and answer any questions.

How Verified: A copy of the syllabus and handouts will be provided to my ticket counselor, along with an attendance list from the first training session.

Name: Any Scouter

Wood Badge Course No: NE IV-XXX

My Scouting Position: Troop Committee Member (Advancement Chair)

The Team That Will Benefit From my Leadership: All members of my Troop, youths and adults.

SMART Goal #2 (Specific, Measurable, Attainable, Relevant, and Timely): Educate the Scouts and parents in my Troop about how the Boy Scout advancement program works in order to show Scouts how to advance.

Who: me (I have the Committee Chair's permission to do this)

What: I will write a new section for the Troop Handbook that discusses advancement, including general information from BSA as well as troop-specific information such as procedures for scheduling boards of review. I will also present this topic during our annual New Parent Orientation. I will review the troops' advancement records for those Scouts who have not been advancing and review the new information with them and their parents.

When: by June 2009.

Where: at regularly-scheduled troop meetings.

Why: Newly-bridged Scouts, their parents and some others do not understand the Boy Scout Advancement program.

How: I will write a new section for the Troop Handbook. Once it is approved by the Troop Committee I will give it to the Committee Chair to be integrated into the Handbook.

How Verified: A copy of the new Advancement section of the Handbook will be provided to my ticket counselor, along with an attendance list from the New Parent Orientation session at which I presented the Advancement discussion. I will compare advancement records to see if I have been effective.

Name: Any Scouter

Wood Badge Course No: NE IV-XXX

My Scouting Position: Troop Committee Member (Advancement Chair)

The Team That Will Benefit From my Leadership: All members of my Troop, youths and adults.

SMART Goal #3 (Specific, Measurable, Attainable, Relevant, and Timely): Help Scouts earn the Citizenship in the World Merit Badge and to contact and recruit a more culturally diverse pool of Merit Badge Counselors to work with Scouts in my troop I will lead a team of Adults and Scouts to host the International Day Festival in my city. [This is my Diversity item.]

Who: Me. I have the permission of the Committee Chair, Charter Organization, Patrol Leaders Council and the Scoutmaster to do this.

What: The Scouts and Adults will promote the event, set up the meeting hall, serve food and act as hosts for the festival.

When: Will complete by February 2008

Where: At our Charter Organizations Meeting Hall.

Why: Our Scouts do not have much contact with people of other cultures and have a hard time completing Citizenship in the World. They are always working with the same 6 or 8 people in our troop over and over again on Merit Badges. It would be good for them to have a chance to work with culturally diverse adults from outside the troop.

How: I will work with our Charter Organization Representative and the Chamber of Commerce to organize the festival. I will work with the Scoutmaster and Patrol leaders Council to involve the Scouts in the set up and running. I will survey the Scouts in the troop to find out which Merit Badges they are interested in pursuing. Then I will contact appropriate adults at the festival and ask them to serve as Counselors. I will provide the adults with information about the Boy Scouts and explain the role of a Merit Badge Counselor, along with a registration form for them to fill out. The list of new MB Counselors and their contact information will be made available to the Scouts.

How Verified: A flyer and picture of the festival. Also a list of the new MB Counselors and the badges for which they are registered will be provided to my ticket counselor.

Name: Any Scouter

Wood Badge Course No: NE IV-XXX

My Scouting Position: Troop Committee Member (Advancement Chair)

The Team That Will Benefit From my Leadership: All members of my Troop, youths and adults.

SMART Goal #4 (Specific, Measurable, Attainable, Relevant, and Timely): Work with the Patrol Leaders Council (PLC), particularly the current Senior Patrol Leader (SPL) and the Scribe to help them develop traditions and/or create a ceremony and appropriate props for Troop Courts of Honor.

Who: Me, the PLC, the current SPL and the Troop Scribe. (I have the permission of the Scoutmaster and the Senior Patrol Leader to do this item.)

What: Find or create collection of ceremonies and appropriate props to use at a Troop Courts of Honor. Help the Scouts prepare and conduct the first ceremony.

When: by November 2008.

Where: at regularly-scheduled troop meetings, and at other times and locations as required.

Why: Our Troop hasn't developed many traditions yet. Courts of Honor aren't very special. Because there is no ceremony, people don't really pay attention. I think that if the Courts of Honor were more ceremonial, especially the rank advancements, that people would take them more seriously, and the awards would seem more significant to the Scouts.

How: I will help the SPL and Scribe put together a ceremony of their design and choosing, and assist them in creating or obtaining appropriate props, such as candles, flags, representations of the different ranks, etc. for use with the ceremony. I will coach them in preparing, practicing, presenting and assessing their ceremony.

How Verified: A copy of the ceremony will be provided to my ticket counselor, along with photos of the props that were used.

Name: Any Scouter

Wood Badge Course No: NE IV-XXX

My Scouting Position: Troop Committee Member (Advancement Chair)

The Team That Will Benefit From my Leadership: All members of my Troop, youths and adults.

SMART Goal #5 (Specific, Measurable, Attainable, Relevant, and Timely): Conduct a 360-degree self-assessment of my performance as a Scout Leader.

Who: The other leaders in the troop, the Scouts, and their parents. The assessment sheets will be sent to my ticket counselor (or other specified individual), and I will discuss the results with him/her.

What: Conduct a 360-degree assessment of my performance as a Scout Leader.

When: by June 2008.

Where: I will distribute forms at troop meetings. Approximately 3-4 weeks later I will meet with my assessment counselor at a mutually-convenient time and place to discuss the results.

Why: In order to be the best Leader that I can be, I would like to get feedback from others about my performance – both what I am doing right and where I can improve.

How: I will provide assessment forms to the other leaders in the troop, Scouts, and parents, explain to them the purpose of the 360-degree assessment and how it works, and ask them to fill out the forms and return them to my ticket counselor in the envelopes provided. Then I will meet with my assessment counselor to discuss the results.

How Verified: A summary of the assessment results and a copy of my self-improvement plan will be provided to my ticket counselor.

WOOD BADGE FOR THE 21ST CENTURY SKILLS SYNOPSIS

Living the Values

Values, Mission and Vision

- Effective Leaders create a compelling vision that inspires others to create the reality.
- Your ticket can help you turn your personal vision into reality.

Bringing the Vision to Life

Listening to Learn

- We can all improve our ability to listen
- Listening is a key element in communicating, learning and leadership.
- Feedback is a gift

Communication

- Communication is essential to effective leadership and team development

Inclusiveness

- Recognize the importance of inclusiveness to a team

Valuing People

- We are stronger when we build a diverse skill set
- We are stronger when we build a diverse team and make diversity work for us.
- Recognizing and adapting to diversity is critical for Scouting to remain relevant.

Coaching and Mentoring

- Small things have big consequences

Models for Success

Stages of Team Development

- Forming, Storming, Norming and Performing

Leading EDGE, Teaching EDGE

- The job of the leader is to move the team through the stages of team development to become an empowered team.

Tools of the Trade

Project Planning

- Before starting anything, establish goals and agree on an approach

Leading Change

- Change is inevitable
- Leading change can make it a positive experience

Self-Assessment

- Self-assessment is important to realize your full potential as a leader.
- This tool equips a leader to do his or her job in the unit or council.

Managing Conflict

- Build on common ground to find solutions that allow for closer growth
- Provide the tools for people to settle their own disputes
- On occasion, making a unilateral decision

Problem Solving and Decision Making

- When teams use an effective approach to problem solving, they can move more quickly toward team performance.

Leaving a Legacy

- Values, Mission and Vision can change the world
- The choice of how you will lead to make a difference in Scouting is up to you.
- Ask yourself, "What will my legacy be?" then act to make it real.