

New Leader Liaison Support Guide

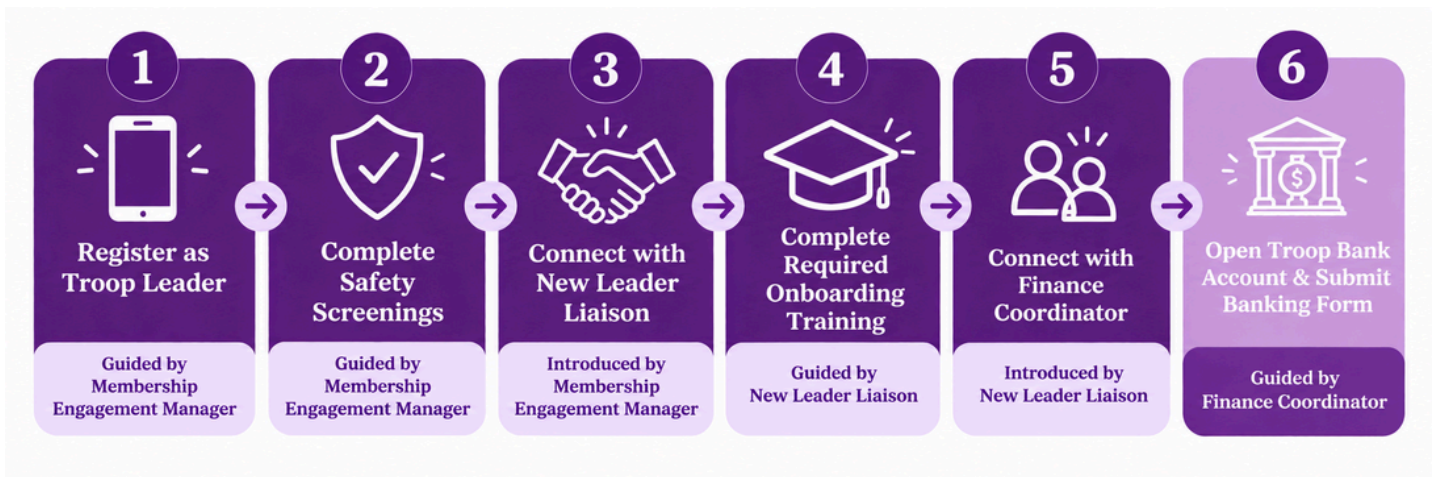


As a New Leader Liaison (NLL), you help new Leaders feel welcome, connected, and supported as they begin their Girl Scout journey.

Guide them through required training, help them connect with their Service Unit, and be a friendly point of contact they can turn to for questions and support along the way.

New Leader Onboarding Process

Here's an overview of the full onboarding process so you can see the big picture and where your role as the New Leader Liaison (NLL) fits in!

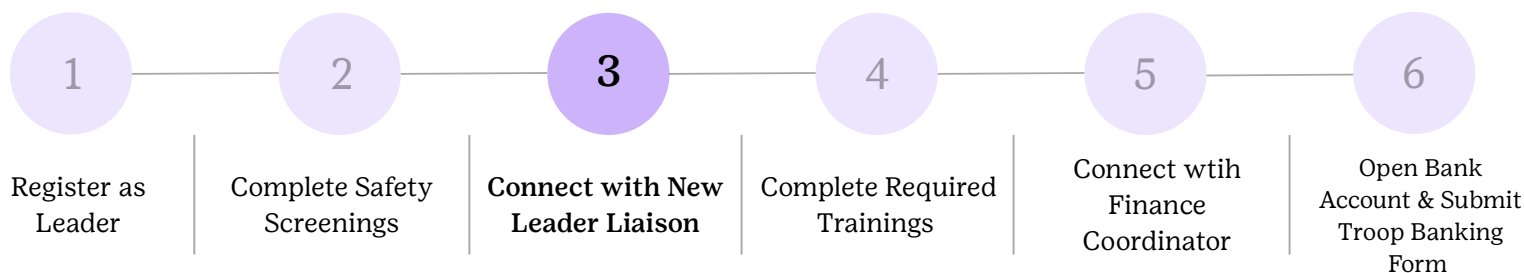


Your Support

Your Membership Engagement Manager (MEM) is your staff partner throughout the process. They'll connect you with new Leaders, share helpful resources, and be available to answer questions or provide additional support along the way!

Welcome New Leaders

Welcome Leaders to the Service Unit!



The new Leader has completed all required screenings and is ready for program and financial training. Your MEM will connect you so you can welcome them, introduce them to the Service Unit, and guide them through the next steps!

What to Do

- **Introduce Yourself**
Let them know you're there to help, and give them a warm welcome to the community!
- **Invite to the Next SU Meeting**
Explain how the Service Unit connects Leaders with support, events, ideas, and resources. Invite them to the next meeting and be there to give them a warm welcome!
- **Add to SU Communication**
Share with them how to join the SU communication platform so they can stay in the loop and be informed.

Resources

- [Welcome Email Template](#)
- [New Leader Hub](#)
- [Girl Scout Experience Box](#)

Avoid Girl Scout Jargon

New Leaders may not know all the acronyms or terms. Keep your language simple and don't assume they know!

Start with Basics

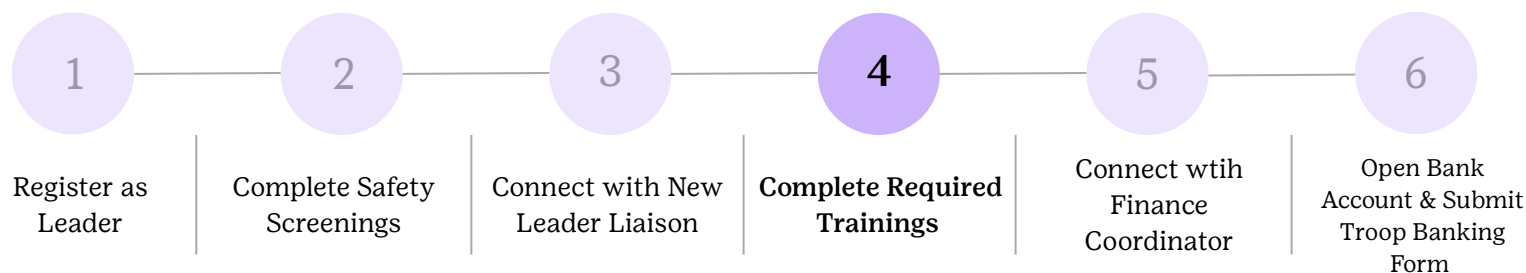
New Leaders don't need to know everything at once. Focus on the key information first, explain why it matters, and help them understand how it applies to their troop. Let them build confidence and learn more as they grow into their role.



Tips for Success

Support Required Training

Help Leaders Complete Training and Build Confidence in Leading Their Troop



Now that you're connected, help the new Leader complete their required program and financial training. Check in along the way, answer questions, and help them apply what they learn to leading their troop!

What to Do

- **Review Training Progress**
Access Looker and the gsLearn Summary report to check on the Leader's training progress
- **Offer Support**
If training is incomplete, check in with the Leader, offer help, and send reminders as needed.
- **Connect to Finance Coordinator**
Once training is complete, connect the Leader with the Finance Coordinator for help with troop banking.

Resources

- [Check-in Email and Connection to Finance Coordinator Templates](#)
- [How to Access gsLearn](#)
- [Looker Guide](#)

Check-In After 2-3 Weeks

Follow up with the new Leader to check their progress and see if they need support.

Get Familiar with Looker

Looker is our Girl Scout reporting platform. Use resources like the full Looker Guide to learn how to navigate reports, apply filters, and review training progress.

Stay Connected

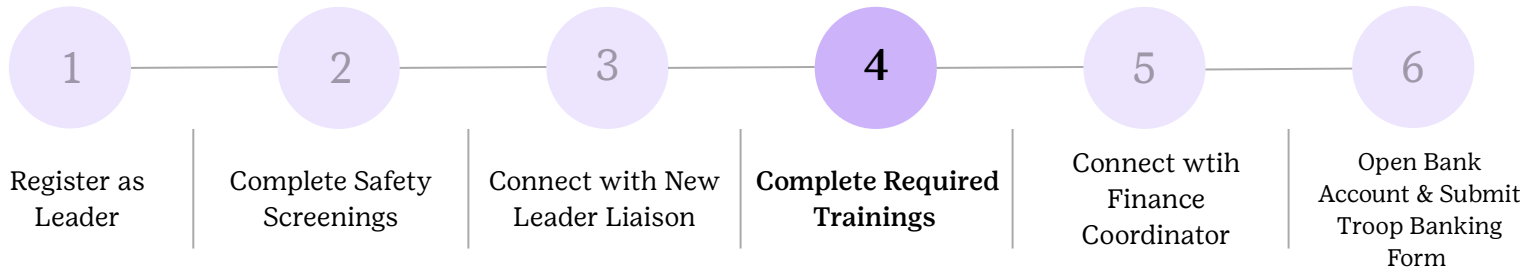
Keep in touch with your MEM for guidance and support. They are here to help!



Tips for Success

Looker Quick Guide for NLL

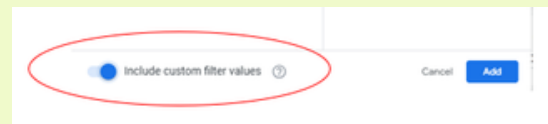
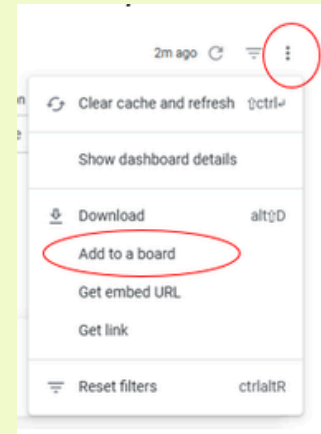
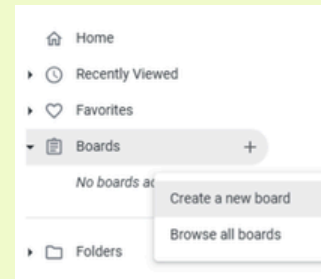
How to set up a Dashboard



Create a Dashboard

Create a dedicated dashboard in Looker to quickly access the gsLearn Summary report with your preferred filters already applied.

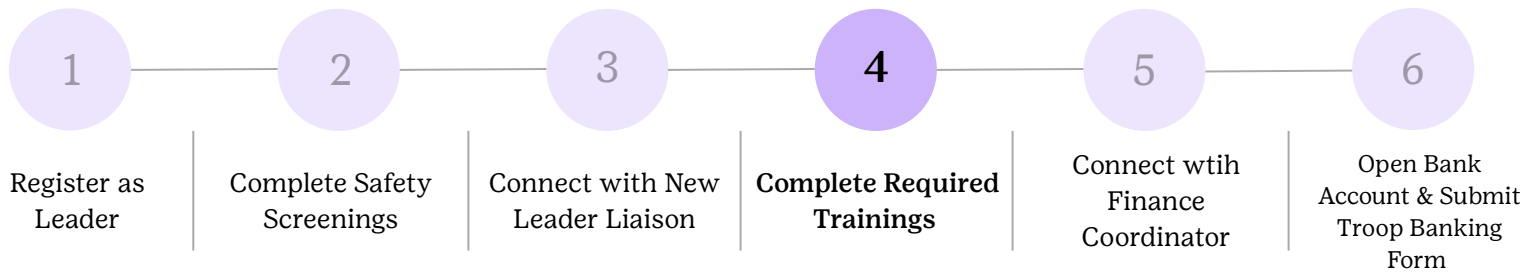
1. From the Looker homepage, click the + next to “Boards” and select “Create a new board”.
2. Name your Board. If you get an error message, add your SU number to the name!
3. Once your board is created, navigate to the gsLearn Summary report and adjust your filters. *See the page page for the filters!*
4. Once updated, select the three dots icon in the upper righthand corner next to the “Update” icon and select “Add to a board”.
5. Select the board and toggle to include the custom filter values. Select “Add”.



See the full Looker Guide for more resources!

Looker Quick Guide for NLL

How to run the gsLearn Summary report



gsLearn Summary Filters

Apply the filters below to the gsLearn Summary report in Looker to see what required trainings new Leaders have completed.

Troop Number

Enter the troop number for the Leaders you want to review. You can also search by their email or Leader's name.

Troop 

is any value

Course Title

Select the following courses:

- GSUSA New Leader Onboarding: The Girl Scout Leadership Experience (GLSE)
- GSUSA New Leader Onboarding: Funding the Fun: Managing Girl Scout Troop Finances
- GSUSA New Leader Onboarding: What Level* Do

**One course for each Level: Daisy, Brownie, Junior, Cadette, Senior and Ambassador*

☐ GSUSA New Leader Onboarding: What Ambassador Girl Scouts Do

☐ GSUSA New Leader Onboarding: What Brownies Do

☐ GSUSA New Leader Onboarding: What Cadette Girl Scouts Do

☐ GSUSA New Leader Onboarding: What Daisy Girl Scouts Do

Role Name

Select "Leader".

Role Name (not available for Learning Paths)

is Troop Leader

Run Report

Select "Update" to run the report. Review the data under the Member List section. You can drag and rearrange the columns as needed.

Update   