

THE CULTURE OF UNIT SERVICE: ***Be the Heart. Build Relationships. Change Lives.***

Culture Defined:

Culture is a way of life for a particular group of people – the behaviors, beliefs, values, and symbols that they accept, and that are passed along by communication and imitation.

Why Develop a Statement About the Culture of Unit Service:

Scouting has long been described as “a game with a purpose.” That purpose for the BSA is captured by its mission statement: “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.” Unit Service volunteers (commissioners) play an impact game. Our mission is the same as the BSA’s and our vision is that **every** member of the BSA has a **great** Scouting experience. Our statement about the culture of Unit Service reminds commissioners of the behaviors, beliefs, and values that enable them to achieve our mission and fulfill our vision.

The Culture Of Unit Service Defined:

- **Be the Heart**
 - Scouting’s units are its heart; its success is dependent on them; they deliver its program to youth. Commissioners support unit leaders in developing a safe, welcoming environment and delivering Scouting’s program effectively. We exist to support Scouting’s heart.
- **Build Relationships**
 - Commissioners must develop relationships with the unit leaders they serve based on mutual respect, candor, and trust. Without that, the communication and collaboration required to effectively support units is impossible.
- **Change Lives**
 - Scouting changes lives – of the youth it serves and the adults who support it (both volunteers *and* professionals). As they adopt Scouting’s values, they become engaged citizens who strengthen our communities, nation, and world.