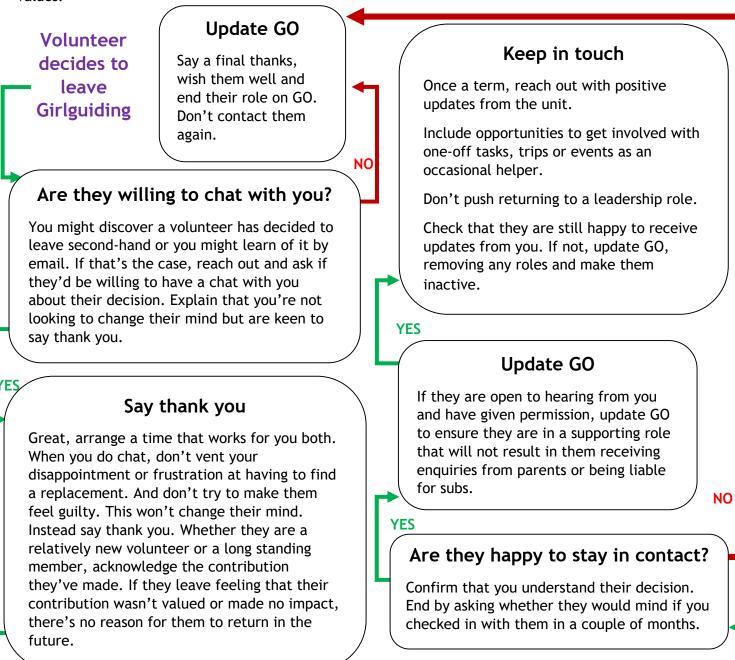
## Saying goodbye the Girlguiding way

Covid-19 has had a significant impact on the lives of many of our members. Some volunteers will find they can no longer commit to volunteering. They may be nervous about sharing their decision and may feel guilty about the impact it could have on girls and other adults.



How we respond to the news that someone wants to leave will leave a lasting impression. It's likely to impact whether they choose to return to guiding in the future.

This flowchart aims to support unit teams and commissioners to say goodbye in a way that reflects our values.



## Are they willing to share why they are leaving?

Ask if they'd mind telling you why they've decided to leave. As tempting as it might be, don't immediately try to solve any problems they mention. Instead, try to put yourself in their shoes. It is likely that they've thought about this decision for a while so empathy and understanding will be appreciated. By inviting them to tell you if there's anything they think that would have made a difference, you're inviting them to suggest a solution. They may suggest something that could easily be put in place.