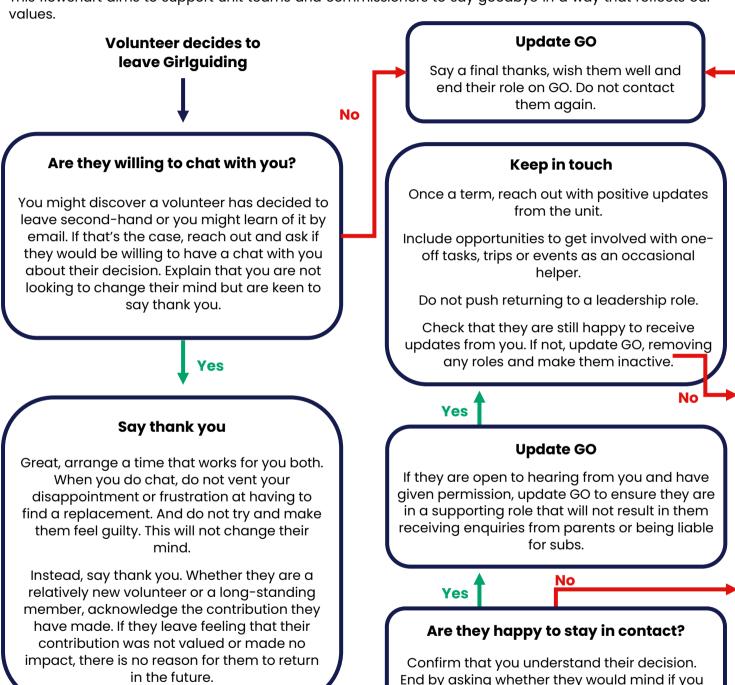


## Saying goodbye, the Girlguiding way

A volunteer may decide they can no longer commit to volunteering. They may be nervous about sharing their decision and may feel quilty 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 is 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



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

checked in with them in a couple of months.

Yes

No

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