



Reflective Conversations

Introduction to facilitators

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1 What is a commissioner reflective conversation?

It's an opportunity to stop for a while and reflect on your guiding role as a commissioner so that you can celebrate your successes and find a way forward for those situations you are finding more challenging.

It's an opportunity to have a good quality conversation with a trained facilitator where there is an opportunity for learning and development.

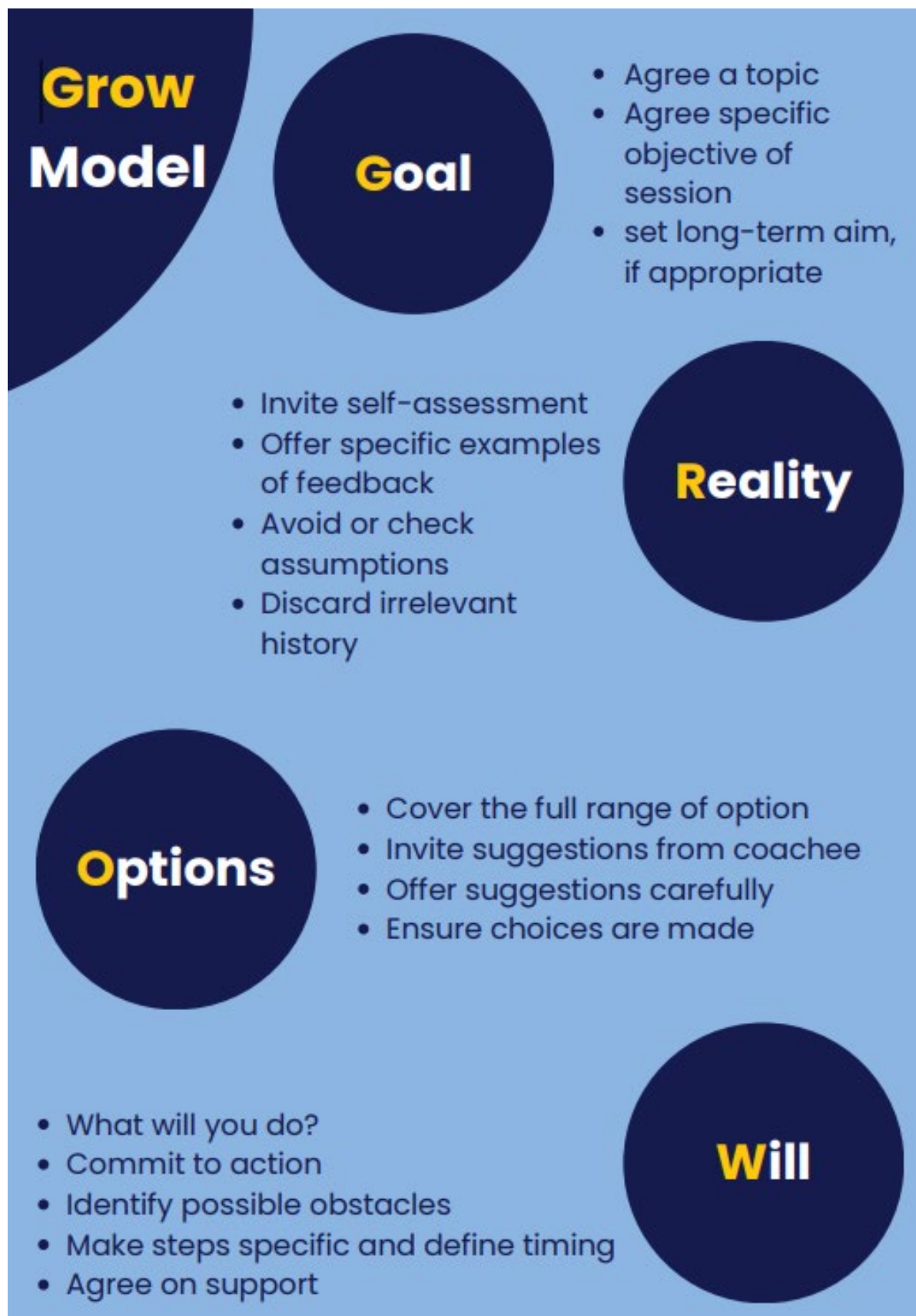
It's an opportunity to be open and honest in a confidential setting with the facilitator.

Before becoming a facilitator, our volunteers took part in training run by Edinburgh Coaching Academy (ECA), to give you an idea what this means, they must meet certain standards that are based on the European Mentoring Coaching Council Competency Framework, the ECA call them the ECA Quality Coaching Framework, so the coaching competencies are:

- Understanding self
- Commitment to self-development
- Managing the contract
- Building the relationship
- Enabling insight and learning
- Outcome and action orientation
- Use of models and techniques
- Evaluation

Grow model

They will use the GROW model, you can see it on the next page, to help guide your conversations and ensure that you get the most of out it.



What will happen at a Commissioner Reflective Conversation?

The session will take place on zoom and will last between an hour and an hour and a half.

You will have time to reflect, take notes and discuss areas of concern. The facilitator will guide you through the session and help you plan attainable goals if appropriate.

Arranging a conversation

Within the first couple of months of being appointed to the role of County Commissioner, you will be matched with one of the facilitators listed in the booklet. Your details will then be shared with the facilitator who will contact you and arrange the best time for you both to arrange your conversation, within 6 months of starting the role.

It is also recommended that you have a further reflective conversation as your role of county commissioner is coming to the end, if you contact reflectiveconversations@girlguiding-scot.org.uk and let us know if you would prefer to chat with the same facilitator or if you would prefer to be matched to someone else.

You are also welcome to schedule conversations at any stage during your term, but please note these conversations are designed to be 1-2-1 with you and the facilitator.

2 Coaching facilitators

Alison Plummer



I am an experienced trainer and tutor; I have also been a district and county commissioner. As such I am skilled at asking the right questions at the right time, so the participants can be helped to find answers themselves.

I enjoy helping, mentoring, encouraging, and supporting people to succeed. It is vital that our commissioners are supported at all levels, to ensure they can support their leaders and advisers, and give girls the best possible opportunity.

Ann McWhir



My career and training as a nurse and in Girlguiding have provided some transferable skills; listening, encouraging, risk assessment and the ability to deal with complaints and difficult situations.

Over the last 24 years I have undertaken role of county commissioner, as well as various other roles. Currently, I am a Guide section leader and vice president of Girlguiding West Lothian.

Fiona Dalziel



Having been a county commissioner myself, I have walked in your shoes! I am very aware of the pressure you can often find yourself under. Sometimes you just can't see the forest for the trees and having the opportunity to talk things through with someone neutral can really help.

I have had reflective conversations with many individuals in formal and informal settings. I look forward to working with county commissioners in Girlguiding Scotland to help you reflect on and uncover solutions for any challenges you are facing, which will make your role more enjoyable and more rewarding.



Helen Shedden

I have been an adult volunteer since 2005 and was county commissioner for my local area between 2015-2020. I loved the highs and lows of my time as a county commissioner. I hope that my skills and experiences can help you with any challenges that you may be facing.



Libby Spence

I have been involved in Girlguiding for many years and have had the opportunity to take on many roles.

I am already a facilitator in other aspects of my working life and enjoy working alongside others as they review, plan and move things forward. I look forward to doing this in a Guiding context.



Katherine Smith

I have been involved with guiding since joining as a Brownie. Have held many roles within guiding, including county commissioner, and adult leader support have worked within the training of leaders.

In all these various roles I have felt comfortable and challenged, and I feel that is important when working with young girls and adults. As well as leading the girls and learning, we are still on the learning curve as changes happen all the time, and it is important to keep abreast with these.



Carol Morwood

I have been a member of Girlguiding since I was a Brownie and have held various roles including being a commissioner at two different levels. I am currently a Guide leader, trainer, and Chair of the awards committee.

Being a commissioner can be challenging at times but is also very rewarding and provides many opportunities. I believe it is important to be able to explore those challenges to be able to move forward and enjoy those opportunities. That is why I am committed to supporting commissioners through reflective conversations.



Marjorie Durie OBE

The aspect of Girlguiding I enjoy the most and where I have most experience in is helping girls and women develop their full potential. I have held senior leadership roles in Girlguiding as a county commissioner and in my profession as a Nursing Director. In both I have further experience in training, teaching, strategic development and facilitation and value greatly the transferable skills of both.

We all have our pleasures, successes and challenges as county commissioners and I look forward to our confidential conversations and reflections and helping you with your challenges and to enjoy your successes.