

Handout 3: Communications Case Study

You are a Group Scout Leader:

You have just received a phone call from the Group Quartermaster (QM), who looks after the Group's equipment and who was not at all happy. He told you that he had been down to the Headquarters and found that all the tents and cooking equipment had been put back in a very bad state following last weekend's camp.

According to the QM, a lot of the equipment used was new, but you would not realise it now by looking at it. Pots were not cleaned properly, tents were full of leaves and dirt and not packed properly. He demanded that you sort this out before the next weekend camp at the end of the month and finished by saying that if things didn't get better, he was going to quit.

You know that Geoff, who ran the camp, is very keen and that the camp had gone very well although the weather had turned bad on the Sunday afternoon. Geoff can be very strong minded but does a lot for the Scouts. You know he is working overseas this week and is only contactable by e-mail, but want to set up a meeting to discuss the equipment issue.

As a group:

1. Draft an e-mail to Geoff asking for the meeting. (Set aside any concerns that you may have about the appropriateness of using an email in these circumstances).
2. Produce an action plan and structure for the meeting requested in the email (use meeting guidelines covered earlier).