

WOSM Consultants Manual



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GLOSSARY

Adults in Scouting	AiS	Adults in Scouting is a systematic approach for supporting adults to improve the effectiveness, commitment and motivation of the adult leadership so that better programmes are supported in the delivery by and for young people. Adults in Scouting encompasses both volunteers and professional staff.
Better World Framework	BWF	The Better World Framework is defined as a set of coordinated programmes, campaigns, calls to action, and events designed to develop the competencies of young people to become global active citizens by taking action around issues related to sustainable development.
Consultant Management Team	CMT	The purpose of the Consultant Management Team is to provide overall coordination of the WOSM Consultants, steer the processes to support the Consultants journey through the Consultant Life Cycle, and be available to support Consultants in their experience.
National Scout Association	NSA	National Scout Associations (NSAs) are members of a National Scout Organization (NSOs) in a given country. They develop Scouting within that country and are responsible for its growth and for ensuring delivering an appropriate programme. They also manage both internal and external communications. In some countries there may be two or more NSAs.
National Scout Organization	NSO	Every member country of the World Organization has a National Scout Organization. The NSO is responsible for developing Scouting in that country. It may take the form of a federation comprising several National Scout Associations.
Safe from Harm	SfH	In the context of Scouting, keeping children and young people safe from harm encompasses all areas of child and youth protection work, and includes a full range of strategies, systems and procedures that aim to promote that the wellbeing, development and safety of children and young people is a priority in all Scouting-related activities.
Service Lead		A Service Lead is a World Scout Bureau staff member who is overall responsible for the particular Service. This position helps with oversight, coordination and support to the success of the Service, resources available, management of Service Requests, and support to Consultants assigned to the particular Service.
Service Team Member		Service Team Members are World Scout Bureau staff from each Region who support the particular Service in their Region. They help to coordinate Service Requests and support and manage Consultants within their Region.
Thematic Team		A Thematic Team is made up of all World Scout Bureau staff who work on a particular area of work (ie. Educational Methods, Organizational Development, etc). These teams have been established to help streamline work, and provide a structure for cross-support centre collaboration.
World Organization of the Scout Movement	WOSM	All National Scout Organisations (NSOs) around the world are part of WOSM. It coordinates and represents the Scout Movement worldwide.

World Scout Bureau	WSB	The WSB is the secretariat of WOSM and manages the organisation on behalf of the World Scout Conference, World Scout Committee and its standing committees. It is directed by the Secretary General, who is chief administrative officer of WOSM. It is present with Regional Support Centres in the six Regions of WOSM.
World Scouting's Quality Standard / Global Support Assessment Tool	GSAT	GSAT is World Scouting's stamp of quality for National Scout Organisations (NSOs), establishing standards of good governance and quality Scouting that mirror international best practice.
WOSM Service Coordination Team		The purpose of the WOSM Services Coordination Team is to steer the overall development process, its implementation and continuous improvement. This includes the WOSM Services, WOSM Consultants Pool, WOSM Service Platform, communications, funding, and monitoring & evaluation.

WOSM Consultants may be volunteers or staff members who have been selected and trained at the world level to support NSOs with the achievement of their Strategic Plan in areas of priority. The objective of this document is to support those WOSM Consultants throughout their role, by providing them with the key resources and guidance for each step of delivering a service through the WOSM Services. The introduction covers the why and the what, connecting the Vision 2023 with the WOSM Services with the role of the WOSM Consultants and the operating platform. Second chapter provides an overview of the Service Cycle step by step from the WOSM Consultant perspective, including before, during and after, with key support tips and guidance on using the WOSM Service Platform. Within this chapter you also gain access to the supporting resources to perform the role of a WOSM Consultant (these cover approaches learned through your initial consultant training, and beyond). The third chapter is dedicated to providing you with an overview of the support you can receive throughout your journey as a WOSM Consultant, including your performance review and continually learning.

We want to take a moment to thank you for your commitment to becoming a WOSM Consultant. You are a fundamental part to the success of the WOSM Services and we greatly value your time, passion and skills to support our NSOs in building their capacity. This resource we hope will help you along this journey.

I. Introduction

Vision 2023

Vision 2023 is an expression of our common dreams and aspirations as 170 National Scout Organizations. Clear commitments through the Strategy for Scouting are required if we are to work together to achieve these ambitious goals.

Growth is a key ambition of our Vision 2023, it is also designated as the top priority for the 2017-2020 triennium, as reflected in the WOSM World Triennial Plan 2017-2020 titled "Growing Together", establishing it as a transversal theme for the whole organisation.

Mission	Vision	6 Strategic Priorities
The Mission of Scouting is to contribute to the education of young people, through a value system based on the Scout Promise and Law, to help build a better world where people are self-fulfilled as individuals and play a constructive role in society.	By 2023 Scouting will be the world's leading educational youth movement, enabling 100 million young people to be active citizens creating positive change in their communities and in the world based on shared values.	Youth Engagement Educational Methods Diversity & Inclusion Social Impact Communications & Relations Governance

[The Vision](#) for Scouting, Vision 2023, was adopted at the 40th World Scout Conference in Ljubljana, Slovenia in 2014.

Through our ambition to grow, we strengthen our focus in placing Scouting as the leading educational youth movement, while continuing our efforts to make Scouting accessible to the greatest number of young people worldwide. To achieve this, strong National Scout Organizations are needed and the WOSM Services are here to support them in strengthening their capacity in their areas of improvement.

WOSM Services

WOSM Services is currently composed of 13 Services



Each of these services provides a range of resources to NSOs: from policies, toolkits and guidelines, to e-learning courses and in-person support (both online and through on-site visits), and events such as workshops and training. These resources include not only those produced and provided by Scouting at world and regional level, but also NSO best practices and relevant external resources.

Each service area is expected to expand over time both in scope and the type of support offered to NSOs. New support areas are also likely to emerge in response to the needs of NSOs.

Resources

- You can learn more about the WOSM Services on the [About Page](#)
- Do you have questions about the WOSM Services? [Check out the FAQ](#)

WOSM Consultants Role and Responsibilities

You as a consultant are an essential part of the process of building the capacity of our NSOs through the WOSM Services and to reach WOSM's Vision 2023. As a Consultant, you play an integral role in ensuring that the WOSM Services approach works effectively, being an important driver of the process as you interact directly with the NSOs receiving the support.

As a WOSM Consultant, you are expected to:

- Gather an overall understanding and develop an expertise in the Service appointed;
- Once assigned to a Service, acquire the necessary background information made available by the Service Team, on the service requested by the NSO;
- Support NSOs to develop an Action Plan (or a Road Map) related to their Service Request;
- Provide advice and deliver direct support as requested by the NSOs and agreed by the Service Lead/Team;
- Consult with, follow-up, and update the Service Team and the Consultant Management Team;
- Support NSOs to report and to share their Service experience;
- Evaluate the Service delivered;
- Keep your competencies and knowledge up to date.

WOSM Service Platform - overview and access

The WOSM Service Platform is our one-stop shop to support and strengthen the ability of National Scout Organizations (NSOs) to deliver better Scouting activities and programmes to more young people worldwide.

Through this new digital platform, we offer high-quality and effective support via the 13 WOSM Services related to the core areas of Scouting - everything from the Adults in Scouting and Safe from Harm to Good Governance and partnership development. In addition, the platform will enable NSOs to request in-person support (both through online means and on-site visits) and also find information about relevant events such as workshops and training. The platform can be accessed through services.scout.org.

Internally, the WOSM Service Platform also helps World Scouting to track the services being delivered to the NSOs through each stage of the process from request, through delivery, to evaluation and completion. As a WOSM Consultant, you will have access to the behind the scenes area of the WOSM Service Platform to track the services you are assigned and engage in the different steps of the WOSM Consultant Life Cycle.

Consultant Responsibility

- Remember to **explore the platform** and get comfortable with all the features so that you have a clear picture of all that is available, and how things work.
- When you first login to the WOSM Service Platform, take a moment to **update your profile**. An updated profile with your contact information, areas of expertise, and goals set will ensure that others can easily access important and helpful information about you and to begin your journey as a WOSM Consultant.

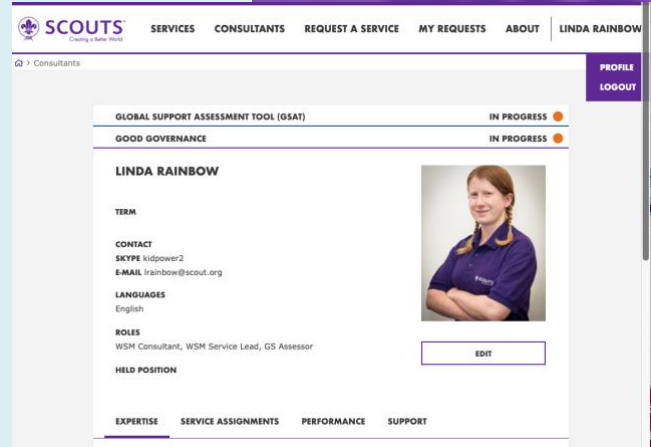
WOSM Service Platform

Accessing the WOSM Service Platform - Access to the WOSM Service Platform is available through your scout.org account. If you do not have an account, you must first register on www.scout.org/register. Once you have registered, please send us the confirmation of your registration to services@scout.org or share it on our Slack channel. Share the email address you used with us, so we can easily find you.

Updating your profile - especially when new to using the WOSM Service Platform, be sure to login, get acquainted with everything, and be sure to take a moment to update your WOSM Consultant Profile. Adding your photo, contact details, and areas of expertise will help fellow Consultants find the right support they need, and ensure you get assigned to a Service when your expertise is needed.



The image shows the Scouts.org login interface. At the top, the Scouts logo is displayed with the tagline "Creating a Better World". Below the logo, there is a "LOGIN" section with a "LOGIN WITH FACEBOOK" button. Underneath, there are input fields for "Username" and "Password". A link for "FORGOT PASSWORD?" and a "REGISTER" link for "NOT A MEMBER YET?" are also present. A green "LOG IN" button is at the bottom of the login section. Below the login section, there is a "WHY LOGIN?" section with the text: "Logging in to your scout.org account allows you to share photos, events, ideas, opinions and more with".



The image shows a screenshot of a consultant's profile page on the Scouts.org WOSM Service Platform. The page is titled "LINDA RAINBOW" and is part of the "CONSULTANTS" section. The profile includes a photo of Linda Rainbow, a woman with red hair wearing a purple Scouts uniform. The profile details are as follows:

GLOBAL SUPPORT ASSESSMENT TOOL (GSAT)	IN PROGRESS
GOOD GOVERNANCE	IN PROGRESS
LINDA RAINBOW	
TERM	
CONTACT	
SKYPE: kidpower2	
E-MAIL: lrainbow@scout.org	
LANGUAGES	
English	
ROLES	
WSM Consultant, WSM Service Lead, GS Assessor	
HELD POSITION	
EDIT	
EXPERTISE	
SERVICE ASSIGNMENTS	
PERFORMANCE	
SUPPORT	

Resources

- Learn about how to use the WOSM Service Platform through our - [WOSM Service Platform Tutorial for Consultants](#)

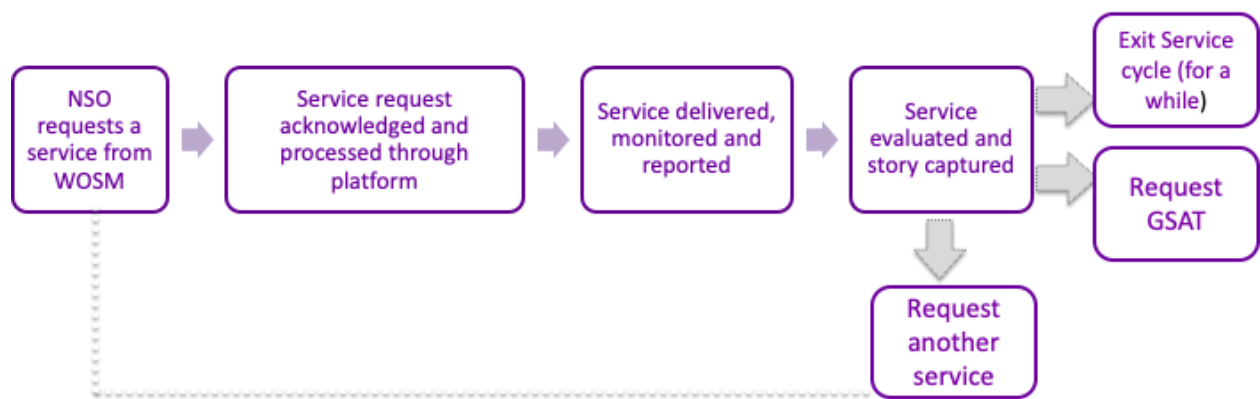
II. The Service Cycle

Overview of the Service Cycle

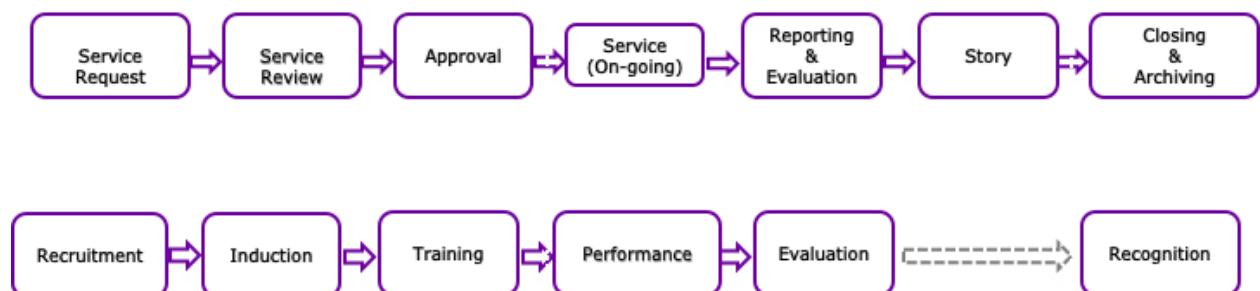
Recognising that most service requests are currently discussed through direct contact with the Regional Support Centres, during events, meetings, trainings etc., a common approach is required to ensure coherence in way Service requests are processed:

The following process was defined to provide general guidance on the steps to follow in the delivery of a service.

Service Cycle



Service Cycle & Consultant Cycle



Resources

- Take a look at the workflow of a Service Request from a WSB staff perspective - [WOSM Service Life Cycle](#)

What is a service?

In addition to the services available through WOSM's various resources, which are available directly for NSOs to explore and use to increase their capacity and understanding on a specific area, in-person support is also provided by you, our WOSM Consultants. A Service is only delivered when you as a WOSM Consultant have been approached by a Service Team member and have been assigned to a specific Service Request through the WOSM Service Platform.

Once support needs have been identified and defined with the NSO, direct tailored in-person support is delivered. This tailored support is integral to the capacity building of NSOs as each situation of an NSO is unique and we can then ensure that the NSO receives the specific help they need to further develop as an NSO to reach more and more young people in their communities.

All Services delivered have the intention to help support the NSO in building their capacity to deliver the Scouting experience to more young people. Here are some examples of what a Service is, or is not.

What is a Service?

- The activity has a significant impact on the NSO* - it will help them strengthen their capacity, and improve their operations.
- The activity has a clear outcome planned, and the progress towards it can be measured and evaluated (either through KPIs or otherwise).
- The activity is longer than 8 hours and it has a clear plan for follow up with the NSO.
- The activity is not a simple email/call or sharing of resources, it requires significant work and dedication in terms of communication and coordination with the NSO.
- This activity involves several stakeholders in the NSO and is not only delivered as support to one individual.

What is not a Service?

- Official visits not involving in-depth work on a specific area, with concrete outcomes, with impact on the association
- Phone calls or email exchanges involving a limited number of people, with a concrete outcome in the short term (pointing towards a resource, answering one or more questions)
- Organising and delivering one or two sessions on a specific topic during a national or international event, without any support in the follow-up
- Regular visits to NSOs, general exchanges with the leadership, not originating from or resulting in a structured consultancy project

Before

Being assigned to a Service Request

This integral step of getting assigned to a service request can happen at a variety of stages depending on the unique situation of the service request and how developed the service request may be. The most common stages to be assigned to a service request would be during the reviewing stage, or shortly after the approval stage when the service request is ready to be delivered. The sections of the guidelines below, provide an overview of all the relevant stages of a service request and your role as a consultant towards each one of them.

Each step of a service request is processed and managed through a Service Team which you are linked with as a WOSM Consultant for each specific service. The Service Team will ultimately

approve that a service request is undertaken, and they will be a great resource for you as a WOSM Consultant to help provide an introduction to the NSO, their needs and particular cultural contexts.

Support available to WOSM Consultants

You are not alone in your journey as a WOSM Consultant. Be sure to take full advantage of the support available to you throughout every stage of your experience as a WOSM Consultant. Here are a couple avenues of support to explore, and we will discuss in more detail in the next section the support networks available for specifically delivering a service.

- **Service Teams** - Service Teams are made up of a Service Lead and Service Team Members, and are overall responsible for the development, upkeep and management of their Service. They will ensure the needed resources are available, service requests are processed, and that the WOSM Consultants are supported through the delivery of the services. Essentially the service team is your one stop shop for service related know how and delivery support.
- **WOSM Consultants** - All of your peers, other WOSM Consultants, are great resources of support throughout your appointment as a WOSM Consultant. It is a good opportunity to share skills, knowledge, experience, and best practices. There is a peer support function on the platform which we would encourage you to use as a way to gain and offer support to your volunteer colleagues.
- **Consultants Management Team** - The purpose of the Consultants Management Team is to support the operational management of the pool of Consultants giving direction to all phases of Consultants' involvement, following the Adults In Scouting life cycle stages from recruitment, through performance and decision for the future. Every consultant has the option to have a coach made available to support them as a sounding board and guide when delivering a service. Please speak to your Service Lead about this if you wish to have one.

Service Requests

Service requests come through the WOSM Service Platform, and are first initiated when a NSO requests a service through the WOSM Service Platform, or when a WSB staff member enters a record of the service request on the WOSM Service Platform on behalf of a NSO.

This initial service request is a draft, and it simply initiates the next steps to review and further define the Service Request with the NSO.

Consultant Responsibility

- As a WOSM Consultant you may be asked to **invite an NSO to submit the Service Request** on the WOSM Service Platform if you get involved from the early stages, or if you are helping an NSO to submit a new Service Request.

WOSM Service Platform

Draft - an initial Service Request can be made either from an NSO, or by a WSB staff member on behalf of an NSO. First a request is made and it is in "draft" form until it is processed through the review step and considered by the Service Team.

GLOBAL SUPPORT ASSESSMENT TOOL (GSAT) SUBMIT REQUEST SAVE AS DRAFT

DRAFT

SERVICE REQUEST

SERVICE REQUEST INFORMATION

SUPPORT AREA *
Select Component

SERVICE REQUEST TITLE *

SERVICE TYPE *
 New
 Ongoing/Follow-up on existing
 2nd try

CONFIDENTIALITY
 Would you like to keep your service request confidential?

EVENT
 Is this an event involving multiple NSOs?

TARGETED NSO/NSA * **CONTACT PERSON NAME *** **CONTACT PERSON E-MAIL**

Select NSO/NSA

START DATE * **END DATE ***

SERVICE REQUEST DESCRIPTION *
Summary, needs and actions involved

ATTACHMENTS
UPLOAD FILES

ADDITIONAL INFORMATION

GLOBAL SUPPORT ASSESSMENT TOOL
 Did your NSO assess its capacity with GSAT?

PARTNERS
 List any Partners (internal or external) you have for your Service request (including other NSO/NSA)

FUNDING
 Describe Identified (internal or external) Funding

Under Review

This 'under review' step for Service Requests is handled mainly by the Regional Service Team Members, however, occasionally Consultants may be engaged already through this process.

The key objective of this step is to assess the Service Request received against current realities of the NSO and WOSM to determine feasibility of delivering the service. A few aspects which are considered are the actual needs/priorities of the NSO, any current MoP projects, the need to apply for a MoP project to undergo the service delivery, if the NSO is currently preparing for hosting a Regional or World Event, and the current situation of the NSOs leadership.

Besides determining the feasibility of the service request, the service request description may be updated to clearly define the scope, timing and exact deliverables. An important part of this step is to set also key performance indicators to help measure the success and impact of the service to be delivered.

Consultant Responsibility

- If you get assigned to a Service Request early on in the process, you may need to **help the NSO define the scope of service request**, and work together to complete and agree on a detailed Service Request in coordination with your Service Lead.

WOSM Service Platform

Final Service Request - the final service request, after review from the Service Team, will contain any updated request information approved by WOSM and items like Key performance Indicators.

REVISIÓN Y PERFECCIONAMIENTO DE MODELO FINANCIERO DE LA OSN
GOOD GOVERNANCE

APPROVE
SAVE
PUT ON HOLD

1 2 3 4 5 6
UNDER REVIEW

SERVICE REQUEST
CONSULTANTS
UPDATES / ACTIONS

SERVICE REQUEST INFORMATION

SUPPORT AREA *
Financial Management in NSOs

SERVICE REQUEST TITLE *
revisión y perfeccionamiento de modelo financiero de la OSN

SERVICE TYPE *

New

Ongoing/Follow-up on existing

2nd try

CONFIDENTIALITY

Would you like to keep your service request confidential?

EVENT

Is this an event involving multiple NSOs?

STRATEGIC PRIORITIES
Select strategic priorities

TARGETED NSO/NSA * Scouts de Argentina

CONTACT PERSON NAME * Daliana Neil

CONTACT PERSON E-MAIL * internacionales@scot

START DATE * 05/14/2019

END DATE * 07/14/2019

ACTUAL START DATE *

ACTUAL END DATE *

SERVICE REQUEST DESCRIPTION *
Scouts de argentina, a través del área de administración y finanzas, asistencia y la dirección ejecutiva, solicita una asistencia técnica para la revisión y perfeccionamiento del modelo financiero que está vigente en la Organización Scout Nacional. De este modo, buscamos ser más eficientes en el manejo de las finanzas organizacionales y así poder redistribuir mejor los fondos disponibles.

SERVICE REQUEST DESCRIPTION - APPROVED BY WOSM

SERVICE DETAILS

AUTHOR
Scouts de Argentina Internacionales

NSO/NSA
Scouts de Argentina

PROJECT LOCATION
City, Country

REGION
Interamerican

Last saved changes: 5 days ago

ATTACHMENTS
UPLOAD FILES

ATTACHMENTS
UPLOAD FILES

ADDITIONAL INFORMATION

GLOBAL SUPPORT ASSESSMENT TOOL

Did your NSO assess its capacity with GSAT?

If this Service is a follow-up to a GSAT Assessment, select the related Dimension(s)

GSAT DIMENSIONS *

D01: NSO - WOSM INSTITUTIONAL REQUIREMENTS

D02: GOVERNANCE FRAMEWORK (CONSTITUTION, GENERAL ASSEMBLY AND NATIONAL BOARD)

D03: STRATEGIC FRAMEWORK

D04: INTEGRITY MANAGEMENT

D05: COMMUNICATION, ADVOCACY AND PUBLIC IMAGE

D06: ADULTS IN SCOUTING

D07: RESOURCES ALLOCATION AND FINANCIAL CONTROLS

D08: YOUTH PROGRAMME

D09: GROWTH POTENTIAL

D10: CONTINUOUS IMPROVEMENT

Support tip - effective Service Requests

- Here is a short list of questions to ask yourself as the WOSM Consultant when helping to review and finalize an effective Service Request. *(These questions can be continually populated with your own suggestions, please share!)*
 - Why does the NSO need this Support?
 - Is this the most beneficial service that the NSO should be receiving?
 - What will be the outcome or impact of the service provided?
 - Is this service request realistic and manageable?
 - What is the main purpose and objectives of this service request?

Support tip - NSO Access to the WOSM Service Platform

- It is good to be aware of the process for NSOs to access the WOSM Service Platform in case you get asked questions or need to help them. You can learn about the process through [this tutorial](#).

Approval

Once the previous steps are completed for receiving and reviewing, a Service Request can be approved if it has been agreed to be undertaken. Your Service Lead and Service Team member from the region of the NSO requesting support will be the ones who approve the Service Request.

Upon approval of the service request, this is typically the time that the Service Team will assign you as the WOSM Consultant to support the service delivery.

WOSM Service Platform

Accessing your assigned service requests

- navigate to the "My Requests" tab to access the service requests which you have been assigned to as the WOSM Consultant.

Notification of assignment - in addition to the direct contact you will receive from your Service Team member, notifications will be set up on the platform as follows:

- 1) Notification to NSO that you are their assigned WOSM Consultant.
- 2) Notification to you as the WOSM Consultant that you have been assigned to a service.

The screenshot displays the 'SCOUTS' WOSM Service Platform interface. The top navigation bar includes 'SERVICES', 'CONSULTANTS', 'REQUEST A SERVICE', 'MY REQUESTS', 'ABOUT', and 'LINDA RAINBOW'. The main content area is titled 'SERVICE REQUESTS' and features a search bar and a 'REQUESTS MAP' tab. Below the search bar, there are several filter sections: 'SERVICE REQUEST TITLE' (text input), 'REGISTRATION DATE FROM' and 'REGISTRATION DATE TO' (date pickers), 'NSO/NSA' (dropdown), 'STRATEGIC PRIORITIES' (dropdown), 'SERVICES' (dropdown), 'SERVICE REQUEST STATUS' (dropdown), and 'REGION' (dropdown). There are 'SEARCH' and 'RESET' buttons. Below the filters, there is an 'EXPORT' button and a 'RESULTS' section. The results section shows three items: 'GOOD GOVERNANCE' (Good Governance), 'GOOD GOVERNANCE' (Institutional and Constitutional), and 'GLOBAL SUPPORT ASSESSMENT TOOL (GSAT)' (WOSM Assessment).

Support tip - reflection on understanding a Service Request

- Here is a short list of questions to ask yourself as the WOSM Consultant when working to understand a Service Request and prepare for the delivery of the service.
 - How will your experience support this service request?

- What tools will you use?
- Is there any valuable information you can gain from the Service Team Member on understanding the NSO?
- Does your Service Team have any helpful suggestions for you on how to deliver a quality service specific to this request?

Support tip - NSO Access to the WOSM Service Platform

- It is good to be aware of the process for NSOs to access the WOSM Service Platform in case you get asked questions or need to help them. You can learn about the process through this [tutorial](#).

Initiating communications with the NSOs

Beginning communications with the NSO requesting the service will help to set the stage for the coming support that you will provide. Communications with the NSO would have already happened to confirm and agree on the service request, but now it is time to introduce yourself as their consultant and get started on your service delivery. First impressions are important, so remember to be professional, approachable, and responsive. The more comfortable the NSO is with communications with you, the smoother and more effective the service delivery experience will be. Besides reaching out through email, it is highly suggested to set up an initial induction call.

Consultant Responsibility

- Once you are assigned to a Service Request, the first task is to get in contact with the NSO to make plans with the NSO for the delivery of the Service.

Support tip - introduction call

- A great first step in delivering your service is to arrange an introduction call with the NSO to help set the stage and open the channels for regular communications. Here are some things to remember to cover during this introduction call.
 - **Introduction:** "I am here to help!" "This is our NSO - the key people involved, our NSO structure, how our NSO operates, etc"
 - **Set the scene:** Introduce the process, the overall plan for the service delivery, key stakeholders involved
 - **Confirm communication channels:** How is the best way to communicate and with whom? Ensure NSO's access to the WOSM Service Platform.
 - **Practical:** Are you arranging an in-person service delivery? Or even virtual support for an event? Discuss together any preliminary practical arrangements, dates, etc.
 - **Wrap up:** final opportunity to respond to questions, confirm next steps, and agree on a time to do the action planning call.

Note: Sometimes Skype calls may not be possible. Other methods will need to be used like meeting in-person at events, or calling a landline.

Support tip - NSO Access to the WOSM Service Platform

- It is good to be aware of the process for NSOs to access the WOSM Service Platform in case you get asked questions or need to help them. You can learn about the process through this [tutorial](#).

Resources

- Access our resource for NSOs on how they can gain access to the WOSM Service Platform - [WOSM Service Platform Tutorial for NSOs](#)

During

Consultancy Skills

There are many skills involved with being a great WOSM Consultant. These consultancy skills can range from change management, to managing cultural sensitivity, and supporting NSOs with project planning. It is important to keep current with these skills by reviewing key principles, learning new strategies and getting support from your peers.

Resources

- Gain access to an overview of all these consultancy skills through the - [Consultant Manual](#)

Delivering a Service

The delivery of a service is the time when the identified support is implemented, with the aim of ultimately supporting the NSO to increase its capacity. Capacity strengthening could be seen through strengthening processes, developing policy, releasing resources, setting effective strategies, and learning from best practices on a variety of topics from core programme of Scouting to organizational development, administration and communications. This delivery of support is called the “**on-going phase**”.

During the on-going phase you will have regular and direct contact with the NSO to work in partnership on strengthening their organisation on the specific service you have been assigned.

Make note that the on-going phase and delivery of the service request will ultimately be the basis of your performance evaluation with your Service Team leader.

If you require support in delivery the service, please reach out to the various channels available so that you delivery high quality support to our NSOs and you feel comfortable and confident throughout the process.

Actions taken and Updates

As part of the on-going phase, do not forget to set and track actions to be taken and keep all stakeholders updated on the service being delivered. This can be done conveniently through the WOSM Service Platform and should be done on a regular basis for the most up to date information.

Actions

- Actions recorded should be concrete tasks that need to happen, or which have been completed as part of the service delivery

- Actions can be set with specific dates to be completed. In the future it is hoped that as part of the on-going development of the WOSM Service Platform that notifications will be triggered when action deadlines are nearing.
- A good first step would be that during your induction call you agree with the NSO on a list of key actions to be taken, and input all of these as individual items into the platform with their corresponding dates. You can then continue to add further actions as plans evolve.

Updates

- Compared to actions, these are more elaborate updates on the current status of the service delivery. These updates keep all the stakeholders current on how the service delivery is progressing.
- Updates should be given when a major milestone of the service delivery is reached, or when a challenge is faced to keep all the stakeholders abreast of important information.
- Providing quality updates on the service can also help to facilitate your reporting at the end of the service delivery.

Consultant Responsibility

- As you work with the NSO in delivering the service request, it is essential to **keep all parties (NSO, Service Lead, Service Team Member) up-to-date** on how things are progressing through the Actions and Updates on the WOSM Service Platform.

WOSM Service Platform

Updates & Actions - while the service request is in the on-going phase, you can navigate to the Updates / Actions tab and keep all the key stakeholders up to date on the work being done to support the NSO. For actions you can even enter a date of when they should be completed by. Don't forget the option to upload files, which can help provide more context and information to your update.

The screenshot shows the 'GLOBAL SUPPORT ASSESSMENT TOOL (GSAT)' interface. At the top, there is a progress bar with six numbered steps (1-6). Step 3 is highlighted in green and labeled 'ON GOING'. To the right of the progress bar are two buttons: 'SAVE' (blue) and 'PUT ON HOLD' (red). Below the progress bar are three tabs: 'SERVICE REQUEST', 'CONSULTANTS', and 'UPDATES / ACTIONS'. The 'UPDATES / ACTIONS' tab is active. Under this tab, there are two main sections: 'UPDATES' and 'ACTIONS'. The 'UPDATES' section has a text input field for 'ADD UPDATE', a 'SUBMIT UPDATE' button, and an 'ATTACHMENTS' section with an 'UPLOAD FILES' button. The 'ACTIONS' section has a date input field for 'ACTION DATE' (pre-filled with '05/08/2019'), a text input field for 'ACTION TEXT', and an 'ATTACHMENTS' section with an 'UPLOAD FILES' button. A 'SUBMIT ACTION' button is located at the bottom of the 'ACTIONS' section.

Support Tip - Call to plan the service delivery

- Since doing the induction call and getting to know each other, it is now a good moment to reconnect to go into detail on the service delivery and agree together on a clear action plan. Here are some things to remember to cover during this action planning call.
 - **Expectations:** What can the NSO expect from you as the WOSM Consultant? What can you expect from the NSO, and when?

- **Agree on an action plan:** What tasks need to be completed, by whom and by when for a successful service delivery? Remember to take a moment to enter these action items into the WOSM Service Platform.
- **Next steps:** Review and agree together on the next key steps. Should another call be scheduled as part of the service delivery?

Note: Sometimes Skype calls may not be possible. Other methods will need to be used like meeting in-person at events, or calling a landline.

Support Network for Delivering a Service

A large support network is available to you as a WOSM Consultant, to ensure that you have the best possible experience and receive the help you need to be successful in delivering services. Assistance is available for varying levels of support, information and guidance throughout your time as a WOSM Consultant in delivering your assigned Service Requests. Further support through the life cycle of being a WOSM Consultant is explained later in this manual.

- **Operational Framework, WorkStreams and Standing Committees** - The various volunteer units and committees of World Scouting are available to guide the strategic direction of the support which is provided to NSOs.
- **Thematic Teams** - Within the OneWSB, six cross Regional staff Thematic Teams exist to enhance collaboration across support centres and ensure a joint effort towards achieving Vision 2023 and supporting the WOSM Services. Thematic Teams also have a close connection with the strategic guidance of the related Operational Framework workstreams and units.
- **Service Team** - Each Service has a Service Team which consists of a Service Lead, Service Team Members and Consultants.
 - **Service Leads** - WSB staff member accountable for the coordination of global delivery of Services to NSOs. Service Leads work closely with concerned volunteers from the Operational Framework.
 - **Service Team Members** - WSB staff member who is part of the Service Team and is accountable for the coordination of and delivery of Services within their specific Regions.

Connecting with your Team

Communication and transparency throughout the process of your service delivery is key to its success. Communication goes both ways, not only is there a support network set up for you to get help, but this network can only support you effectively if you connect with them and keep them up to date on what is happening and the support you need.

- You must share with your Service Team Member the plan you have for executing the service delivery. Maybe they can provide some feedback on how to be the most effective when working with the NSO.
- Your Service Team is crucial to help in gaining the knowledge you need to be successful. Not only can you receive tips and best practices, resources and suggestions on service delivery, but invaluable information on understanding the specificity of each NSO.
- Your Service Lead and Service Team Members will also help to ensure that the Service is delivered in a consistent way to all NSOs, providing guidance to you on how to keep the quality standard high.

If the level of support you need goes beyond general support from your Service Team in how to deliver your assigned Service, then please reach out to your Service Lead and they can guide you on the best person to reach out to.

Consultant Responsibility

- Don't forget to **touch base with your Service Team** to ensure you receive as much guidance as needed in delivering a quality service and receive tips on how to work with the NSO.

WOSM Service Platform

Peer Support - Through the Support tab, you may choose to support a peer and request for support from other consultants within the "edit" mode.

- If you want to offer support to other peers, tick on the corresponding box. This will allow fellow consultants to find you on the list of consultants offering support and will be able to contact you for it.
- In addition to offering support, you may be looking for support from other peers. You can also tick the "Looking for support" box.
- If you are looking for support, you will be able to search for consultants who fit your requirements and add them to your "Consultants whom I might need support from" list.

The screenshot shows the 'SUPPORT' tab in the WOSM Service Platform. At the top, there are navigation tabs: PROFILE, EXPERTISE, SERVICE ASSIGNMENTS, PERFORMANCE, and SUPPORT. The SUPPORT tab is active. Below the tabs, there are two sections: 'PEER SUPPORT' and 'CONSULTANTS I MIGHT NEED SUPPORT FROM'. In the 'PEER SUPPORT' section, there are two checkboxes, both of which are checked with a purple checkmark. The first checkbox is labeled 'I want to offer support to other consultants' with a link '(Guidelines to Offer Peer Support)'. The second checkbox is labeled 'Looking for support'. In the 'CONSULTANTS I MIGHT NEED SUPPORT FROM' section, there is a list of consultants. One consultant, 'Abir Koubaa', is listed with a red trash icon next to their name. Below the name is a purple 'ADD' button. At the bottom of the page, there are two buttons: a grey 'BACK' button on the left and a green 'SAVE CHANGES' button on the right.

After

Concluding your consultancy

Great work! Thank you for completing the on-going phase and supporting the NSO with their capacity strengthening through delivering your assigned service. The work isn't quite completed yet though, we need to ensure that we report on, evaluate, and tell the story of the service request to ensure that the service cycle is completed so that we have accurate information for full monitoring of our services.

- **Reporting** - complete report of the service delivered, what was accomplished, outcomes, potential next steps, best practices identified and lessons learned
- **Evaluating** - evaluation from NSO, your self-evaluation as the WOSM Consultant, and evaluation from the Service Lead

- **Sharing the Experience** - telling the story, sharing the impact, and photos from the experience

Reporting

When completing the Service Report, a best practice is to refer back to the updates and actions you entered during the on-going phase, and of course the original Service Request and delivery plan.

Try to share as much relevant information as possible, both to provide a complete update to the rest of the Service Team on what was completed during the service delivery, but also to help future Consultants who might later support the NSO on similar or different services.

Completing a final call with the NSO after the delivery of the service can help you as the WOSM Consultant to wrap up all the remaining steps. This gives you an opportunity to agree together with the NSO on the report, and get their inputs for sharing the experience. If not already done, this is also a good opportunity to have the NSO do the Evaluation so that you can provide any needed support.

Consultant Responsibility

- Part of the service delivery process is to ensure that we track the support we provide to NSOs, to ensure all stakeholders are clear on what support has been delivered, but also for future reference. As the assigned Consultant, please remember to **complete the Service Report** as timely as possible.

Support Tip - final call

- You have now completed the main service delivery, it is time to wrap up the remaining steps and have a final call with the NSO. Here are some things to remember to cover during this final call.
 - **Wrap up:** A reflections, final questions, or concerns to discuss coming out of the service delivery.
 - **Service Reporting:** Agree on key points to include in the Service Report.
 - **Sharing the Experience:** Reflect together and capture from the NSO their experience and initial impact gained from the Service Delivery.
 - **Evaluation:** Take a moment to ask the NSO to complete the NSO Evaluation on the WOSM Service Platform (or capture their responses for them if needed).
 - **Conclusion:** Confirm potential next steps or further service request opportunities. Final thank you's.

Note: Sometimes Skype calls may not be possible. Other methods will need to be used like meeting in-person at events, or calling a landline.

Support tip - Completion of the Service Request Report

- If you are delivering an onsite training or event, consider completing the Service Request Report with the NSO onsite.

WOSM Service Platform

Service Request Report - Through the report tab there are six sections to help you to report on the delivered service:

- Activities descriptions and activities results
- Results sustainability and lesson learned
- Best Practices from the service
- Budget and financial report in summary
- If you entered Key Performance Indicators in the service request form, these will appear at the end of the form so you can report on compliance.

SERVICE REQUEST REPORT

DATE OF REPORT 5/10/19

CONTACT PERSON

SERVICE Global Support Assessment Tool (GSAT)

SERVICE AREA GSAT Self-Assessment

ACTUAL SERVICE START DATE 11/12/18

ACTUAL SERVICE END DATE 11/14/18

PLEASE DESCRIBE ALL THE ACTIVITIES THAT TOOK PLACE AS PART OF THE SERVICE *

PLEASE DESCRIBE THE RESULTS OF THE ABOVE ACTIVITIES *

DO YOU THINK ANY OF THE ABOVE RESULTS WOULD CONTINUE TO BE SUSTAINED INTO THE FUTURE? IF YES, WHICH RESULTS AND HOW WOULD IT HAPPEN? *

Resources

- Here you can access an offline version of the Service Report if needed - [offline Service Request Forms](#)

Evaluating

It is important that we evaluate the work that we do, to celebrate our successes and seek opportunities for improvement. The evaluation phase of a WOSM Service contains an evaluation from each party involved and includes:

- The NSO Evaluation
- The Consultant Self-evaluation
- The Service Lead/Team member evaluation

NSO Evaluation

Now that the service delivery is completed and reported on, the NSO should be invited to evaluate the service. They should do this through the WOSM Service Platform and the NSO evaluation form which asks questions about the overall process, the service quality and your performance as the consultant.

You can support the NSO to complete the NSO evaluation, but reminding them to fill it out, provide guidance on accessing the WOSM Service Platform if needed, or providing the offline evaluation form if the main contact person for the service does not have access to the platform. Their responses can then be entered on their behalf.

Consultant Self-Evaluation

You as the WOSM Consultant are also required to complete a self-evaluation on the service delivery. This is to be completed through the WOSM Service Platform and should be honest as possible to help you in your personal development as a Consultant and in discussing your experience together with your Service Lead.

When completing your Consultant Self-Evaluation, think about what service resources you were missing to effectively deliver the service, and what resources really helped you. Make sure this feedback is brought up in discussion with your Service Team Member or Service Lead when you discuss together the overall service delivery experience.

Service Lead Evaluation

Once the NSO evaluation and your own self-evaluation is completed, drop a note to your Service Team Member or Service Lead to ask them to complete the service evaluation process. They will complete the Service Lead evaluation and coordinate any needed follow up with you or the NSO to review outcomes of the service delivery or evaluations provided.

Consultant Responsibility

- We all want to know how things went for the service delivery and to identify areas for improvement in the support we provide NSOs. Not only do you need to complete your **Consultant Self-Evaluation**, but please remember to **ensure the NSO fills out their NSO Evaluation** and then **notify the Service Lead** that they can also complete theirs.

Support tip - Completing the NSO Evaluation

- If you are delivering an onsite training or event, consider sitting with the NSO at the end of the event to have them complete the NSO Evaluation.

WOSM Service Platform

NSO Evaluation - Under the evaluation tab and the NSO Evaluation option, there are 10 questions to be rated on a scale of one to five stars, with one being the lowest (Not at all satisfied – the whole service needs improvement) and five the highest (Extremely satisfied – nothing to improve further).

There is one open-ended question to gather general feedback and another satisfaction-related question on the likelihood that the NSO will recommend the service to another NSO.

Consultant Self-Evaluation - Under the evaluation tab and the Consultant Self Evaluation option, there are 11 questions to be rated on a scale to one to five stars, with one being the lowest (Not at all satisfied) and five being the highest (Extremely satisfied). There are two open-ended questions to provide comments for improvement and self-assess the skills you need to improve on. To finalise the self-evaluation, click on "Submit evaluation."

Resources

- Here you can access an offline version of the NSO Evaluation and Consultant Self-Evaluation if needed - [offline Service Request Forms](#)

Sharing the Experience

You as a WOSM Consultant are tasked with making sure that the experience of a service delivery from WOSM is shared effectively. A key way to accomplish this is to work with the NSO in developing a quality story which can then be used to further promote WOSM Services and the capacity strengthening opportunities for NSOs. The story should document challenges and capture success, so that we can inspire others to seek for support when in need.

Consultant Responsibility

- Let's take a moment to tell the story and share the experience of the NSO in receiving their service request. You will work with the NSO to complete an impactful story that can motivate other NSOs to see the kind of support they can receive from World Scouting.

The screenshot shows the 'EXPERIENCE' tab of a service request form. The form is titled 'SHARE YOUR EXPERIENCE' and includes a sub-header: 'This is your moment to tell your experience and inspire others.' Below this, there are several text input fields with labels: 'TITLE *', 'YOUR SERVICE *', 'YOUR ACHIEVEMENT *', 'SHARE TESTIMONY *', and 'CONTACT *'. A 'UPLOAD IMAGE' button is visible next to a placeholder image. On the right side, there is a 'SERVICE DETAILS' sidebar with fields for 'AUTHOR', 'NSO/NSA', 'PROJECT LOCATION', and 'REGION'. The 'REGION' field is currently set to 'Africa'. A 'SUBMIT' button is located at the bottom right of the form.

WOSM Service Platform

Sharing the Experience - Under the last tab, an experience report should be filled up with information on the service itself and any achievements, together with the NSO. The report should include testimony, photos, and contact details, so that other NSOs can get more information if necessary. Experience reports will be reviewed by the Communications Team who will decide whether they can be shared on the page of the relevant service. If the request is to be kept confidential, this report will not be requested.

Support tip - telling an effective impact story

- Here are five key ingredients for sharing the experience of a service delivery through an impactful story which will motivate and inspire others to engage in the WOSM Services. Remember to tell the story from the perspective of the NSO.
 - Setting** – Who? Details and background information.
 - Problem** – What? – identify with the similar case, start empathy
 - Challenges** – Empathy
 - Solution** – How? Course of events, Tell others what you did and what are the key achievements
 - Credibility** – Testimony, facts, data, motivates the audience

Support tip - completing the “sharing the experience”

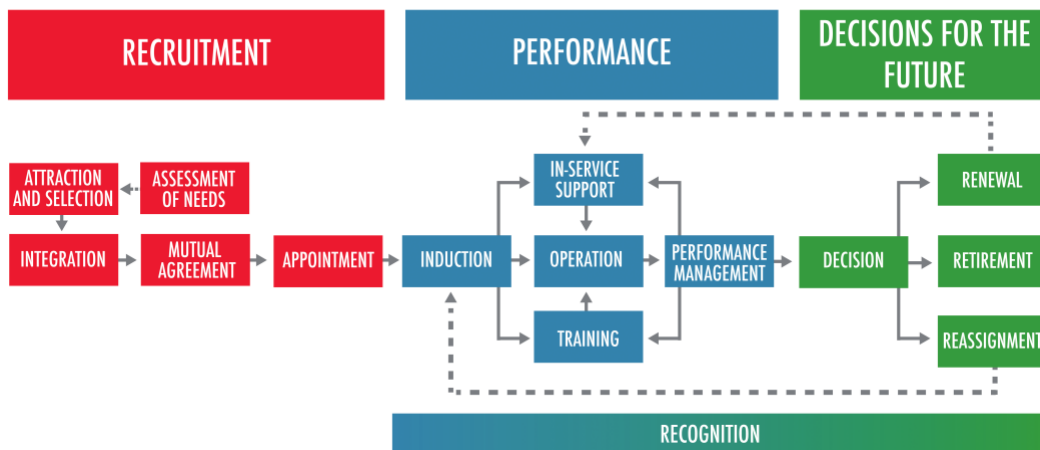
- If you are delivering an onsite training or event, think about completing the experience with the NSO onsite

Resources

- Here you can access an offline version of the Sharing the Experience form if needed - [offline Service Request Forms](#)

III. WOSM Consultants Life-cycle

As per any other role of an Adult in Scouting, the role of a WOSM Consultant is based on the Adults in Scouting Lifecycle. This Adults in Scouting Life-cycle defines the process, steps, and support available right from the beginning of the journey of being a WOSM Consultant.



In the case of the WOSM Consultants Life-cycle, it was adapted to the specificities of the WOSM Services approach but still very closely follows the Adults in Scouting Life-cycle. A primary adaptation that was made for the WOSM Consultants Life-cycle is the fact that appointment of WOSM Consultants takes place after the on-site training.

The following reflects the adaptations made to perform the Consultants Role.

The consultant lifecycle...

Recruitment

Induction

Training

Performance

Evaluation

Appointment

- Based on a Mutual Agreement,
- Completion of initial training
- 3 years from Conference to Conference

Training and Support

- Induction
- Consultancy Competencies
- Service related training

Performance Review

- Evaluation after each assignment
- Annual Performance review

Recognition

- External Certification
- Recommendations

Competency framework

All WOSM Consultants operate under the same competency framework to ensure that each Consultant comes into their role with the same level of competency and professionalism to support the NSOs.

This competency framework sets out general skills and competencies which allow you as a WOSM Consultant to interact meaningfully with NSOs, facilitate processes and stimulate dialogue with various groups of people at the national level.

Resources

- Interested in what the key Consultant competencies are? Access the [WOSM Consultant Competency Framework](#)

Recruitment and appointment

Recruiting through open calls

Using open calls will be the standard approach for recruitment of WOSM Consultants to ensure a transparent and open process for all.

Endorsement

An important step of the recruitment and appointment process of WOSM Consultants is to ensure that each potential WOSM Consultant is endorsed by their NSO (or by their Regional Director in the case of a staff member).

Consultant Induction

Consultants are asked to undergo a Consultant Induction programme which consists of completing Safe from Harm, WOSM Essentials, Service Related Induction and Consultancy Skills Induction eLearning courses. This induction programme is to be completed satisfactorily before the Consultant proceeds through the Mutual Agreement process and attends the on-site training.

Consultant Training

Prior to appointment, WOSM Consultants attend an initial on-site training course which goes more in-depth on the skills needed to provide quality service to NSOs.

Mutual Agreement

A Mutual Agreement between the WOSM Consultant and the World Organization of the Scout Movement has to be established prior to the WOSM Consultant being appointed as a WOSM Consultant and delivering their first Service.

Appointment

After the successful completion of the Training process, the formal act of appointment has to be conducted from WOSM. Consultants would generally work for a period of 3 years after their appointment, and appointments can be renewed based on the mutual agreement between the WOSM Consultant and the Service Lead.

Certification

It is only once a WOSM Consultant has successfully delivered a service to the satisfaction of the Service Lead and Region that they will gain their official certification as a WOSM Consultant. If a WOSM Consultant does not gain their certification or is delivering a service in a manner that is unsatisfactory, then an appointment can be withdrawn at any time.

Resources

- Review your WOSM Consultant job description - [WOSM Consultant Job Description](#)
- See what forms the basis of the mutual agreement between you as the WOSM Consultant and WOSM - Mutual Agreement Template
- This is the form used to assess your consultant competencies - [Consultant Competency Assessment](#)

WOSM Service Platform

Updating your profile - don't forget to update your WOSM Consultant Profile. Adding your photo and contact details to ensure people have the right information to reach you when needed.

Acknowledge the Values and Confidentiality statement - when you are setting up your profile, also take a moment to acknowledge the values and confidentiality statement on the "expertise" tab.

Expertise - lastly, be sure to add in your mastered GSAT Dimensions (if any) and your areas of expertise under the "Expertise" tab, this can help refine the search for a Consultant and make sure you get assigned to a Service when your expertise is needed.

The screenshot displays the WOSM Service Platform interface. At the top, the SCOUTS logo is visible, along with navigation links for SERVICES, CONSULTANTS, REQUEST A SERVICE, MY REQUESTS, ABOUT, and LINDA RAINBOW. The main content area shows a profile for LINDA RAINBOW, including her photo, contact information (SKYPE: lidpower2, EMAIL: lrainbow@scout.org), and languages (English). Below the profile, the 'CONSULTANTS' section is active, showing tabs for PROFILE, EXPERTISE, SERVICE ASSIGNMENTS, PERFORMANCE, and SUPPORT. The 'EXPERTISE' tab is selected, displaying 'MASTERED GSAT DIMENSIONS UP TO 4' and 'AREAS OF EXPERTISE'. The 'MASTERED GSAT DIMENSIONS' section includes a dropdown menu for 'Select Dimension' and an 'ADD' button, with a list of dimensions: D01: NSO - WOSM INSTITUTIONAL REQUIREMENTS and D02: GOVERNANCE FRAMEWORK (CONSTITUTION, GENERAL A). The 'AREAS OF EXPERTISE' section includes a dropdown menu for 'etc. Work with youth' and an 'ADD' button, with a list of areas: Adults in Scouting and decision making.

Initial WOSM Consultants Training

Overall objectives

At the end of the training process, WOSM Consultants will have:

- received a general induction covering WOSM Essentials, the WOSM Services concept and approach as well as the practical aspects of the Consultant's role
- acquired the different proposed consultancy process and tools, applied them through a case study and a service delivery, and reflected on the learnings with peers
- examined the different models and roles in a consultancy, how they apply these in different cultural contexts, applied them through a case study and a service delivery, and reflected on the learnings with peers
- acquired specific understanding of the WOSM resources available for the Service(s) the Consultant will deliver, applied them through a case study and a service delivery, and reflected on the learnings with peers
- developed a professional attitude based on the Code of conduct and SfH principles

Structure

The WOSM Consultants Training process consists of three distinct parts:

1. A remote individual online induction, to be completed before the start of the on-site training
2. An on-site training
3. Remote Support in the 12 months after the on-site training is completed

Approach

WOSM will deliver this training through a blended approach with an external training partner and its own in-house expertise, including the consultants already trained at previous WOSM Consultant Training editions.

Resources

- Here is a quick link access to learn more about keeping scouting safe from harm - [Safe from Harm eLearning course](#)
- Take a moment to refresh your knowledge on everything about WOSM - [WOSM Essentials eLearning course](#)
- At this link you can access more information about which was shared through the Consultant induction - [Consultancy Induction eLearning course](#)
- At this link you can access the induction eLearning courses for the Services - [Service Related Induction](#)

Performance

On-going Training

You, and all WOSM Consultants, are encouraged to keep up your personal development in increasing your competencies on specific topic(s) as well as keeping up to date on any knowledge and updates related to your assigned Service. Your service team should provide regular opportunities for virtual learning and networking to support you on your journey.

Personal Goal Setting

The aim of setting your personal goals is to enable you to develop a lifelong perspective of learning. This process of setting personal goals encourages you to look into how being a WOSM Consultant can assist with personal progression, how this experience can inspire next steps in life and widen your perspective, how this experience can influence other roles in your life and finally to help you make a plan to ensure you take full advantage of this particular experience of being a consultant for World Scouting.

Three focuses for the personal goal setting for WOSM Consultants have been identified - goals related to added value, desired lessons learned, and skills for the future.

Progression Monitor

Personal development and specifically development against the Consultant Competency Framework is an important part of the WOSM Consultant life-cycle. Service Request assignments enable you as a WOSM Consultant to plan, implement and evaluate your progress in your role. The Progression Monitor allows you to monitor your personal progression from one consultancy experience to another.

Resources

- Require more guidance on how to use the Personal Progression Monitor? [Review this resource.](#)

WOSM Service Platform

Personal Goals - Under the Performance tab you can access your personal goals, a window will pop-up when you click on "Edit." There, you can share your personal thoughts on three main aspects: the "added value" you can bring to the consultancy work, the "desired lessons learned" at the end of your consultancy term and "skills for the future" are skills you would love to develop during your term as a consultant. Once filled, those personal goals will appear in your profile. You can edit them at all times during your term.

Personal Progression Monitor - Also on the performance tap, you will find the Personal Progression Monitor. It offers a way for consultants to: reflect on their work before and after a service assignment, think of areas of progression that can be targeted, and monitor their progression from one experience to another. The Personal Progression Monitor is composed of set of competencies, based on the Competency Framework, and associated with a set of behavioural indicators which are displayed when you hover over each competency.

PERSONAL GOALS

The aim of setting your personal goals is to enable you to develop lifelong perspective. This process of setting personal goals encourages you to look into how being a consultant can assist with personal progression, how this experience can inspire next steps in life and widen your perspective, how this experience can influence other roles in your life and finally to help you make a plan to ensure you take full advantage of this particular experience of being a consultant for World Scouting.

ADDED VALUE
What personal note or added value do you want to bring into your consultancy work - for yourself, other Consultants, and the WOSM Consultancy service?

DESIRED LESSONS LEARNED
Imagine yourself having successfully accomplished your consultancy term - What would be the lesson learned you want to use in in your other life situations (at home, work, other engagements)? What impact would you expect?

SKILL FOR THE FUTURE
Think about the future and success in your career or life in general - What from your consultancy experience would you bring to that success? How can you nurture and develop that?

CLOSE

PERSONAL PROGRESSION MONITOR

Personal development is an important part of the Consultant life cycle. Service request assignments enable Consultants to plan, implement and evaluate their progress. This feature allows Consultants to monitor their personal progression from one experience to another. See how to use the tool

Uses a knowledge of Scouting to facilitate agreed actions	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides high-quality services to the NSOs	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promotes growth and youth engagement	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Critically evaluates information and uses it	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uses consultancy skills creatively	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilitates cultural sensitivity and awareness	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Initiates, encourages and leads activities in service area	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assists others in service area	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promotes the use of suitable tools and resources	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Support

Support available to you as a WOSM Consultant is important to ensure you have a fulfilling and positive experience throughout your service to World Scouting and the NSOs. Such support available in delivering a Service includes the Service Team, fellow consultants, etc. There are a couple other aspects of support available, linked more to your journey through the WOSM Consultant Life Cycle.

Coaching - there is the option to have a coach during your time as a WOSM Consultant. At times a Coach might be assigned to you as part of a Service Request. These Coaches are all volunteers and have a level of expertise in different areas to best support you as a WOSM Consultant.

Peer Support - Peer support occurs when consultants share knowledge, experience, emotional, social or practical help throughout their service assignments or overall term. This includes mentoring, pairing, and coaching. We strongly encourage you to seek out peer support from your fellow WOSM Consultants, to support you in your personal development as a consultant. Explore the Peer Support guidance document to learn more about how you can do this through the WOSM Service Platform.

Resources

- Looking for general support as a Consultant? - [World Scouting's Slack Channel for Consultants](#)
- Want to learn more about the Peer Support opportunity? [WOSM Consultants Peer Support on the WOSM Service Platform](#)

WOSM Service Platform

Peer Support - Through the Support tab, you may choose to support a peer and request for support from other consultants within the "edit" mode.

- If you want to offer support to other peers, tick on the corresponding box. This will allow fellow consultants to find you on the list of consultants offering support and will be able to contact you for it.
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The screenshot shows the 'SUPPORT' tab in the WOSM Service Platform. At the top, there are navigation tabs: PROFILE, EXPERTISE, SERVICE ASSIGNMENTS, PERFORMANCE, and SUPPORT. The 'SUPPORT' tab is active. Below the tabs, there are two checked boxes: 'I want to offer support to other consultants' and 'Looking for support'. Under 'Looking for support', there is a list of consultants with the name 'Abir Koubaa' and an 'ADD' button. At the bottom left, there is a 'BACK' button, and at the bottom right, there is a 'SAVE CHANGES' button.

360 Performance Review

Twice in the term, you as a WOSM Consultant will be asked to engage in an overall 360 performance review with your Service Lead or a Consultants Management Team member. This review will be based on the evaluations received from the Services you delivered. Additionally, your personal goal setting and personal progression monitor will also be taken into account.

Decision for the future

Based on your 360 Performance Review(s), and your expectations as the WOSM Consultant, three scenarios can happen:

- Renewal
- Reassignment (or adding on of a new service)
- Retirement

The decision for the future will also take into account the WOSM Consultant Job Description and Mutual Agreement which you and WOSM signed during your appointment. It is hoped that the decision for the future will be taken in agreement between you as the WOSM Consultant and the Service Lead however, the Service Lead carries the final decision.

Exceptional circumstances may warrant that a decision for the future be taken before the end of term of a WOSM Consultant, due to change in availability, not fulfilling the mutual agreement, and breaking the code of ethics of WOSM.



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