



## Program Day: Putting Serve Back in Service

**Session Length: 75 minutes, 2 crews per group**

### NEXT Conference Objectives:

1. Delegates should gain an understanding for how to recognize problems; determine innovative, alternative solutions; and implement those solutions in an effective manner.
2. Delegates will leave with tools and resources that will assist them in moving their respective lodges forward.
3. NEXT Staff members will solicit feedback on best practices that can be shared across the country.
4. NEXT Staff will identify areas within our organization that are/or could be potential threats and weaknesses.

### Training Information:

Delegates will be organized into crews of 15 – 20 and assigned a Crew Guide. The Guide will stay with their crew all day and may be used to assist with and/or lead sessions. Guides will take time to review key concepts during the day with their delegates. Delegates will be introduced to the LeaderX concept on Innovation Day. All sessions should demonstrate/include the LeaderX model of *Explore, Dream, and Discover*.

### Session Objectives:

At the end of this session, the delegate will be able to:

1. Be able to understand the driving forces behind service and why we as an Order place it as a core principal
2. Have a thorough understanding of the different levels of service and how they can generate similar projects at home. This provides an opportunity to learn from others what works and what does not work.
3. Be able to identify an appropriate fulcrum in the balance between service and fellowship during lodge events.
4. Be able to combine information and skills in order to create specific service action-plans to bring to their lodge learning how to work with the camp, council, community, and government entities in order to form projects.
5. Be made aware of various National-level service awards and recognitions.

### Session Needs:

1. Handout Materials (list here)
  - a. Pre-project planning sheet
  - b. OA National Service Grant Application
  - c. National Service Award (application?)
  - d. Best Practice Worksheet
  - e. Note sheet/Feedback Form
2. Resources for Reference (list here)
  - a.
  - b.
  - c.
3. Technology (list here)
  - a. Powerpoint
  - b. Projector and screen
  - c. Laptop
  - d. Basic speakers

## SESSION NARRATIVE

I.	Introduction .....	4 minutes
II.	Explore.....	19 minutes
III.	Dream.....	20 minutes
IV.	Discover.....	25 minutes
V.	Wrap-up/Feedback.....	7 minutes



## Introduction

*Duration: 5 minutes*

Keep this very short. Spend 30 seconds introducing each trainer on the slides in the PowerPoint, and briefly go over the agenda for the training session.

## Explore - To the Spirit's Higher Purpose (WHY)

*Duration: 20 minutes*

**Think back to Nutiket's charge, to the Spirit's higher purpose.** As an organization founded upon the idea of Cheerful Service endeavored to be unselfish in service and in the devotion to the welfare of others, we often put service at the end of our to-do list. Why? More importantly, why was service so important to the Order's founding members? It is no coincidence that service appears in so many places throughout OA literature. **A motif in and of itself, service, when implemented properly, defines us as an organization.**

### Description

The key to any noble endeavor is to first understand why you are doing it. If you do not know why, how can you properly execute the what with all the necessary enthusiasm. Let's face it, we are humans; no one *likes* arduous labor, but there is more to service than just labor. **Service provides an inner sense of self-gratification**, it feels good to help others. With the trade-off between back pains and the joyous inner revival after a long work day, WHY do we serve? What about service makes it so important to the OA? What *is* service in the eyes of the OA? Understanding these questions is the first step in providing meaningful and quality service with a cheerful heart. Participants will walk away from this topic with a deeper understanding of the driving force behind service and how to inspire service within their lodge. **Unlike other cardiac conditions, a cheerful heart is contagious.** Others will see you giving gladly in selfless service and will join in wanting to do the same.

### Notes

**Begin the first part of the session with the comedic video on customer service to garner attention and get guests excited.**

**Trainer Instructions:** Play video attached to slide number 8, internet connection is not needed. Crew guide with backpack should leave room during the video.

**Immediately then begin to elicit group ideas.** What did the customer have troubles with? What happened on the other end to make service difficult? What pain points do we see with service in the contemporary society that LeaderX can see in his lodge/section?

**Trainer Instructions:** As this discussion winds down, without stopping the discussion, have another trainer or one of the crew guides enter from the side of the room and begin to try to raise a backpack onto his back. The backpack should be one you might see at Philmont, and should be stuffed with light material. The crew guide struggles a great deal with the pack while the trainer glances over uncomfortably but continues to keep training, eventually becoming so distracted that he cannot continue to lead the discussion. At this time, the other crew guide prompts a member of his crew to go help with the backpack.

Ask the crew member the reasoning behind his actions and direct your questions to describe the motivation for the service. Continue to elaborate on the time limitations of serving others with the apple metaphor (see below).

**Begin the topic with the inspirational Apple Metaphor.** Think of an apple as our time and money.

**Trainer Instructions:** Grab bag of apples, ensuring that all but one are emptied as guests describe their other obligations. Then, hand one apple to each guest.

A bag of apples represents all the time and money that we have and each individual apple represents the different areas we spend it: work, school, Lodge events, family gatherings, sports, etc. After all these “necessary” apples have been removed, the remaining apple represents the time and money we have to give towards helping others. But the new Star Wars movie just came out... CRUNCH! My friends and I were going to hang out after school...CRUNCH! The Pennsylvania Farm Show begins Saturday so I will not be able to make it to the work day...CRUNCH!

**Trainer Instructions:** As these obligations are read out, each member takes a bite of the apple until there are no bites left. This should be active, enthusiastic, and energetic.

Before long all that is left of this last apple is the core; gross, unwanted, and unusable. The time and energy that we give to others is at the very end and even then it lacks quality and sustenance. Simply put, the time we give to others is the time we would otherwise throw away. If guided by the Obligation (and Scout Oath/Law), the service apple would be one of the first out of the bag. I am not suggesting that everyone quit their job to volunteer for the Salvation Army 24/7, 365 but I am encouraging that each of us spends some time in careful consideration on how to spend our “non-essential time” outside of what is required each day. Delivering this message is best done with an actual bag of apples. When the last apple arrives, the leader begins to eat away at it until only the core is left. The point of this is to create a spark on inspiration and desire to want to do more to serve. There is a spark, fan it now so that it is a flame. From here, segway into brainstorming and discussions in order to generate a thorough list of answers to the questions posed above. With these driving reasons in mind, discuss ways for each lodge to carry this message back home to inspire others to re-spark the flames of service. The purpose of this exercise is to build an in-depth understanding as to the importance of service to the OA and why it is a core principal.

### [Pain Points to Facilitate Discussion](#)

Each group (adviser, chief, and general Arrowman) should view LeaderX from the perspective position. The pain points for each group will be the same but the outcomes and insights will vary. Who are the stakeholders, persons of interest, to which each question applies? *Verb* indicates that participants should consider what LeaderX would think, feel, do, say:

- What does LeaderX *verb* about service?
- What does LeaderX *verb* about the apple metaphor?
- LeaderX personally struggles with understanding WHY. What does he *verb* about it?
- What does LeaderX *verb* about the fact that his lodge struggles with incorporating and understanding the WHY?

With responses to these questions in mind, how can LeaderX reconsider the Order by focusing on the WHY? How does he follow through with this in his messages, programs, etc.

## [Dream - Working Gladly...Seek to Serve \(HOW\)](#)

*Duration: 25 minutes*

**Trainer Instructions:** Play video attached to slide number 10, internet connection is not needed. Video illustrates difficulty of getting the service done right.

Despite being inspired and ready to help others, it can be difficult to steer your lodge in a service direction. What type of projects can be done? How do you work with an organization whether it is a camp, the council, or a community/government entity? There are many different ways to carry out service and learning from best practices of others can be one of the most effective ways to learn how.

# NEXT

## Description

How do you follow through with this idea of service? First, to any project there is a pre-plan (handout 1). This will help with the preliminary planning steps. **Keep in mind that service goes beyond traditional rock, stick, and stump trail building and garbage pickup.** There are many unique ways we can serve others. **Lodges around the nation are performing some really great service but no one knows about it.** Use this to define LeaderX based on levels of service projects. Equip him with some Best Practices to guide him. What are lodges doing well? How are they doing it? Throughout the discussion, keep in mind the central question. Where is it that we can serve and how do we work with camps, councils, communities and government organizations to carry out a project? Has anyone encountered problems or resistance from one of these groups? **There is a lot of information in the room during this time, use it to help LeaderX form a stronger service plan.** Participants should walk away with a general list projects and best practices to possibly be done back at their lodge. **Any great endeavor must have fun involved; if you are not having fun you are doing it wrong.** We have highlighted Cheerful Service but remember there is also Brotherhood. Somewhere between service and fellowship lies a fulcrum which creates a balance. All fellowship and no service misses the focus of the OA yet all service and no fun burns out every member and pretty soon service stops altogether. Use this time to discuss how to create this balance in lodge events and activities. Keep in mind that you must celebrate your accomplishments in the end. Look back on your accomplishment and be proud of the lodge for what it has done. Participants should be able to take away a comprehensive list of Best Practices, ideas, and other information applicable to their lodge to improve how they carry out service. Some of the most memorable (and quality) service projects are those when the participants genuinely are happy, excited, and joyful about what they are doing. Such a balance is possible. HOW?

Service

Fellowship



**Trainer Instructions:** Begin RecycleBall BEFORE moving on to discussion, as the game can facilitate ideas and questions. Items needed: recycle bags, trash bins, candy.

## Example Project: RecycleBall

At this point crew guides and trainers will divide the guests into groups of about 8 people and spread them out among the room. In the center of the room are 3 bins for paper, plastic, and cardboard. In each corner where each group is, a large bag of random recyclables will be placed. It is the job of the group to be the first to empty the contents of their pile into the right container either by shooting it in like basketball from a marked distance, or forming a chain of people to hand the items into the bin. You cannot move if you are to form the chain, and you can only touch one piece at once. The team to finish first gets ?candy?.

This game combines aspects of fellowship (teamwork and competition) with the service of sorting and recycling. This was a project done by a US university with local churches in order to expand recycling in their area. The church community was very grateful as they did not want to sort the items themselves.

## Notes

This topic revolves around Best Practice sharing, interactive discussions, and brainstorming to help define LeaderX. Often great service goes unrecognized. Crew guides should promote to delegates National opportunities for service recognition (see handouts 2-4). These programs go over-looked but they offer great experiences for the lodge.

## Pain Points to Facilitate Discussion

Each group (adviser, chief, and general Arrowman) should view LeaderX from the perspective of their position. The pain points for each group will be the same but the outcomes and insights will vary. Who are the stakeholders,

persons of interest, to which each question applies? *Verb* indicates that participants should consider what LeaderX would think, feel, do, say:

- What does LeaderX *verb* about service to camp?
- What does LeaderX *verb* about serve to the council?
- What does LeaderX *verb* about service to the community?
  - Use the pre-project work plan to help facilitate discussion
- What does LeaderX *verb* about incorporating fun (and fellowship) into the above service levels?
- The various National service opportunities and awards often go unnoticed. What does LeaderX *verb* about these initiatives and how can he promote them?

With responses to these questions in mind, how can LeaderX create more innovative and meaningful service projects that incorporate a balance between service and fellowship?

## Discover - Who Among You Now is Ready (WHAT)

*Duration: 30 minutes*

If you are resolved to master every challenge faithfully, if you accept the full Ordeal, firmly now take one step forward. Why we serve blends with how we serve in order to generate the final what. What are we actually doing? What are we doing to carry out the ideas of service?

### Description

This is where information gets specific. Lodge delegates spend most of the time in group discussions forming specific service lists to take back to their lodge. Armed with best practices and other information, lodges will walk away with lodge-specific action plans. Since crews are composed of members from different lodges all 5 lodge delegates will walk away with a different set of action plans to review back home. This creates a broader list of ideas to work with. A modified LeaderX model should be used to guide the discussion. When views from the perspective of each participant, WHAT does LeaderX struggle with. What are the specific struggles/goals of each member in the crew and how can the ideas of crew members from different lodges be pulled together to help?

### Notes

**This topic focuses on the meat and potatoes of service: WHAT can we be doing.** Discussions and lodge-specific breakouts will work to answer this question. Notice how this topic demands the shortest description. **If service were an**

**iceberg, WHAT would merely be the tip above the surface. The WHY and HOW provide the real structure to the iceberg but notice how these elements are unseen. The basic service element, the project itself, is really the only service component ever recognized.** This is time for each lodge to combine what they have learned to chisel away and shape the iceberg tip (service) into specific action-items. Crew guides are there to help facilitate discussion but most of this time should be spent in lodge planning. Be sure to share the plans with the group! A lodge may be able to add an idea or two from reviewing these plans. In essence, each Arrowman will walk away with a set of





plans specific to his lodge which were put together with the help, input, and ideas of Arrowmen from across the country. Imagine that your whole NLS table aided you in drafting your NLS contract based off of weak areas you identified.

**Trainer Instructions:** Use the scenarios on the next page and practice selecting projects for a specific group prior to generating lodge specific ideas.

#### Pain Points to Facilitate Discussion

For this discussion, each participant *becomes* LeaderX. With this context, use the following questions to guide in your development of lodge specific plans, taking in help from the group. *Verb* indicates that participants should consider what LeaderX would think, feel, do, say:

- What service-based problems or questions does LeaderX have and what does he *verb* about them?
- What does LeaderX *verb* about WHAT service he can do at home?

Use these responses to help with drafting the service plan contact. Be sure to use crew members' help with generating solutions for specific problems or creating initiatives. This is another form of idea sharing.

## Wrap-up Feedback

*Duration: 10 minutes*

Use this time as the trainer and guides to continue to help in the planning of specific projects, answer questions, etc.

Additionally, spent 5-7 minutes covering the following important parts of this session:

- The WHY: Why do we serve? Why does LeaderX serve? Why do you serve and will continue to serve?
  - o Be sure to touch on the bag of apples.
- The HOW: How can we serve others in a more active manner? How can we bring more people into our projects? How can LeaderX fully maximize his service?
  - o Touch on the seesaw of fellowship and service and the fulcrum of brotherhood.
- The WHAT: What will you do now? What projects will LeaderX lead and institute to have service be enjoyable and make a lasting impact?
  - o Perhaps share a few examples from participants if they so choose to share.

#### Additional Information and Notes

We recommend that each crew guide have a secretary/assistant to help take notes on the discussions. If each group is made of 2 crews, 1 guide would lead the discussion while the other takes notes. The notes of all the groups will then be compiled in order to provide a complete and comprehensive review of all the material covered as well as all the ideas shared.

**Order of the Arrow membership is not a recognition; it is a call to serve.** People live busy lives but it is no coincidence that we have an organization with more members today than ever before, stretching into 101 years of service. **People embrace the Order not to join a group but to make a difference. Remember our bag of apples.**

***“For he who serves his fellows, is of all his fellows, greatest.”***





In each scenario, select the most applicable project for that chapter and create an implementation plan fit with timeline, needs list, and projected outcome.

**Scenario 1:**

- You are a local lodge chief and one of your chapters is located in a county (parish) far out in a rural area of your council. Many members of this community, including the adult leaders and their youth, are great at working with tools and enjoy hands-on projects.

**Possible Projects:**

- The US forest service in the area has received a request for a team to construct a road up one of the steepest mountains in the region to be able to reach a new development. Their budget is small, and so they are looking for volunteers.
  - The Habitat for Humanity office in that county has recently broken ground and constructed the foundation for a new house. They need able bodied men to paint, cut wood, and help follow the instructions of a well-educated architect in the construction of the home.
  - One of the churches has recently started a homeless shelter and recently posted an ad in the local newspaper asking for volunteers to come spend time with the homeless in the shelter, including playing games and other activities. They also have a request for anyone with experience in social work and employment to help the folks get back on their feet.
- 

**Scenario 2:**

- You are a local lodge chief and one of your chapters is located in a town that hosts a large university. Many of the members of that chapter are academically minded and are already studying or doing research at the university. Some of the adult advisers are even professors.

**Possible Projects:**

- The science department at the university is hosting a science fair for students in local schools. They are asking for volunteers to explain science concepts and cool experiments to come of the students coming to the fair. They will provide all materials, but need volunteers with a background in middle school science concepts who like to learn.
  - One of the local chemical plants recently had a spill of hazardous chemicals that are corrosive to human skin and can kill if swallowed. Your friend's father works for the company, and your friend wants to help by scheduling a stream clean-up with the lodge.
  - The local nursing home has experienced severe budget cuts and is unable to pay for community members to come spend time with the elderly and help them practice skills such as knitting, playing cards, etc. They are asking for volunteer organizations for assistance, such as the OA and BSA.
- 

**Scenario 3:**

- You are a local lodge chief and one of your chapters loves working with other people. They are in a part of the council that is economically disadvantaged, and you always notice them being very friendly to others. Everyone likes spending time with this chapter!

**Possible Projects:**

- Your town government is developing a park next to the main street area. There is a creek and it is a beautiful piece of land. They would like some trails created in the area, which is completely wild and would need a good deal of yardwork and landscaping to start out with. They know that the OA builds trails in high adventure bases, and reach out to you for help.
- The local nursing home has experienced severe budget cuts and is unable to pay for community members to come spend time with the elderly and help them practice skills such as knitting, playing cards, etc. They are asking for volunteer organizations for assistance, such as the OA and BSA.
- The Habitat for Humanity office in that county has recently broken ground and constructed the foundation for a new house. They need able bodied men to paint, cut wood, and help follow the instructions of a well-educated architect in the construction of the home.