



Troop 5 Meeting Skill

Communications



Common Forms of Communication

- Email
 - Formal
 - Generally longer/more developed
- Text
 - Informal
 - Short/intended for quick response
- Call
 - Depends on the situation
 - Expected to prompt quick response, unless no answer

People can often
misinterpret you

Email Exercise

What's wrong?

- Subject line too generic
- No introduction
- No details provided
- Very harsh tone
- Improper farewell

Subject: Meeting

Dear Mr. Mosteller,

Can you make the meeting? I need to know!

Adams Baker

What's wrong?

- Improper format, no spacing
- No “link”
- No signature
- “lmk” informal, possibly unfamiliar

Subject: Eagle Scout Project - Initial Approval

Dear Mr. Areklett, I hope all is well! I am currently a Life Scout from Brookfield Troop 5, working towards Eagle. I was wondering if you could please review my initial project plan and lmk if any improvements should be made. Here is the link. I would be more than willing to meet with you if you have any questions. Thank you, and have a great weekend! Best Regards

What's wrong?

- Grammar
(capitalization, run on sentences, etc.)
- Not much of an introduction
- Spacing

Subject: March Campout - Meal Plan

dear mr. white,
good morning. i have finished my patrol's meal plan for this weekend and i was wondering if you could look it over let me know if i need to change anything thank you have a great day
thanks
frank evans

Important Emailing Process

1. Cc (and Bcc)

- ★ Cyber Chip in Scouting: When communicating with an adult, you must cc another adult or Scout.
- ★ It is very simple, but often forgotten when writing in a rush.
- ★ Different people should be cc'd for different topics.
 - Email to Scoutmaster with meal plan: cc SPL and/or ASPL
 - Email to counselor about merit badge: cc parent or another Scout working on the badge
- ★ Even if it's not required, it can still be helpful to cc someone.
 - Email to patrol with Troop meeting agenda: cc SPL and/or ASPL to indicate that the email has been sent
 - Email to patrol leader: cc APL to bring more people into the conversation - helpful in case the PL is unable to respond and you need a quick answer

- ★ Bcc can also be helpful at times.
 - If you would like to send a general email to a large group of people, but not publicize all of the recipients, you can bcc so that when they reply back it will just be to you and anyone else under "to" or "cc."
- ★ You are able to leave the "to" or "cc" sections blank if you only want to use the "bcc" feature.
- ★ Remember to use "reply to all" when necessary, especially if trying to keep a second adult/Scout included on the email. If someone forgets to do so, bring the individuals back into the message when you respond.

From: <SPL>

Cc: <ASPL & TGs>

Bcc: <Entire Troop>

Subject: Rank Advancement Status Check-In

Hey there,

I am contacting you because I would like to check-in with you about your current rank and how close you are to your next rank. Please reply back with the following information:...

Note

While “reply to all” can be a useful function to keep individuals included in an email thread as future replies are made, be careful that you are not using it in the wrong situations (i.e. if an email is sent to the entire Troop asking for input on an upcoming campout, do not include every single other Scout in your reply - instead, just hit “reply” and if you need to add relevant people back into the conversation you can).

2. Subject Line

- ★ When someone searches through their email, they want to be able to identify the purpose of an email without being overwhelmed - get to the point but don't be too broad.
- ★ Tip: Use capitalization carefully: don't overuse, but use to highlight important points.

Bad & Good Examples

“Approval” - too broad

“Quick Question” - still not about the subject, just describing what you plan to do in your email

“Troop 5 VIRTUAL Meeting 02.09.2021” - specific with date and type of meeting, but not too lengthy

3. Greeting

- ★ Dependent on the situation... some greetings are intended to be more casual and friendly, while others should be formal and sophisticated.
- ★ Capitalize the first letter of each word.
- ★ Follow with a comma.
- ★ Use two new lines before you start your message to leave a space between the greeting.
- ★ Don't spell someone's name wrong!

Dear Mrs. Daly,
(space)

Thanks for coming to the meeting...

Common Greetings

FORMAL-

- ★ Dear _____,
- ★ To Whom It May Concern,
- ★ Greetings,
- ★ Good Morning/Afternoon/Evening
 - Be careful, since you don't know when they will receive the message

CASUAL-

- ★ Hey,
- ★ Hi _____,
- ★ Hello _____,
- ★ Evening _____,
- ★ Good Day,

4. Introduction

- ★ Introductions can be very critical to creating a positive first impression.
- ★ They can “set the stage” and give the recipient an idea of the tone you are coming from, since they can’t hear your voice or see your facial expressions.
- ★ Don’t jump straight into your message and request something from the recipient - it can sound pushy or even greedy, for you want to establish the situation in which you are writing the email first.

Example Introductions

STARTING THREAD-

- ★ I hope all is well!
- ★ I hope you’re having a great week.
- ★ I hope this email finds you well.
- ★ I'm reaching out because...

REPLY-

- ★ Following up on my last email
- ★ I'm getting back to you about...
- ★ Great to hear from you
- ★ Thanks for the update
- ★ I appreciate your quick response
- ★ Thanks for getting back to me
- ★ Thank you for your help

5. Paragraphs

- ★ Use paragraphs to help guide the reader through the information that you are trying to convey.
- ★ Don't use just one lengthy paragraph.
- ★ Paragraphs can be short - separate based on similar ideas and what makes the most sense.
- ★ Contrarily, don't use too many paragraphs - then it just looks like you're listing your thoughts without any real structure.
- ★ For emails, use "double enter" instead of indenting (see example to the right).

Dear Mr. Jameson,

I hope you are well, and that all is running smoothly at ABC Company. I miss everyone in the marketing division!

I am writing to ask if you would feel comfortable providing a positive letter of reference for me? If you can attest to my qualifications for employment, and to the skills I obtained while I was employed at ABC Company, I would sincerely appreciate it.

I am in the process of seeking a new position as a marketing manager. I look forward to continuing the work I have done in marketing while increasing my responsibilities in a managerial capacity. A positive reference from you would greatly enhance my job search prospects.

Please let me know if you have any questions, or if there is any information I can offer regarding my experience to assist you in giving me a reference. I have attached an updated resume. Don't hesitate to ask for any other materials you think would be helpful.

Thank you for your consideration, and I look forward to hearing from you.

Regards,

Jane Dickinson

6. Farewell

- ★ Used to finalize any requests, give final thanks, etc.
- ★ Just like you started with a friendly introduction, the farewell should also be friendly.

Example Farewells

- ★ Thank you for your consideration, and I hope to hear from you soon.
- ★ Please let me know what you think.
- ★ I am more than happy to answer any questions that you may have.
- ★ If you could please send me the requested information, that would be great!
- ★ I look forward to hearing from you.

7. Closing/Signature

- ★ Leave a space between message and closing/signature, similar to greeting.
- ★ Optional: leave a space between closing and signature (keep consistent throughout all of your emails).
- ★ Only capitalize first letter of first word.
- ★ Comma after closing, signature below.
- ★ Signature can be just your name, or also include your “title(s).”
- ★ Include full name when writing to someone who doesn’t know you, especially in a formal situation.

Example Closings

- ★ Best regards,
- ★ Regards,
- ★ Thanks,
- ★ Thank you,
- ★ Sincerely,
- ★ Warmly,

Please let me know if you have any questions!

Thank you,
(space optional)
James Smith
Assistant Director
XYZ Marketing

Remember

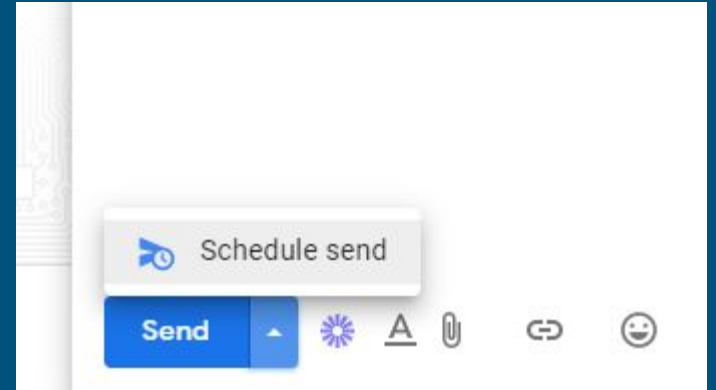
Check your grammar and spelling!

- ★ Capitalization
 - ★ Run-on sentences
 - ★ Periods
 - ★ Commas
 - ★ Spacing/new line
 - ★ Spelling of names
 - ★ Spelling of addresses or other contact information (especially important so that you don't give someone the wrong information).
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Important

Don't forget to include attachments, links, etc! If you say "please see the attached document" and there is no attached document, your recipient will be very confused. It doesn't hurt to take a second and make sure you have attached everything you need to.

Useful Tip: Use the “schedule send” function to make sure the recipient sees the message when you want them to.



Before hitting “send,” remember to...

- ★ ...check that you have cc'd who you need to!
- ★ ...make sure your email is formatted correctly.
- ★ ...correct any grammar or spelling mistakes.
- ★ ...make sure your subject line matches your message.
- ★ ...don't forget to include any attachments!
- ★ ...read your message over to make sure it is not too open for interpretation.

Any questions?
