



# Keeping it kind



## What you'll find out:

- How emotions and feelings can affect behaviour.
- How to set an example through positive behaviour.
- What unit guidelines are.
- How to positively engage with girls and what to do if you come across challenging behaviour.

Emotions can affect how all of us behave. If you're worried about something, you might unintentionally be grumpy with a friend. Or if you're feeling sad, you might not want to talk to anyone. It's totally normal.

When we're dealing with other people's behaviour, we have to understand we're only seeing the tip of the iceberg. For example, a Rainbow might be seeing their parents break up and have lots of sad and difficult emotions weighing them down. Or a Brownie who's just had the best school trip ever might still be bubbling over with energy, even though they're exhausted!

To keep it kind, it's really important to remember that we don't know what else is going on in a person's life.

Noticing the ways yours and other's emotions can affect behaviours, attitudes and actions can help you become a more empathetic and effective leader.



## Thank goodness it's not glitter

Take a look at this example from Ruth, a young leader for Brownies, on how their feelings could have had an impact on how they acted.

'After a long weekend at Brownie holiday, the last thing I wanted was paint spilt all over the table and floor, that I would have to clean up. Instead of getting annoyed at the Brownies for creating more cleaning for me, I said "it's okay, don't worry" it's much better than having upset girls. Especially if it could have been worse - it could have been glitter!'

Think about how Ruth was feeling, and what impact these feelings could have had on their behaviour.





### Your feelings

Can you remember a time when your feelings have had an impact on the way you've acted? What did you do to keep cool and keep it kind?



### Being a role model

As a young leader your role is to help girls have fun, keep them safe and reach their full potential through great guiding experiences. This means you're a role model to girls and other volunteers. An important part of being a good role model is to make sure your attitude and the way you behave reflects the [Girlguiding promise](#) and you follow the [volunteer code of conduct](#).



### Doing your best

Watch our video, [being a leader: the promise and law](#), and think about ways you bring the promise and law into what you do as a young leader.



## Unit guidelines – the key to managing behaviour

Unit guidelines or group rules are a set of rules girls and volunteers come up with together to make a safe and caring space. Lots of units have them to help everyone to feel comfortable, and build an atmosphere of safety, respect and trust.

These guidelines are for everyone, including the adults in the room. To make sure they're still working, they should be checked regularly, and updated if changes are needed.

There are loads of ways to create unit guidelines:

- Play charades: each Guide acts out something they'd like to see added to the unit guidelines.
- Reflect on what guidelines you'd like while doing a craft, for example, making friendship bracelets.
- Complete unit meeting activities that involve creating group rules or guidelines. For example, [captain's orders!](#) (Rainbows), [rule-makers](#) (Brownies) or [games maker](#) (Guides).

## Engaging with girls when their behaviour is challenging

Sometimes young people can [behave in ways that are challenging](#). This is a normal part of growing up and when a girl does behave in a challenging way, there could be any number of reasons behind it.

As a young leader, your role is to help girls to take part in and enjoy unit activities. A great way to do this is to build good relationships with everyone in your unit and encourage and support girls' behaviour positively.

Here are some suggestions from other young leaders:



- Sometimes behaviour comes from the way someone is feeling. If you can help with that first, their behaviour will get easier and better.
- Praise girls when you see them being kind or showing other positive behaviours.
- Listen to girls and learn about their interests.
- Reward positive behaviour. You could do this with stickers or points on a chart.

Do you have any other ideas to encourage and support behaviour positively?

If someone in your unit does behave in ways that are challenging or upsetting, remember your unit leadership team is always there to turn to and they'll be able to help you.



**Keep it up – you're ace!**

**Well done, you've reflected on how to be a good role model and support girls in your unit. Time to spread that kindness knowledge – good luck!**