

Creating a Culture: Making Authentic Relationships



Learning Objectives

Learning Outcomes:

- Identify and apply the three steps of building authentic relationships.
- Create one strategy to strengthen lodge culture and belonging.
- Explain how relationships impact retention and choose one improvement to implement.



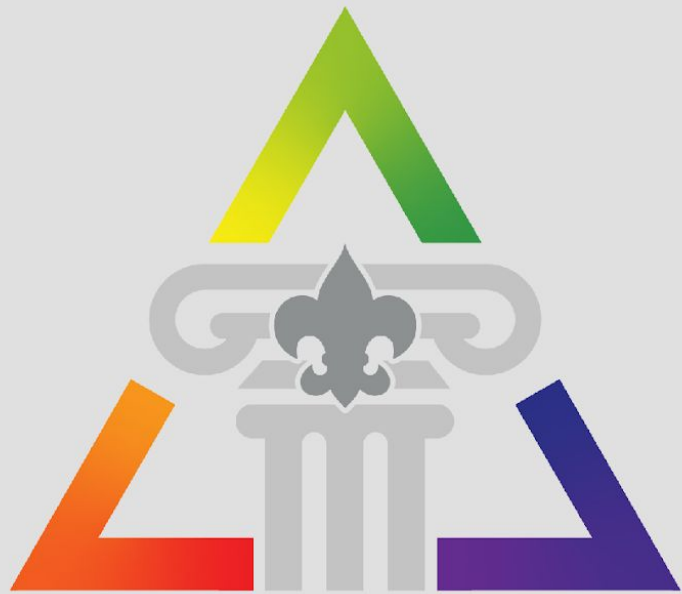
Discussion Question

- Answer the following question:
 - “What makes someone feel they truly belong?”
- Turn to a partner and discuss the question and share out!



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Why Do
Relationships
Matter?

**CONNECTION
=
RETENTION**



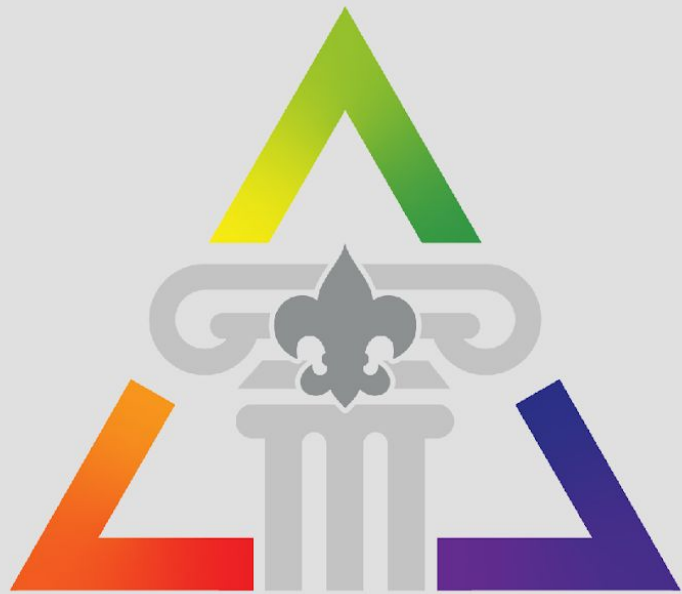
Discussion Question

“Think about your own OA and scouting experience—what’s one time a relationship made a difference in whether you stayed involved or felt connected?”



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3 Effective Steps for Creating Authentic Relationships

1: Active Listening



1: Listening Actively

- “Which of the following is an example of *intentional listening*?”
 - A. Waiting until they finish speaking so you can tell your story
 - B. Making eye contact, nodding, and asking a follow-up question
 - C. Looking around the room while they talk, then offering advice
 - D. Texting someone back while they explain a problem



1: Listening Actively

- “Which of the following is an example of *intentional listening*?”
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 - C. Looking around the room while they talk, then offering advice
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Active Listening Activity

- Instructions:
 - In pairs, have one person share something exciting they've done recently while the other practices active listening (no interrupting, just reflecting and asking one follow-up question)
 - Once the first person has concluded, please switch roles!



1: Listening Actively

- **Benefits of Listening Actively**

- Unique perspectives and positive growth/change in program areas and lodge operations
- Diverse opportunities to ensure that all are encouraged and welcome to whatever program your chapter or lodge is offering.
- Better relationships can be built from listening to those individuals with whom you work in a scouting setting. This allows you to recognize and utilize the strengths of the people around you.



2: Recognize the Small Things



The fundamentals of the fine details

Celebrate quiet leadership, not just spotlight moments

- Creating a culture that supports the work of chapter and lodge volunteers, whether they have an elected or appointed position, can influence the work of both youth and adult participants.



The fundamentals of the fine details

Acknowledge effort, even when it doesn't lead to success

- When following up, utilize the small details of a larger project to provide positive and constructive feedback



The fundamentals of the fine details

Use the tool of “Thank you.”

- Saying “Thank you” shares the idea of acknowledgement and reinforcement to develop positive workspaces.



The fundamentals of the fine details

Small gestures can create large ripples.

- It is the understanding that all actions among chapter and lodge operations seem month by month, but the small steps to help the lodge live its vision will help shape the culture and overall future of the local lodge experience.



Discussion Question

- Think of a small, kind action you noticed someone do this week.
- Why did that stand out?



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3: Follow Up When Applicable



Follow Up Whenever Applicable

- Keep track of what others share (use notes or memory triggers)
- A simple “How did that go?” or “What are you excited to do next time?” can mean a lot
- Helps others feel supported and remembered
- Builds accountability and encourages future sharing



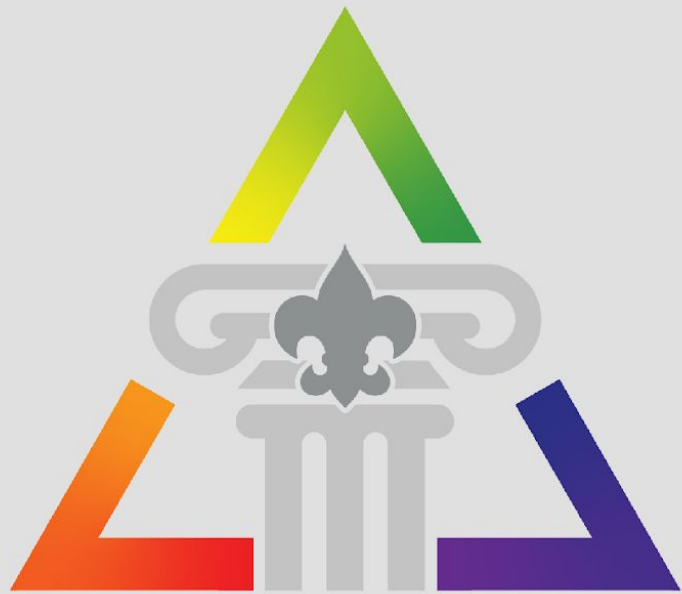
Discussion Question

- Can you recall a time when you told someone something small - like a goal or event? If so, how did it make you feel when they remembered this conversation or aspiration?



Egwa Tawa Dee Lodge





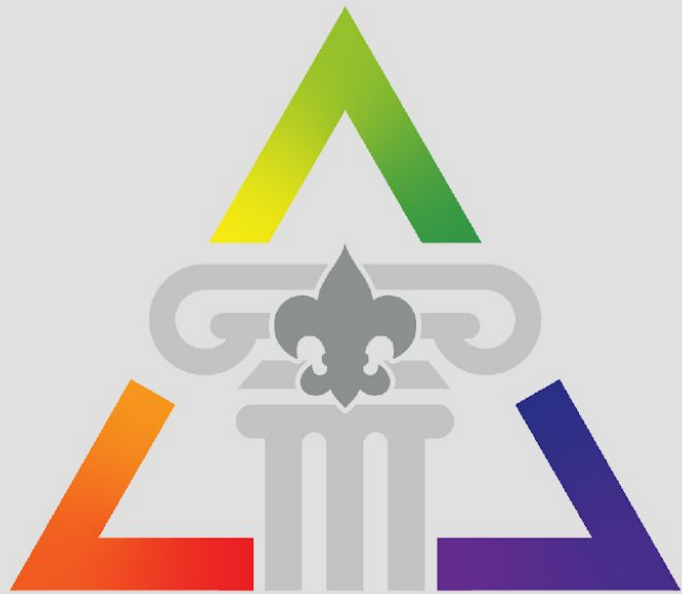
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Tighten our Links
and Share our
Vision

The 3 Factors to Great Culture

- Culture is not by mistake; it is by example
- Invite others to share with you
- Put it into perspective





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Closing Thoughts

Vision Circle

Instructions:

- Break into groups of 3 - 4
- Answer the question...“What would our chapter/lodge/section look and feel like if everyone felt welcomed, valued, and involved?”
- All participants in the circle share one though..
 - “It would feel more like...”
 - “I think more people would...”
 - “I’d personally feel more...”
- Each group will have 3 minutes of discussion



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“Culture is not an initiative. Culture is the enabler of all initiatives.”

- *Larry Senn*



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