ILLINOIS HEARTLAND

A Culture of Effective Commissioner Service

Hosted by
W.D. Boyce Council

In cooperation with
Prairielands Council and Greater St. Louis Council

Luncheon Keynote Speaker
TBD
Welcome to the 2020 Illinois Heartland Commissioner College!

Frequently Asked Questions

How do I register?
Registration information can be found at: [http://www.wdboyce.org/event/college-of-commissioner-science/2509744](http://www.wdboyce.org/event/college-of-commissioner-science/2509744). Cost is $25, which includes numerous course choices, a box lunch, handouts, patch, certificate, and a unique college facility. Registration deadline is October 23rd.

How is the IHCC different from other Commissioner Colleges?
IHCC offers a modified format of course offerings. To start, before the college, we encourage Commissioners to complete Basic Training and review on-boarding process online or in their home councils, where they should also complete and receive their Doctorate Knot in the future. Thesis or projects for your Doctorate degree should also be approved by and worked for your home council. You can earn Degrees and Continuing Education Certificates based on your personal record per requirement form on Appendix C (a Scout is Trustworthy and Honest). We have slightly modified the BSA sequence of courses. For new Unit Commissioners, we have a suggested a Bachelor track to follow; for experienced Commissioners, we urge you to select those courses that will benefit you most in the position you hold. You are welcome to attend any course that will benefit you the most; our primary goal is to help you become a more effective commissioner, and to help you attain deserved recognition. Note that the Doctorate Knot does require 5 Bachelor level courses, 7 Masters level and 5 Doctorate so that you have knowledge at all levels.

IHCC is also open to those not in a Commissioner position to share in training sessions that can be valuable in many Scouting positions. You will share in the learning and fun and will receive an audit certificate. When registering check box for auditing.

What will the IHCC offer?
IHCC will offer a selection of courses to aid in your service to units or your role within the Commissioner program.

What is involved in a Bachelor’s Degree?
This is the first set of classes to consider if you do not yet have a Commissioner “degree.” Either follow our suggested track or take the courses that will help you most. This session will contain topics related to unit visitation and helping you fine-tune your skills for guiding units toward a successful program. Bachelor’s topics are primarily 100-level courses, but select those courses that will benefit you most. See Appendices B and C for details.

Who should enroll in the Master’s Degree program?
This program is for those who already hold a Bachelor’s Degree. Topics are more advanced and build on the Bachelor’s program. Master’s topics are primarily 300-level courses, but select those courses that will benefit you most. See Appendices B and C for details.

Why would one take the Doctoral Program and Continuing Education courses?
The Doctoral program is designed is for those who already hold a Master’s Degree. Topics are more advanced and build on the Master’s program. The Continuing Education curriculum is designed to help a Commissioner with a Doctorate Degree (or with a Master’s degree, and Doctorate underway) progress in commissioner studies. Select the courses that will benefit you most. See Appendices C and D for details.

What should I wear?
Wear the Field Uniform, commonly (if erroneously) known as the Class A uniform. You may wish to bring a sweater, in case classrooms are chilly.
Tell me more about the lunchtime speaker.
TBD

Where should I park?
Parking Lots B1 and C have been designated for scout use. Please consult the map (Appendix A) at the end of this packet.

Register and pay online at: http://www.wdboyce.org/event/college-of-commissioner-science/2509744

Check-in?
Check-in and material pick-up will be at entrance to Academic Building; see Appendix B.

A scout is always hungry. What about lunch?
A box lunch is included with your registration fee. When you register, you will need to indicate your preference of a roast beef sandwich, smoked turkey sandwich, or the vegetarian option. Also included are condiments, assorted chips, cookie, and canned soda or bottled water. Assorted vending machines are also in the area for your convenience.

I’m travelling a long way. Where should I stay?
We recommend this nearby hotel, although; there are many hotels in the East Peoria/Peoria area.

Fairfield Inn and Suites
200 Eastlight Court
Peoria IL 61611
309-699-4100

I have more questions. Who should I call?
For registration questions, contact Paul Ernst at 309-369-4232 or ernsts@mchsi.com.
For general questions about the IHCC, call Roy Maguire at (309) 274-2683 or roy.maguire@frontier.com.
2020 Illinois Heartland College of Commissioner Science  
November 7, 2020  
Activity and Class Schedule

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tr>
<td>8:00 – 9:00 a.m.</td>
<td>Registration</td>
<td>Commons Area</td>
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<td>9:00 – 9:20 a.m.</td>
<td>Opening Session</td>
<td>Tranquility Room</td>
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<tr>
<td>12:00 – 1:25 p.m.</td>
<td>Lunch</td>
<td>Tranquility Room</td>
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<tr>
<td>4:55 p.m.</td>
<td>Closing &amp; Recognition</td>
<td>Tranquility Room</td>
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<td>BCS 101</td>
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<td>CED 713</td>
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<td>BCS 117</td>
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<tr>
<td>Core Concepts of Commissioner Service</td>
<td>Linking District Resources</td>
<td>Contacting Units</td>
<td>Resolving Common Unit Issues</td>
<td>Advancement for Scouts with special needs - a Commissioner’s Role</td>
<td>Mining Internet Resources</td>
<td>Commissioner and the Unit Key 3</td>
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<td>Collaborative Assessments</td>
<td>Developing the Unit Service Plan</td>
<td>Succeeding with the Unit Service Plan</td>
<td>Effective Unit Service in Rural Communities</td>
<td>The Commissioner and the Professional</td>
<td>How People Learn</td>
<td>What is Sea Scouting?</td>
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<td>BCS 152</td>
<td>BCS 250</td>
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<td>MCS 304</td>
<td>DCS 508</td>
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<td>The Year-Round Roundtable Planning and Promotion</td>
<td>Roundtable in Commissioner Service</td>
<td>Unit &amp; Roundtable Commissioners Working Together</td>
<td>How to Conduct Annual Roundtable Planning</td>
<td>Roundtable is Over Now What?</td>
<td>Commissioner Service for Units at Risk</td>
<td>Administering Commissioner Lifesaving</td>
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<td>DCS 501</td>
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<td>BCS 112</td>
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<td>Selecting Your Project or Thesis</td>
<td>Limiting the Scope of the Topic</td>
<td>Developing Your Project or Thesis</td>
<td>Recruiting Unit Commissioners</td>
<td>Recruiting a Commissioner Team</td>
<td>Commissioner Recruiting Workshop</td>
<td>Onboarding New Commissioners</td>
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<td>MCS 303</td>
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<td>Managing Unit Service at the District Level</td>
<td>Good Commissioners Need Both Head and Heart</td>
<td>Understanding &amp; Communicating with today’s leaders</td>
<td>Coaching for Administrative Commissioners</td>
<td>Building Meaningful Relationships</td>
<td>Evaluating Units - A Troop &amp; Pack Exercise</td>
<td>The Essential Element (A Servant’s Heart)</td>
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<td>Man Vs Woman</td>
<td>Care &amp; Feeding of Scouters</td>
<td>Empathetic Listening</td>
<td>Commissioner Intro to Valuing Diversity</td>
<td>Coaching Leaders</td>
<td>How to Remove a Volunteer</td>
<td>Everyone Communicates, Few Connect</td>
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Course Notes

IHCC reserves the right to drop a course on the day of event for any reason. All classes require at least two registrants, with a maximum of 25 per class. Course credit for lunchtime Keynote speaker will count toward the degree you are currently pursuing as the subject matter will be of value for Commissioners.
Bachelor’s Program Courses

BCS 101 Core Concepts of Commissioner Service (Period 1)
The position of commissioner is one of the oldest in Scouting. This course reviews and reinforces the commissioner core concepts and identifies the key skills needed for a commissioner to be able to assess the units they serve.

BCS 103 Linking District Resources (Period 2)
Learn the typical district structure and functions. Commissioners will understand how to use the resources of the district to better support the units they serve.

BCS 104 Contacting Units (Period 3)
Explore the roles of commissioner service and discover the importance of contacts with your units and timely recording of those contacts in Commissioner Tools.

BCS 105 Resolving Common Unit Issues (Period 5)
The unit commissioner’s goal in supporting a unit is to discover strengths and needs and to help the unit improve. Some issues are common and can be resolved readily.

BCS 106 Coaching Leaders (Period 6)
Discover the new Coaching Model and how to use it to serve your units better.

BCS 108 Mining Internet Resources (Period 7)
Commissioners are asked many questions and assumed to be experts on everything. Although they may wish to be an expert, knowing where to find information can make them a virtual expert. In this course, we will concentrate not on the local “who do you call” but on using the internet, in effect, mining internet resources.

BCS 109 The Essential Element (A Servant’s Heart) (Period 8)
In 1970, Robert Greenleaf introduced the term “servant leadership.” He wrote an essay titled “The Servant as Leader” that was later expanded into a book. That book is a very influential management text that launched the servant leadership movement. This course will discuss servant leadership and the role it plays in commissioner service.

BCS 112 Recruiting Unit Commissioners (Period 5)
One of the duties in your role as the District Commissioner is to recruit, train, guide, and evaluate the commissioner team of the district to ensure that all units are well cared for throughout the year. This course will focus on recruiting. Other recruiting classes are MCS 312 and DCS 512.

BCS 114 Understanding and Communicating with Today’s Leaders (Period 3)
We, as commissioners, need to understand the differences in relating to generations involved in Scouting and inclusiveness. As commissioners, we can embrace the differences and similarities to make the Scouting program stronger.

BCS 116 Collaborative Assessments (Period 1)
Examine and discuss the need for collaboration in assessing a unit’s strengths and needs, building a Unit Service Plan, and recording it in Commissioner Tools. This is the first of three presentations regarding the Unit Service Plan. The others are MCS 316 and DCS 516.

BCS 117 Commissioner and the Unit Key 3 (Period 8)
Explore the roles of the unit Key 3. Learn how a commissioner works with and coaches each of them.

BCS 152 The Year-Round Roundtable Planning & Promotion (Period 1)
Learn how to plan the annual Roundtable program to serve the units in your district. Discover how to promote Roundtables to the units you serve.

BCS 250 Successful Roundtables (Period 2)
Discover how roundtables help units succeed and how to create great roundtables and make them more relevant to today’s leaders.
Master’s Program Courses

MCS 303 Managing Unit Service at the District Level (Period 1)
Discover how commissioner tools can assist commissioners working at the district level to understand how their units and commissioners are performing.

MCS 304 Commissioner Service for Units at Risk (Period 7)
Learn the indicators of units at risk and approaches for investigating those units. There will also be a discussion on how to resolve those issues. DCS 508 is a related class.

MCS 309 Good Commissioners Need Both Head and Heart (Period 2)
Commissioners need a balance between technical knowledge and a personal relationship with their units. Understand the role of a commissioner relative to the unit’s leadership and the need to engage units in a guided discovery process to identify unit needs.

MCS 312 Recruiting a Commissioner Team (Period 6)
Understand the recruiting vision and the when, where and why of recruiting. The Skill, Thrill, Ill and Kill of recruiting will be discussed along with some recruiting tips. Other recruiting classes are BCS 112 and DCS 512.

MCS 313 Onboarding New Commissioners (Period 8)
The discussion will focus on why we onboard commissioners and what is included in the process.

MCS 315 Effective Unit Service in Rural Communities (Period 5)
Learn about the characteristics of a rural community and the unique issues of rural units. Discover how to work with a rural community to maintain an effective unit and to help meet their needs.

MCS 316 Developing the Unit Service Plan (Period 2)
Learn how to develop a successful unit service plan based on the outcome of a thorough, collaborative, detailed unit health assessment. This is the second of three presentations regarding the Unit Service Plan. The others are BCS 116 and DCS 516.

MCS 317 How to Remove a Volunteer (Period 7)
As a commissioner, you should be prepared to help guide volunteers with how to remove a volunteer. This session will focus on the ineffective volunteer, the person who just isn’t working out.

MCS 350 Unit and Roundtable Commissioners Working Together (Period 3)
This is an opportunity to see how all the members of the commissioner corps in a district help units identify and resolve their problems.

MCS 351 How to Conduct Annual Roundtable Planning (Period 5)
Try a hands-on exercise in using resources to create a model roundtable year at both the district or council level.

MCS 352 Roundtable is Over, Now What (Period 6)
Learn how to evaluate roundtables. Using feedback, the roundtable commissioner team will be able to adjust plans and bring resources to help units solve their problems.
Doctorate Program Courses

DCS 501 Selecting your Project or Thesis Topic (Period 1)
This session introduces the participants to the thesis or project, discusses what constitutes a good project or research topic, and helps them select their general topic.

DCS 502 Limiting the Scope of the Topic (Period 2)
Doctoral candidates explore various procedures to reduce their topic to a workable size. A suggested approval process will also be shared.

DCS 503 Developing Your Project or Thesis (Period 3)
This session covers the thesis outline and a variety of suggestions for writing and revising the report.

DCS 506 Coaching for Administrative Commissioners (Period 5)
Coaching is about relationships. It is the ability to listen, to observe, to share, to support and to engage in a way that will help others solve their own problems, grow as individuals and attain their full potential. Coaching is the art of helping others arrive at their conclusions through their own analysis of the situation and facts.

DCS 508 Administering Commissioner Lifesaving (Period 8)
Learn how to give leadership to a Commissioner lifesaving concept. Explore choices in selecting the lifesaving team approach. MCS 304 discusses lifesaving issues.

DCS 512 Commissioner Recruiting Workshop (Period 7)
This workshop is designed to allow participants the opportunity to practice recruiting commissioners using the “Roster Mining” method. Use the method to develop a list of potential candidates to approach. Suggested pre-requisites: BCS 112 and MCS 312.

DCS 514 Building Meaningful Relationships (Period 6)
Commissioner service is all about relationships. Discover ways commissioners may go about building and maintaining positive relationships with those they serve. It also discusses possible pitfalls that can undermine relationships.

DCS 514A The Commissioner and the Professional (Period 6)
Learn more about the relationship between the commissioner and the professional. How can they work closely together to reach a common goal of providing quality service to units?

DCS 516 Succeeding with the Unit Service Plan (Period 3)
Understand the Unit Service Plan from the district point of view and discover the many sources of detailed unit performance information. Understand the relationship between the district committee and unit success. This is the third of three presentations regarding the Unit Service Plan. The others are BCS 116 and MCS 316.
Continuing Education Courses

CED 713 Advancement for Scouts with Special Needs – A Commissioner’s Perspective (Period 6)
This course will provide knowledge for you to share with unit leaders to provide a special needs advancement program.

CED 720 Commissioner’s Introduction to Valuing Diversity (Period 5)
The purpose of this class is to increase knowledge and general understanding of diversity issues without making value judgments or calling into question peoples’ religious, culture, or political beliefs and affiliations.

CED 724 Man Vs Woman (Period 1)
Learn how men’s and women’s brains are made differently which leads them to act differently. Discover why many of our irritations and frustrations with the opposite sex are due to misunderstanding these differences. Through better understanding, you can improve relationships. This presentation will be fun and enlightening and is a must-see for all humans.

CED 833 Everyone Communicates, Few Connect (Period 8)
"Only one thing stands between you and greater success in your personal and professional life. It isn’t knowledge, or skills, experience, or talent. It’s your ability to connect with people. In a world where success is increasingly dependent upon collaboration, you must learn to connect with people. Anyone can learn how to make every communication an opportunity for a powerful connection." John Maxwell. This class gives an overview of communication, emotional intelligence, ethics, and getting results.

CED 836 Evaluating Units – A Troop & Pack Exercise (Period 7)
This class is an exercise in exploring the steps of evaluating a unit.

CED 840 The Care & Feeding of Scouters (Period 2)
Why do volunteers leave? Often, it’s because they don’t feel their time and talents are being used wisely. They don’t feel appreciated. Discover things you can do to help others feel better, get more satisfaction from their positions, and stay involved longer.

CED 845 Empathetic Listening (Period 3)
Do you want to become a great conversationalist and communicator? Do you ever need to calm someone down or defuse a tense situation? Learn to listen with a purpose. This class will teach you proven techniques that professionals use to gain agreement, collaboration, and cooperation with people.

CED 846 How People Learn (Period 7)
Everyone learns in different ways. Discover these differences and how to create your presentation or message to help everyone learn and understand.

CED 847 What is Sea Scouting? (Period 8)
Learn what Sea Scouting is all about and how it follows the BSA path in its own unique way. Sea Scouting is becoming more popular within our councils so learn how the program works.
Appendix A: Illinois Central College Campus Map

Parking Lots B1 and C have been designated for Scout use.

NOTE: ICC Road system is based upon one-way traffic traveling counter-clockwise around campus.
Appendix C: Commissioner Training Continuum

The Commissioner Training Continuum

For many Scouters, Commissioner training has been confusing. We hope to make things a little clearer. Commissioner education should be a cooperative effort between the Commissioners, their local councils and the Commissioner College. Each has a role to play in creating a culture of effective commissioner service.

The Commissioner Training Continuum has 11 steps, and can be completed within five years.

1. **Fast Start**

2. **Basic Training and Orientation**

   **The Starting Point!** Each district and council has the responsibility of getting their Commissioners off and running by personally delivering and recognizing this training.

3. **Bachelor’s Degree (7 courses)**

4. **Arrowhead Honor (6 month tenure)**

5. **Master’s Degree (7 courses more)**

6. **Commissioner Key (3 years’ tenure)**

   **Your Expertise Grows!** Colleges provide learning opportunities so you can better serve units in their delivery of the Scouting program. Advance through courses, increase your knowledge, and earn higher degrees. At the same time, best practices for commissioners will earn you both the Arrowhead Honor and Commissioner’s Key from your local council (and the admiration of your fellow Commissioners!).

7. **Thesis or Project**

8. **Doctorate Degree (10 courses more)**

9. **Teach or Training for one year**

10. **Recruit 3 new Commissioners**

11. **Doctorate Knot (5 years’ continuous tenure)**

   **Subject Matter Expert!** Your dedication to servant leadership has reached a new high. Grow in the esteem of your fellow Scouters and your council as you become a “Commissioner’s Commissioner!” The Doctorate degree is earned at a College; recruiting other leaders and the Doctorate Knot is achieved within your council; your thesis/project and teaching/training can be achieved at either a College or your council.

The IHCC will always include engaging lunchtime speakers whose presentation can be applied for credit toward degrees. This 8-credits-per-year scheme will give dedicated Commissioners the chance to complete all three degrees in a three-year span. Tenure and continuous service is all that’s left to earn your Doctorate Knot! See Appendix C.
Appendix D: Personal Progress Record

Progress Records for Bachelor’s, Master’s and Doctorate of Commissioner Service

Course Requirements: Courses at all levels should cover subject matter enhancing the knowledge and performance of the Commissioner Service role. Course content should be directed toward Commissioner Service rather than training intended for other program areas. Various training opportunities will exist such as Commissioner Colleges, Universities of Scouting, Philmont Training Center, Commissioner Conferences, President’s Roundtable, or like training venues. Questions should be reviewed with Council Commissioner, assigned Assistant, or College Dean.

Bachelor of Commissioner Science (BCS)
Prereq’s: 1. Current registration as a commissioner.
2. Commissioner Basic Training Date: _________
Course Requirements: seven (7) courses of instruction.
Course / date: 1__________________________________
2__________________________________
3__________________________________
4__________________________________
5__________________________________
6__________________________________
7__________________________________
Performance: Approval of Council Commissioner/designee.
Signature: _____________________ Date: ____________

Master of Commissioner Science (MCS)
Prereq’s: 1. Completion of bachelor’s degree.
2. Earn Arrowhead Honor. Date: ____________
3. Current registration as a commissioner.
Course Requirements: seven (7) more courses (total of 14).
Course / date: 1__________________________________
2__________________________________
3__________________________________
4__________________________________
5__________________________________
6__________________________________
7__________________________________
Performance: Approval of Council Commissioner/designee.
Signature: _____________________ Date: ____________

Doctor of Commissioner Science (DCS)
Prereq’s: 1. Completion of master’s degree
2. Earn the Commissioner’s Key. Date: ____________
3. Current registration as a commissioner.
Course Requirements: Complete a minimum of ten (10) courses of instruction not used to qualify for other college awards (total of 24).
Course and date: 1____________________________
2____________________________
3____________________________
4____________________________
5____________________________
6____________________________
7____________________________
8____________________________
9____________________________
10_________________________
Thesis or Project: Complete a thesis or project on a topic of value to Commissioner Service. The topic and final paper / project must be approved by home Council Commissioner or designee.
Thesis/Project Title: ______________________________________
Signature: _____________________ Date: ____________
Thesis/Project Completion Date: __________________________
Signature: _____________________ Date: ____________
Performance: Serve on College of Commissioner Science staff or be training support for commissioners for one year; approval of home Council Commissioner or designee.
Signature: _____________________ Date: ____________
Award: https://filestore.scouting.org/filestore/commissioner/pdf/Awards_and_Recognition/Certificate-Doctorate-Commissioner-Science-blank.pdf or equivalent.

Doctorate of Commissioner Science Knot
Tenure: Serve as a commissioner for a minimum of 5 years; recruit 3+ new commissioners at any level. Service can be in one or more commissioner roles or positions of service. Dates:

Completion of all above certifies that the individual has met the requirements to earn the Doctorate of Commissioner Science Knot Award, training record is updated, and a presentation at a public event to recognize the individual is held. Fillable form at: