



## WD Boyce Family Society - Common Responses

As a W. D. Boyce Family Society coordinator, you'll be the one to hear people's initial responses to our invitation to join the Family Society. Sometimes, those will be the same responses we've had. Others may surprise us, or challenge us to reinforce why supporting Scouting this way matters – and makes sense.

You might think how you begin the call, whether you know the person or how you “make the ask” will determine whether they agree to provide support. But often, it's really how we RESPOND the person on the other end of the call that makes the greatest impact.

Here are 4 key points:

- 1) **Show gratitude.** First of all, simply for their answering the phone, for Scouting, for common good experiences that Scouts have, for any support they can provide.
- 2) **Don't argue.** Your job is not to explain away or refute reasons for resistance. Instead, you can share why YOU choose to support Scouting, and if necessary, gently correct misunderstandings or point the person to more information.
- 3) **Acknowledge concerns.** If you can't address them, you can listen, sympathize and if necessary, follow up later – or give them the name and number of someone who can help, such as the Council Office (309-673-6136).
- 4) **Don't insist.** While we try to make the Family Society accessible (with a \$5 monthly minimum), not everyone will see it as (a) affordable, (b) reasonable, (c) something they should do. That's okay.

At the end of such a call, you can still express your gratitude for their time, for their support of Scouting in any way, and for the chance to hear their thoughts. A call like that is NOT a failure, but an opportunity to listen, understand and perhaps plant seeds for the future.

That said, there are some common concerns that you may hear – and wonder how you should respond. The following suggestions are simply that – they're not a script, but points you can use to formulate your own sincere response. (And if you get a question you can't answer, you can promise to follow up later – and then be sure to do so.)

- **My child is almost done with Scouting, or I don't have a child in the program**  
I understand. However, Scouting has always benefitted from the support of people without any direct connection to the program, or whose active involvement is in the past. In that respect, this would be a way of “paying it forward” just as others did for you.
- **My child (or I) had a bad experience / I don't like (personal concern) about Scouting**  
I'm really sorry, and I can understand how that might make you reluctant to provide financial support. If you'd like to tell me about it, I could pass that along to someone, or you could call the Council office if you'd like to speak to someone there. I know they would want to know what happened, because no one should have a bad experience with Scouting.



- **Dues are already expensive and keep increasing. (And isn't this why Scouts pay dues?)**  
It's true, the cost of providing quality programs has gone up. But dues go to the national BSA – even as they've been cutting costs as well. Last year they had to cut over 100 people from the national office staff. But the Family Society dollars stay locally, to help provide Scouting in Central Illinois.
- **I just can't afford to give a lot of money right now.**  
I understand. And we don't want to push people when we know money is tight. That's why we've moved to the idea of giving a smaller amount on a monthly basis. Even \$5 a month would help.
- **You already ask for money every year! You're always asking for money!**  
Yes, Scouting has traditionally had an annual fundraising campaign, known as Friends of Scouting. The WD Boyce Family Society replaces that annual donation with a smaller, monthly gift that we hope will be more manageable.
- **COVID shut everything down last year – didn't you save money?**  
Actually, without the income from programs, COVID put a financial strain on the council just like many families and businesses. And in fact, the council has had to cut staff in order to manage costs while still trying to maintain our programs.
- **The BSA is going bankrupt – is this a bailout? What about the sexual abuse scandal? Will there even be Scouts in the future?**  
The BSA has filed for reorganization while they compensate the victims of past sexual abuse. It's disturbing, but it's the right thing to do – and Scouting places even more emphasis on the safety of Scouts today than ever before. Scouting will continue – nationally and right here in Illinois. And no, this isn't a bailout – these funds will stay here in our council to provide programs for the youth of Central Illinois.
- **Where does this money go? How do I know the Council is spending money wisely?**  
These funds will stay here in our council to provide programs for the youth of Central Illinois. And our council is overseen by a Board of Directors, made up of local volunteers from around the council. If you'd like to talk to any of them about how the council is run, you can find their names under the About Us section of the council web site, [wdboyce.org](http://wdboyce.org).

***When you invest in Scouting you are changing lives, building confidence in youth, supporting young entrepreneurs, providing outdoor adventures, and sustaining the future of local Scouting in Central Illinois.***