

## **Eagle Project Communication and Escalation**

Troop 82 places great value on the Eagle candidate owning his journey through the Eagle project distinctly separate from his parents. The scout should take ownership and be responsible for all communication and resolution of issues throughout the project. Troop 82 offers the following guidelines, below, to enable the scout's success and address any issues in a timely manner.

The scout—and not his parents—should initiate all communications and meeting requests throughout the project. Consistent with BSA's "two-deep" Youth Protection policy, a second adult (parent or another adult leader) should be copied on all communications, including text messages, to an adult leader and on their responses. We ask that our Eagle coaches and leadership team not respond to inquiries from parents but, instead, direct them to have the scout initiate the communication.

Each scout will face multiple challenges throughout the project. We offer detailed steps and examples through our Eagle folder on the website, <http://hptroop82.org/eaglecandidates.html>. Please pay close attention to the examples of which signatures are required at different phases in the project as this is the most common error and failure to do so can result in delays of several weeks.

A key skill each scout must demonstrate throughout the project is resolving issues with adults he may not know well. Each scout will be assigned an Eagle coach early in the project and will have to obtain approvals from T82 leaders, his beneficiary, and a representative from the West Park District. There can often be delays in responses from these stakeholders. It is the scout's responsibility to work with all those who must approve his project to find common solutions. T82 offers the following guidelines for T82 scouts and leaders to follow regarding

communication, responses, and resolution of any issues. The scout learning how to demonstrate leadership by proactively and positively escalating in an appropriate manner is a key facet of the Eagle project. Invariably, delays in communication response, unnecessary parental involvement and resolution of the details of the Eagle project can drive significant frustration and delays of months unless the scout takes ownership and diligently follows the policies, below.

1. A scout should allow any leader or person that he contacts regarding questions or signatures on any part of his Eagle project or application three business days to respond. If he does not receive a response, he should send a follow-up to the same party. If he still does not receive a timely response, he should send a second follow-up and copy both his CSM and the T82 Eagle chair.
2. If there is an issue the scout cannot resolve when working with the person assigning his Eagle coach or any party who is required to sign his project documents, the scout should e-mail that person and copy both his CSM and the Eagle Chair after the second attempt to solve the problem. He should follow-up after three business days if he does not receive a response.
3. The scout should maintain a proactive relationship with both his Eagle coach and CSM. Troop 82 requires scouts who are in the process of completing their projects to be active in the troop per the discretion of their active CSM. Both the Eagle coach and CSM can provide invaluable guidance to the scout but it is the scout's responsibility to engage them and keep them informed of their progress and challenges.