

## Maintaining Order and Control

1. Use the Patrol Leader's Council to develop a troop code of conduct to establish expectations and limits for behavior and progressive consequences for offending behavior. Review the code of conduct with the troop.
2. Deal with disruptive behavior immediately. Ignoring it will only encourage others to join in. Be observant and pay attention to what is going on. Respond quickly and gently (not harshly) when someone disrupts. Don't let them see you get mad. Sometimes they are just trying to get attention and want a reaction.
3. Focus on the attitude of the Scout and base your response on it. Emphasize the Oath and Law, setting the example, loyalty to the patrol/troop, and the high expectation of a scout compared to a non-scout. Generally speaking, the scout knows better and a lecture on breaking rules doesn't cut it. Focus on the values and character that we are trying to develop that is missing from his attitude.
4. Use the Scout Sign. Explain what the delay will result in.
5. Involve disruptive scouts in the activity by having them perform a demonstration or answer a question and they will be more apt to stay focused. Hands on activities work best for everyone.
6. Minimize behavior problems from occurring in the first place with good program planning.
7. Praise in public, reprimand in private. Don't embarrass a Scout in front of his peers. Take him aside if you need to deal with an issue.
8. Use the chain of command. PL > ASPL/SPL > ASM > SM. It is not easy to control Scouts and you should not feel embarrassed to ask for ideas and help from your troop leaders.
9. Be respectful of all Scouts. Treat them with respect. If you want to be treated with consideration, you must show the same to others.

How do you earn respect?

- Be fair, strict but not inflexible—have a heart
- Set the example—if you want someone to work hard, you must be willing to work hard
- Treat everyone the same
- Be consistent—follow through on what you say
- Congratulate and praise others for doing well
- Don't lie, be honest, say what you mean. Don't make idle threats.
- Be helpful
- Be knowledgeable on what you teach
- Set a good example