



## **WAGGGS Capacity Building Tool Glossary**

Please refer to this glossary to help clarify any terms should you need to.

**Advocacy** The word [advocacy](#) comes from the Latin ‘advocare’ and literally means ‘to call out for support’. For WAGGGS advocacy means: We influence people to take decisions that will improve our lives and the lives of others.

**Association** Girl Guide/ Girl Scout National Association (same as a Member Organisation, MO).

**Bye-Laws** The rules adopted by the association for the government of its members and the regulations of its affairs.

**Capacity Assessment Tool** A facilitated self-assessment tool that supports associations to evaluate and understand their own organisational capacity as measured against WAGGGS organisational capacity model and defined minimum standards of membership. The tool is also to assist the WAGGGS Global Team to identify what type of support is required to most effectively develop and grow each association.

**Capacity Building Framework** A high-level map that describes a deliberate, systematic approach to association capacity building – including minimum organisational capacity standards for associations; best-practice guidelines for how associations should approach advancing their capacity; details of toolkits and other resources.

**CAT Mentors** Team of regional volunteers available to support and facilitate the process of associations going through the Capacity Assessment Tool.

**Child Protection** is a central part of safeguarding. It is the process of protecting individual children identified as either suffering or at risk of significant harm because of abuse. Child protection also includes measures and structures designed to prevent and respond to abuse.

**Crisis Communications** The steps taken by the association with the public and stakeholders when an unexpected event occurs that could have a negative impact on the association’s reputation.

**Capacity Building Experts** Team of WAGGGS expert volunteers who will assist associations to strengthen the areas of need identified through the Capacity Assessment Tool.

**Capacity Building Services** The range of activities and tools that the WAGGGS Global Team provides to support associations to monitor, continually assess, improve and expand their own organisational capacity. This may include activities and tools that are actually a part of the WAGGGS offer (e.g. development of ‘leaders of an association’, or an association-to-association sharing event around girl programmes) or expertise from a volunteer.

**Component Association** Some Member Organisations are made up of a Federation of Component Associations. Each of the Component Associations has to comply with the criteria laid down in WAGGGS Constitution.

**Diversity** refers to groups and individuals with varied cultural, spiritual, intellectual and philosophical approaches. Valuing diversity means valuing the differences and recognising that groups of people and individuals from different backgrounds have skills, attitudes and experiences that enrich our understanding of the world and our role in it. Through diversity, we enhance personal development, build better communities and recognise one another's strength and uniqueness.

**Facilitate** To support a learning process. Facilitation focuses on the process of how people work together to reach a goal or target. An effective facilitator gets the balance between processes (how) and tasks (what) using a range of different methods and skills to achieve results in interactive ways to bring the best out of people. Good facilitation does not just impart knowledge but it makes the most out of the existing knowledge within the group.

**Fit for Purpose** Well equipped or well suited for its designated role or purpose.

**Function** A particular area of responsibility within the association; the individual or group who performs a particular job or task.

**Girl Guide and Girl Scout experience** it's everything that a young person experiences as a Girl Guide or Girl Scout over the time they are taking part in the youth programme. It's what they do ([activities](#)), how they do it ([methods](#)) and why they do it ([purpose](#)). There are three main areas associations can work on to create a better Girl Guide and Girl Scout experience:

How they design [youth learning experiences](#)

How they [develop leaders](#) and support them to deliver the experience

How they [train trainers](#) as part of the Adult Training, Learning and Development process.

**Grant** A sum of money given by a government or other organisation for a particular purpose.

**High Value Fundraising Partnership** A fundraising partnership, collaboration, that is of great importance or benefit to the association.

**Indicator** Measurable value that demonstrates how effectively an association is achieving key organisational objectives

**Influence** The capacity to have an effect on people by speaking, doing and educating, to take decisions that will improve our lives and the lives of others. For example, allocate funding, provide support or change policies or regulations.

**Leadership** For WAGGGS, leadership is a shared journey which empowers us to work together and bring positive change to our lives, the lives of others, and our wider society. A good leader is a lifelong learner who consciously deepens their understanding of different contexts, draws on different wisdom, using this to collaborate with others and make a difference.

**Legislation** Laws

**Member Organisation MO** (of WAGGGS), 150 Member Countries and territories.

**Organisational Capacity** The critical mass of resources and capabilities required by an organisation to deliver their defined mission.

**Operational Policies** The standards, priorities, procedures and actions that represent the guiding principle according to which an organisation is run.

**Performance** the action or process of performing a task or function and how successfully it was carried out.

**Policy** The course or principle of action adopted or proposed by the organisation.

**Process & Procedures** The process describes the big picture and highlights the series of actions and or operations that describe the different steps that should be followed to deliver what is expected. 'Procedures' takes those elements and add more information for functional, responsibilities and objectives defining how to do what we have to do. Together they define the standard operating model of an organisation.

**Regulations** The rules made by the organisation in order to control the way something is done or the way people behave.

**Responsibilities** The duties to which one is held accountable for

**Roles** The position and purpose someone has in an organisation or society

**Safeguarding** is the responsibility that an organisation has to ensure that their employees and volunteers, partners, vendors, operations and programmes do no harm to children, young people or vulnerable adults (together referred to as 'vulnerable people'); that they do not expose them to the risk of discrimination, neglect, harm and abuse; and that any concerns the organisation has about the safety of vulnerable people within the communities in which they work, are dealt with and reported to the appropriate authorities. Safeguarding is also the responsibility that the organisation has for protecting its employees and volunteers when they are vulnerable, for example, when ill or at risk of harm or abuse.

**Safe Space** A place or environment in which a person or category of people can feel confident that they will not be exposed to discrimination, criticism, harassment, or any other emotional or physical harm.

**Senior Leadership** A group of high-level leaders and decision makers that help supervise, plan and administrate in order for the organisation to meet objectives. They can be members of the Board, appointed by it and approved by stakeholders, or senior members of staff.

**Social impact** The effect of an activity on the social fabric of the community and well-being of the individuals and families.

**Specific audience** This is the who you want to share your communication with or the who you want to reach. Is the message you are sharing for Guides in your country, Guides around the world, media in your country etc.

**Standard** Agreed way of doing something. Standards include requirements and recommendations referring to quality of services and processes (acceptable levels of quality).

**Succession planning** As well as identifying potential leaders, succession planning is the process of developing those leaders to fulfil future key positions in the organisation by:

- Identifying critical roles within the organisation.
- Identifying and assessing possible people who could fulfil those roles.
- Analysing the skills, competences and experience required to take on those roles.
- Providing potential successors with the appropriate development activities to develop and fill those key positions.
- Developing leadership succession at all levels.

**Tailored Services** A more strategic approach to delivery of services where services are personalised and adapted to the needs of each particular association, or group of associations, so that each association is being supported in the best possible way to advance their own organisational capacity (which in turn is expected to result in a higher quality girl experience and membership growth).

**Trustee** An individual person or member of a board given control of powers of administration of property in trust with a legal obligation to administer it solely for the purposes specified.

**Terms of Office** The term during which a position is held.

**Terms of Reference** define the purpose and structures of a project, committee or any similar collection of people who have agreed to work together to accomplish a shared goal. Terms of reference show what has to be achieved, who will take part in it, how it will be achieved and when it will be achieved. They should also provide a documented basis for making future decisions and for confirming or developing a common understanding of the scope among stakeholders.

**Values** The guiding principles and standards of behaviour, the morals and ethics that guide an organisation.

**Volunteer** Non-paid adult member of an association that gives time on committees, task groups, as leader of a group, etc.

**WAGGGS Volunteer** Non-paid member of WAGGGS Global Team that gives time on committees'/task groups, as facilitator/trainer and/or on other projects and initiatives at regional or global level.

**WAGGGS** World Association of Girl Guides and Girl Scouts.

**Working Relationship** The relationships between or with, a colleague, manager, employee, or volunteer that interact at a workplace.