

## **WAGGGS Capacity Building Tool Glossary**

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

**Accessibility** The practice of making information, activities and/or environments sensible, meaningful, and useable for as many people as possible.

**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.

**Board** A group of elected or appointed people who are responsible and legally liable for the governance and strategic direction of an organisation.

**Brand** A brand is the way an organisation is perceived by those who experience it. Much more than just a name or a logo, a brand is the recognisable feeling the organisation evokes.

**Constitution** The system of fundamental principles according to which an organisation is governed. The term is also used to refer to the document embodying these principles.

**Capacity Assessment Tool** A facilitated self-assessment tool that supports organisations 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 organisation.

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

**CAT Consultants** Team of regional volunteers available to support and facilitate the process of organisations using the Capacity Assessment Tool.

**Child Protection** 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.

**Capacity Building Experts** Team of WAGGGS expert volunteers who will assist organisations 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 organisations 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 organisation-to-organisation sharing event around girl programmes) or expertise from a volunteer.

**Compass 2032** The vision statement adopted by WAGGGS for the Girl Guide and Girl Scout movement. It acts as a pointer along the path that every Member Organisation and the WAGGGS Global Team will travel from 2021 to 2032.



**Discrimination** Treating a person or group of people differently (and often unfavourably) because of their race, gender, sexuality or other personal characteristics.

**Diversity** 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.

**Educational Programme** An educational programme is a set of learning experiences designed to achieve specific objectives. Typically, a Girl Guide/Girl Scout will go on her own individual learning journey in the Movement by having a collection of learning experiences designed within the framework of an educational programme.

**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.

**Equality and Equity** Equality means each individual group of people is given the same resources or opportunities. Equity recognises that each person has different circumstances and allocates the exact resources and opportunities needed to reach an equal outcome.

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

**Financial Reports** The summary of financial data of the organization which can be used internally or externally to evaluate financial status and health of the organization.

**Financial Statements** A collection of summary-level reports about an organisation's financial results, financial position and cash flows. They include the income and expenditure statement, balance sheet and statement of cash flows.

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

**Fundamental Principles of Girl Guiding and Girl Scouting** The Fundamental Principles of WAGGGS are those of the Girl Guide and Girl Scout Movement as expressed in the Original Promise and Original Law laid down by the Founder.

**Girl Guide and Girl Scout experience** 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 organisations 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.



**Governance** The system by which an organisation is controlled and operates, and the mechanisms by which it, and its people, are held to account.

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

**Income and expenditure** The cost of planned activities and services (expenditure) and the source of funding (income).

**Inclusion** The recognition and use of the talents and skills of people from all backgrounds.

**Indicator** Measurable value that demonstrates how effectively an organisation 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.

**Infrastructure** The basic systems and services, such as IT or physical premises, that an organisation uses in order to work effectively.

**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

**Mainstreaming** The process of embedding an initiative or approach into normal, everyday practice.

**Marketing** The way in which an organisation promotes itself externally. It can involve the use of one or more of the following marketing channels: advertising; social media; printed promotional literature; promotional events; websites; media communications; word of mouth.

**Member Organisation/MO** (of WAGGGS), 152 Member Countries and territories.

**Membership criteria** The basic requirements which an organisation is asked to meet in order to become a member of WAGGGS.

**Mission and vision** A mission statement defines an organisation's business, its objectives, and how it will reach these objectives. A vision statement details where the organisation aspires to go. The vision statement focuses on tomorrow and what the organization wants to become. The mission statement focuses on today and what the organization does.

**Organisation** Association, Girl Guide/Girl Scout National Association, Member Organisation, MO.



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

**Organisational Risk** Any factor that generates uncertainty and threatens an organisation's sustainability (financially or otherwise).

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

**Policies** The adopted standards or guiding principles according to which an organisation is run.

**Process & Procedures** The process describes the big picture and highlights the series of actions and 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.

**Stakeholder** Any an individual or group that has an interest in any decision or activity of an organisation. Stakeholders can be internal to an organisation or external.

**Strategic Planning** A process used by organisations to identify their goals, the actions needed to achieve these goals and the internal performance management system used to monitor and evaluate progress.

**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.

**Sustainability** An organisation's ability to manage its resources (people, finance etc.) to ensure that it can continue to operate in future.

**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 organisation 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.

