



**BOYS & GIRLS CLUBS  
OF AMERICA**

# What is a high-quality Club Experience?

## Kids and teens have a high-quality Club Experience when they:

- feel physically and emotionally safe
- receive support and recognition from caring adults who set expectations for them
- are provided opportunities to try new things
- have fun
- feel a sense of belonging at the Club

When Club staff and volunteers intentionally focus on these Five Key Elements for Positive Youth Development and young people attend the Club more frequently, this combination drives stronger outcomes for youth in BGCA's three priority areas — Academic Success, Good Character and Citizenship, and Healthy Lifestyles.

## What can staff do to create a high-quality Club Experience?

Here's a handy checklist of ways to incorporate the Five Key Elements for Positive Youth Development every day.

### **BUILD A SAFE, POSITIVE ENVIRONMENT**

- ✓ In every program or activity, regularly and continuously plan time for and include opportunities for youth to connect and get to know one another.
- ✓ Recognize and address conflict and negative behavior by identifying the cause with the young people involved. Facilitate discussion, give youth the opportunity to share their perspective and emotions, and guide youth toward solutions.

### **ESTABLISH SUPPORTIVE RELATIONSHIPS**

- ✓ Interact with young people in positive ways. Greet them throughout the day, using a warm tone of voice and respectful language.
- ✓ Discuss or explain rules and limits.
- ✓ Take time to get to know all kids and teens in the Club as individuals, establishing meaningful relationships built on trust and support.

### **CREATE FUN**

- ✓ Provide a balance of activity types in each program/activity time, including youth-led, adult-directed, and self-directed activities.
- ✓ Provide an opportunity to engage actively with materials and ideas for at least half of the program/activity time.
- ✓ Provide opportunities for youth to make choices within programs/activities to shape the direction of the experience.

### **OFFER OPPORTUNITIES AND SET EXPECTATIONS**

- ✓ Plan for and include time for youth to share what they are doing, thinking and have learned with others.
- ✓ Engage kids and teens in setting rules and expectations that promote respect in peer and adult relationships.

### **PROVIDE RECOGNITION**

- ✓ Provide unsolicited positive feedback for effort, accomplishment, risk-taking or improvement.
- ✓ Provide pre-planned, structured opportunities for staff to publicly acknowledge the effort and accomplishment of youth and for youth to recognize each other.

# How can I support my team in creating a high-quality Club Experience?

## NEW! YOUTH DEVELOPMENT TOOLBOX

Be part of the beta test group for the Youth Development Toolbox (YDToolbox) app. Your input, comments, and activity submissions are needed to make this tool great. Upgrades and content will be added regularly as we get feedback.



The YDToolbox app includes two paths for engagement:

- 1. How to improve?** For the greatest impact, select a monthly focus area under the Supervisor menu. Ask Staff Ignitor questions at staff meetings or daily huddles to promote the use of the tools. Within the selected theme, youth development professionals will find activities, implementation ideas, and ways to build their craft. Don't forget to get your Club members involved by sharing the team focus and getting youth feedback!
- 2. How to plan?** When planning programs and activities, break out these Quick Tools:
  - **Community Builders** – fast and fun ways to get to know each other
  - **Collaborations** – challenge youth to work together
  - **Groupers** – work in large and small groups
  - **Energizers** – have fun and stay focused
  - **Reflections** – help youth think about what they're learning

**Download YDToolbox** at the Google Play and Apple Store today to be part of the beta test group.

## PROFESSIONAL DEVELOPMENT OPPORTUNITIES

Learn more about these and other training opportunities at [BGCA.net/Training](https://www.bgca.net/Training).

### CLUB DIRECTOR ACADEMY

A new professional development opportunity for Club directors and/or management professionals who are responsible for overseeing a Club site or sites. This three-day training will help attendees strengthen the Club Experience, engage with high-quality youth development practices, challenge and develop personal leadership practice, and create an implementation plan for continuous quality improvement.

### YOUTH DEVELOPMENT INSTITUTE

An interactive experience where staff practices are modeled and used throughout. Spend two days on the practices that drive a high-quality Club Experience and learn about the 2025 Program Strategy and Model on day three.

### SPILETT LEADERSHIP UNIVERSITY

A global learning framework helping to strengthen the leadership capabilities of Club staff and volunteers at every level of the organization, and at every stage of their careers, through research; online teaching and information sharing; face-to-face programs, workshops and sessions; and networking, coaching and mentoring.

## CLUB EXPERIENCE DATA MY DATA

Your tool for accessing data to make strategic decisions that support your Club's work. It will eventually provide one-stop access to your membership, financial, National Youth Outcomes Initiative (NYOI) and other data ([BGCA.net/MyData](https://www.bgca.net/MyData)).

### NYOI Staff Survey

Find out if your staff are getting what they need and engaging in positive youth development practices. For more information, contact [measurement@BGCA.org](mailto:measurement@BGCA.org).

### NYOI Member Survey

What are your Club members saying about their Club Experience? Reports will be available in My Data this June! Watch for online training on accessing and using your NYOI Member Survey Data.