

Volunteer Skills

Oklahoma 4 H Volunteer Development Series



Effective 4-H program delivery relies on committed parents, dedicated volunteers, and Extension staff who provide a safe place for youth to explore their interest and passions.

Oklahoma 4-H is committed to offering programs that follow “youth program quality principles,” with focus on belonging, independence, generosity, and mastery. The volunteer competencies (skills) have been identified as fundamentally important to adults carrying out their defined roles in 4-H program delivery.

Through continuing education opportunities with volunteers, parents and even teen leaders we apply these skills to the importance of a healthy developmental relationship with youth. Member’s thrive with adults who are caring, challenge growth, and share power through inclusion, respect, and collaboration.

Oklahoma 4-H is committed to our volunteers being successful in their chosen role in the 4-H Positive Youth Development effort.

Competency	Behavior a volunteer masters and exhibits in our Positive Youth Development efforts.
<p>Communication Skills</p>	<ul style="list-style-type: none"> Effectively expresses ideas and facts concisely and in an organized manner through oral and written communication. Works well with 4-H members, parents, volunteers and extension staff. Practices active listening skills. Shares information in a timely and diplomatic way. Uses a variety of positive methods to promote 4-H and Cooperative Extension.
<p>Interpersonal skills</p>	<ul style="list-style-type: none"> Considers and responds appropriately to the needs, feelings and capabilities of others. Demonstrates civil behaviors and treats others with respect and fairness. Exhibits patience in appropriate situations.
<p>Flexibility</p>	<ul style="list-style-type: none"> Is open-minded to new ideas, change, and new information. Adapts behavior and methods in response to new information, changing conditions and priorities, demands, unexpected obstacles, or situations. Demonstrates ability to compromise. Demonstrates flexibility due to change in conditions, priorities, demands or situations. Adapts leadership style to variety of situations. Adapts educational strategy for situation and audience. Encourages the development and use of imagination in the decision-making process.

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Competency	Behavioral Indicators
Decisiveness	<ul style="list-style-type: none"> • Exercises good judgment based on situation and surroundings. • Makes sound, well-informed decisions. • Perceives the impact of decisions. • Commits to action(s) which will accomplish organizational goals.
Initiative	<ul style="list-style-type: none"> • Motivated, self-starter. • Committed to positive ethics in youth development – trustworthiness, respect, responsibility, fairness, caring, and civic engagement. • Follows through with projects and commitment. • Works to develop an area of expertise. • Recognizes own strengths and weaknesses and committed to personal improvement. • Demonstrates belief in their own abilities and ideas.
Organizational Skills	<ul style="list-style-type: none"> • Effectively manages time, resources, and people. • Is prompt. • Successfully manages multiple tasks. • Uses conceptual and creative thinking in decision-making. • Uses a proactive approach to problem solving. • Uses a variety of educational tools (newsletters, presentations, tours, judging, news releases, displays, social media, technology, etc.). • Evaluates strength, benefits, and quality of educational programs conducted.
Service Orientation	<ul style="list-style-type: none"> • Effectively manages, develops, and delivers educational programming. • Is concerned with public perception and satisfaction. • Is honest, trustworthy, fair, and dependable. • Appearance and behavior is appropriate and professional. • Respects and works effectively with diverse audiences.
Teamwork	<ul style="list-style-type: none"> • Offers assistance and is supportive of others. • Gains satisfaction from group achievement. • Demonstrates ability to work with diverse personalities. • Maintains credibility with others. • Coaches, mentors, and challenges peers and youth. • Inspires, motivates and guides others toward accomplishing goal(s). • Actively involved and supportive of small group, club and county efforts.
Institutional Systems	<ul style="list-style-type: none"> • Understands and appropriately applies procedures, requirements, regulations and policies as related to 4-H Positive Youth Development and Oklahoma Cooperative Extension. • Supports and works effectively within the organizational and management systems of the local, county, and state 4-H programs. • Supports the non-discrimination statement of the Oklahoma Cooperative Extension Service. • Demonstrates commitment to positive youth development and education.