

Mississippi 4-H Volunteer Core Competencies



Competency	Behavioral Indicators
Communication Skills	<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 timely and diplomatic ways. Uses a variety of positive methods to promote 4-H and Mississippi State University Extension Service.
Interpersonal Skills	<ul style="list-style-type: none"> Considers and responds appropriately to the needs, feelings, and capabilities of others. Demonstrates good citizenship and treats others with respect and fairness. Exhibits patience in appropriate situations.
Flexibility	<ul style="list-style-type: none"> Adapts behavior and methods in response to new information, changing conditions and priorities, demands, unexpected obstacles, or situations. Is open to new ideas, change, and new information. 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.
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 to 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 citizenship. Follows through with projects and commitment. Works to develop an area of expertise. Recognizes own strengths and weaknesses and is committed to personal improvement. Demonstrates belief in 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 proactive approach to problem solving. Uses a variety of educational tools (newsletters, presentations, tours, judging, news releases, displays, etc.). Evaluates strength, benefits, and quality of educational programs.
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. 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 goal(s) accomplishment. 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 and Mississippi State University Extension Service. 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 Mississippi State University Extension Service. Demonstrates commitment to positive youth development and education.