



HOW TO...

Handle Concerns with Adult Leaders

ALWAYS attempt to resolve the concern at the club level.

- ⇒ **Talk directly with the leader regarding the behavior.**
- ⇒ **Be specific. Discuss only the behavior, not the person.**
- ⇒ **Use “I statements” to avoid sounding as if you’re placing blame.**
- ⇒ **Remind the leader of the Volunteer Behavior Expectations.**
- ⇒ **Focus on solutions for the future, not what’s happened in the past.**

If necessary, involve the club Advisory Board in a meeting with the leader.

- ⇒ **Briefly describe the behavior causing the concern.**
- ⇒ **State how and when the behavior needs to change.**
- ⇒ **Agree on consequences if the behavior doesn’t change.**
- ⇒ **Document the meeting but stress confidentiality.**

If you’ve followed these steps and are still not sure what to do, contact the 4-H Youth Development staff at the UW-Extension Office.

- ⇒ **We will discuss the steps you’ve already taken.**
- ⇒ **The next step will probably be another club level meeting with the leader, letting them know that failure to change the behavior could result in sanctions as defined in the Volunteer Behavior Expectations.**
- ⇒ **Start copying all correspondence and documentation to the 4-H staff.**

If you and the club Advisory Board feel the behavior is serious enough to warrant dismissal of the leader at the club level, the 4-H staff MUST be informed.

- ⇒ **Clubs may dismiss leaders but NOT without following the process described above.**
- ⇒ **If the behavior is a serious violation of the Volunteer Behavior Expectations, the 4-H staff may be involved in dismissal of the leader.**

THE BOTTOM LINE

Remember what 4-H is all about: youth!

Do your best to work it out at the club level!

Youth learn from watching adults resolve conflicts and concerns!