Welcome to the 2011 North Central Region 4-H Volunteer e-Forum!



4-H Program Management

Session #2 Thursday, November 17

Tonight's E-Forum Program:

4-H Program Management

Keeping Your Cool While Working with Youth

Pat McGlaughlin & Sheri Seibold University of Illinois

Reducing the Risks of 4-H Club Meetings

Vicki Schwartz & Brenda Young The Ohio State University

Welcome from 4-H National Headquarters

Doug Swanson, National 4-H Program Leader

Congratulations to Robin Forney, IL!

Recipient of the National and North Central Region 2011 Salute to Excellence Volunteer of the Year Award



Congratulations to Romelle Bymers, WI!

Recipient of the North Central Region 2011 Salute to Excellence Outstanding Lifetime Volunteer Award





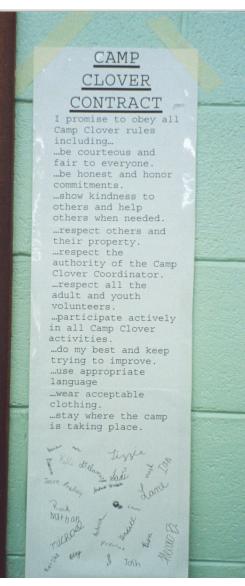
Keeping Your Cool While Working with Youth Pat McGlaughlin & Sheri Seibold, University of Illinois

Objectives

- Participants will
 - Understand why group guidelines are important
 - Learn a method to help develop group guidelines
 - Understand the importance of planning for all aspects of the meeting
 - Learn various positive behavior techniques to create a successful and cooperative learning environment

Developing Group Guidelines





Group Guidelines

- Head
 A few well thought out and planned rules
- Heart
 An adult-youth partnership to reinforce caring, sharing, cooperation & conflict resolution
- Hands
 Possible and practical rules and consequences
- Health
 Positive rules to promote good behavior
- "Hush"
 A sign that tells the group it's time to be quiet and pay attention

Group Guidelines Activity

- Divide into groups of 3–4
- Brainstorm 1–2 possible group guidelines
- Consider consequences for each guideline
- As a large group, choose 1 guideline to enter into the chat box to share with others
- Have an alternative in case yours is already shared
- Take 5 minutes for the small group task





Developing Group Guidelines

Promotes cooperation

Discourages negative, disruptive behaviors

Teaches valuable skills



Behavior Management Techniques







Situation Categories

- Disruptive Individual
- Disruptive Group
- Violence
- Non-attentiveness
- Shyness
- Verbal/Physical Harassment

Techniques to Manage Groups

- Give choices
- Use a variety of activities
- Use humor
- Set clear expectations
- Carefully plan and prepare for activities
- Choose age appropriate activities
- Plan for transitions

- Show interest in and get to know each child
- Emphasize cooperation over competition
- Show concern
- Separate the child or children
- Use natural consequences
- Ignore the behavior

Techniques to Manage Groups

- Involve youth in planning
- Tell what "to do" rather than "what not to do"
- Allow time for practice
- Demonstrate the task or skill
- Redirect or distract

- Surprise them with unexpected response or action
- Provide rewards
- Seek help/call 911
- Other



Positive Behavior Techniques Activity

- Refer to the "Keeping Your Cool Scenarios" handout
- Sites will discuss possible solutions for the situations in your club setting
- Input from groups will be provided via the chat box and polls

Scenario One

Cloverdale 4–H Club:

- Large 4-H club with members of diverse ages
- Officers effective at engaging members in discussions during business meetings
- One member usually brings an electronic game with him and plays throughout the meeting
- The parent of the member usually attends but is frequently distracted by messages coming in on her Smart phone



Technique Response One

- What situation category does this scenario best fit?
- What technique or techniques would you use to engage this member in the meeting?
- After reaching a group consensus, please respond to the poll.

Scenario Two

New Leader – New Club

- New volunteer enthusiastically orienting new families to 4-H program opportunities
- During a hands-on activity prepared to help members explore some basic 4-H projects you notice one of the members sitting in the back room
- The member is not misbehaving, just not involved



Technique Response Two

- What situation category does this scenario best fit?
- What technique or techniques would you use to engage this member in the meeting?
- After reaching a group consensus, please respond to the poll.

Situation Three

4-H Club Helping at the Fair

- 4-H members support the 4-H foodstand during the fair
- Overhear a group of members saying hurtful things to another member during a break from the foodstand
- Once the member leaves the group, conversation switches to a different, non-confrontational topic

Technique Response Three

- What situation category does this scenario best fit?
- What technique or techniques would you use to engage this member in the meeting?
- After reaching a group consensus, please respond to the poll.



Plan Ahead

- Plan activities carefully
- Have all materials ready
- Set up the room to match the activity
- Allow enough time to complete the task
- Create opportunities for all youth to be involved

Take an Interest in each Person

- Shy
- Forming small groups
- Youth leaders
- Early arrivals
- Early Finishers

Focus on Positive Interaction

- Accept each person for who he/she is
- Separate the child from the behavior
- Encourage members to be considerate of one another
- Look for ways youth can contribute to group experiences
- Promote a cooperative environment



Ultimate Goal of Behavior Management

• Plan ahead

- Take an interest in each **Person**
 - Focus on Positive interactions

Self- Management

Related Resources

- Keeping Your Cool While Working with Youth
 - Lesson Fact Sheet
 - Behavior Situation Categories
 - Quick Reference of Techniques
 - Scenarios
 - Power point for lesson
 - VRKC Lesson and Power point *Behavior Management*– <u>www.4–h.org/volunteerism</u> – separate page that lists VRKC lessons and power points

This concludes the lesson on Program Management

SHORT BREAK!

We pause for **3 minutes** before resuming our next section.





Risk Management How safe are your club meetings?

Brenda Young 4-H Extension Educator Crawford County



Vicki Schwartz Associate State Leader State 4-H Office

What is risk?

- Chance that something will go wrong
- Any hazard danger of injury, damage, loss
- Exposing someone to a "hazard"
- The threat to accomplishing your







...all potential barriers to accomplishing educational goals in program development and implementation

What is Risk Management?

A discipline...

- Dealing with possibilities that a future event will cause harm to people, property, income, organizational goodwill
- A process
 - Fluid, circular, ever-changing

(Non-profit Risk Management Center)





3. Evaluate & Prioritize the Risks

	Low Frequency	High Frequency
Low Severity	Retain	Reduce
High Severity	Share the risk	Avoid





Where is the risk?









Where is the risk?





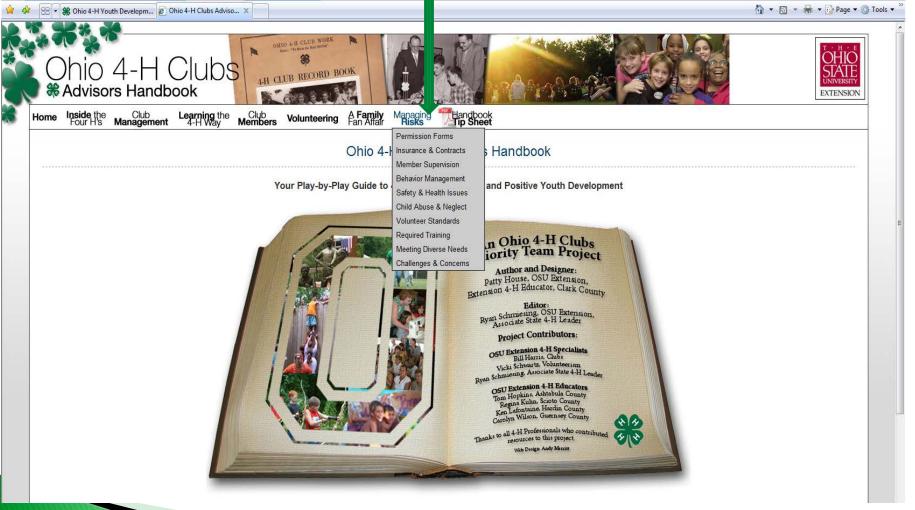


Where to find help? www.ohio4h.org

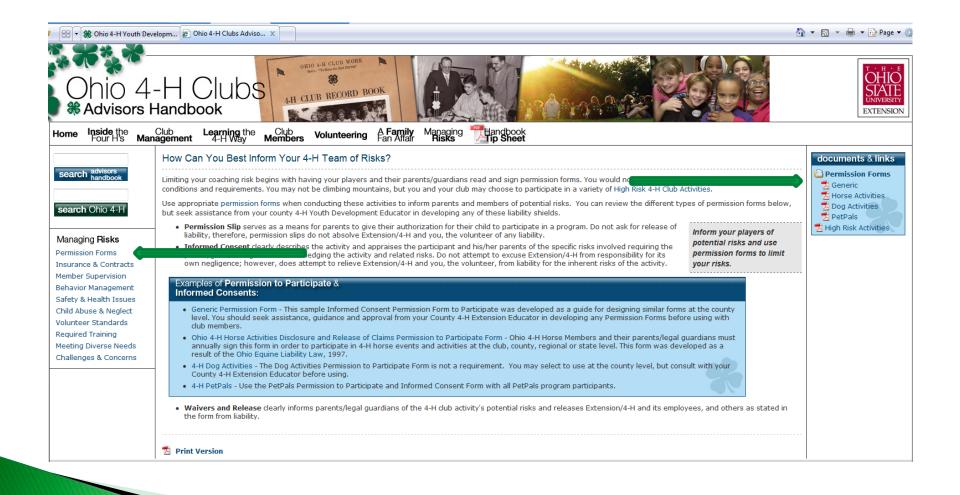
 On-line Advisors Handbook

OHIO 4-H HOME	4-H FOR YOU	4-H FOR YOUTH	FOR PARENTS & VOLUNTEERS	RESOURCES FOR STAFF	PROJECTS & PUBLICATIONS	OHIO 4-H FOUNDATION	CONTACT OHIO 4-H	SUPPO Ohio 4
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Advisors Handbook: "Managing Risks" tab



Two ways to navigate to resources



Sample permission forms

Ohio 4-H Clubs	Ohio 4-H Clubs
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High Risk Activities suggestions

	Ohio 4-H Clubs
	Ohio 4-H Youth Development High Risk Activities & Events
	The Ohio 4-H Youth Development program, like many youth organizations around the country, conduct programs and activities that may present high risk for potential injury to youth, volunteers, parents or spectators. The number one priority, when developing and conducting educational programs, is to ensure that all involved will have a positive and safe experience. Some programs, by their nature, present greater risks that leaders must give additional attention to during the planning and implementation stage.
	Volunteers should look for key indicators that might present a higher risk to those involved, thus requiring them to take additional safety precautions. Those indicators might include:
	 Youth unaccompanied by an adult or chaperone; Food service and/or preparation; Geographically large area or large number of people who can't all be directly supervised at once; Discipline or behavior management of participants; Location where programs are held (i.e. remote area); Inadequate number of adults to supervise large number of youth; Overnight events and activities; Transportation involved (car, bus, plane, train, etc.); Large animals are part of a program; Demonstration involving the use of firearms; or Riding all-terrain vehicles.
	What can a volunteer do to minimize risks? The key for any volunteer to remember is that they can't completely eliminate risk if they expect to continue to offer the program. Many of the above identified indicators of high risk problems or activities are addressed in other sections of this chapter. However, some common sense practices will go a long way in minimizing risks to members, volunteers, parents and community members at large.
	Written by Ryan Schmiesing, OSU Extension, Associate State 4-H Leader.
ķ	pecial helpshigh risk!

Insurance: Volunteer Liability

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Ohio 4-H Clubs
Volunteer Insurance - Are You Covered?
Does OSU Extension provide personal liability insurance for volunteers? Ohio State University Extension provides all registered volunteers with Personal Liability insurance at a limit of \$1,000,000 per occurrence. Volunteers should contact their Extension Office to find out if the county participates in this program or a separate, local insurance program. This policy provides protection for a personal injury or a property damage liability claim arising out of the performance of the registered volunteer's duties. This coverage is in excess of and non- contributing with any other valid or collectible insurance the volunteer may have (i.e. your personal insurance pays first).
 What does the OSU Extension volunteer policy not cover? The following are examples of losses not covered by this insurance policy (a complete list is found with the actual insurance policy): Injury or damage arising out of the use of an automobile, aircraft or watercraft; Errors or omissions in connection with the registered volunteer's professional services; Personal injury resulting from assault and battery committed by or at the direction of the registered volunteer; Property damage to property in the care, custody or control of the registered volunteer; and Injury or damage by any person who is part of, or associated with, a work release or court-ordered program.
Does the insurance policy cover my legal defense? Under the Personal Liability insurance coverage, the insurer will defend any covered suit against the volunteer seeking damages on account of personal injury, bodily injury or property damage which exceeds any other valid or collectible insurance available to the volunteer (i.e. your personal insurance pays first).
Does OSU Extension provide automobile insurance? Personal transportation to and from 4-H program activities is the responsibility of the 4-H member, youth participant, parent, volunteer or other driver. If you use your personal vehicle for 4-H business, your vehicle must be insured in accordance with Ohio law. No liability, collision, comprehensive or no-fault insurance coverage is provided by Ohio State University Extension nor are you covered for side trips.

Written by Ryan Schmiesing, OSU Extension, Associate State 4-H Leader

Protect yourself

4-H Accident Insurance: American Income Life

American Income Life Insurance Company Special Risk Division	Serving Those Who Serve Others	
Home 4-H & Cooperative Extension Camp & Conference Centers College & University Programs Student & Youth Travel Policyholder Services FAQ Newsletter Contact Us American Income Life Insurance Company P.O. Box 50158 Indianapolis, IN 46250 (317) 849-5545 (800) 849-4820	 4H & Cooperative Extension America's leading insurer of 4H activity sponsored by the Cooperative Extension sharket group accident and illness playecifically for the unique needs of 4H NO-DEDUCTIBLE coverage. Parents, vextension staff all enjoy the peace-of conveys. ALI is active in promoting the program Extension Service through our financi Actional 4-H Congress and National 4-H Congress and	tites and programs ion Service. We offer the providing PRIMARY, building and the service of the service as upport to the the serving Institute protect to doing "Serving Those Woh vents
	Annual Accident Coverage D Cover all of your group's events with Renewable yearly Groups who meet year-round Youth, Adult, and Alumni Groups All Extension Groups Benefits Under This Policy Print Application	1 easy form

Other forms to consider!

Minor Photo Release Form

College of Food, Agricultural, and Environmental Sciences **Ohio State University Extension Ohio Agricultural Research and Development Center**



I give The Ohio State University permission to publish in print, electronic, or video format the likeness or image of my child. I release all claims against the University with respect to copyright ownership and publication including any claim for compensation related to use of the materials.

OHIO 4-H PARTICIPANT/MEMBER HEALTH HISTORY

This form must be completed for each participant by the parents/guardians of minors. This information will be kept confidential and used only for the welfare of the participant,

Event:				Date of Event:		
Location of Event:						
[]FEMALE [] MALE	AGE	DATE	OF BIRTH		
NAME						
	Last		First	M	iddle	
ADDRESS						
	Street		City	State	Zip	
PHONE (Home)			PARENT/ GUARDIAN'	S WORK PHONE		
				CELL PHONE		

IN CASE OF EMERGENCY, CONTACT:

Appendix O 4-H Member Restricted Release

We understand that some parents have restricted rights in terms of acces

We understand that some parents have restricted rights in terms of accer children. To accommodate this situation, the following statement will be registration materials:

We understand that there are situations where parents have a right to r

We understand that there are situations where parents have a right to r pick up their child at the end of a program. If you need to restrict who child, you must do so in writing and attach it to this registration.

This will create a piece of paper for each child who is restricted, it can given to the person who will " check out" the restricted child/children to communicate with the parents who send in restrictions, to let there given to the person who will " check out" the restricted child/children to communicate with the parents who send in restrictions, to let ther who a their shift and an account of children could with the terminate to communicate with the parents who send in restrictions, to let their pick pitheir child. All "restricted" children could wait to be released such as the define hall be removed by other set of the many end of the set pick p their child. All "restricted" children could wait to be released such as the dining hall or some other out of the way spot where yo The following is a second from that your page use to environ encount

such as the dining hall or some other out of the way spot where yo The following is a sample from that you can use to confirm arrange

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e(s) of person(s) authorized to pick up my child:

If my pickup plans change, Lunderstand that I must call.

**The Person (field above) who picks up your child n ••The person (listed above) who picks up your child in camp director before your child will be released in thi here indicating that your child left with them.

Ohio 4-H Program Agent's Handbook

(PLEASE TURN THIS FORM IN

In order to make different arrangements by _

Signature of person pickup up child _

Relationship to camper

<u>4 H Restricted Release Form</u> eby authorize only the person(s)

during the _____

Phone _

(Approved by Administrative Cabinet 10/95)

PARENT/GUARDIAN'S NAME	PHONE
OTHER PERSON	PHONE
PHYSICIAN'S NAME	PHONE

INSTRUCTIONS FOR MEDICATIONS

All prescription drugs MUST be carried in the container in which they were used (with medical orders and physician's name intact), and give to the manucheall director. Others will not be accepted. If you need over the container medications not listed below, the must be in the original container and must be stored under lock and key by the nurse/bealth 2 irector or a responsible adult during the 4-H event

Check medications below that participant may receive if deemed necessary

[Nonaspirin pain medication	Acetaminophen/Tylenol	Laxatives
[Antacids	Antiseptics	Diarrhea Medication
[Coriciden D	Robitussin Cough Syrup	Adrenalin

List approximate date if participant has had or been exposed to:

Chicken Pox	Tuberculosis	Measles
Mumps	Whooping Cough	Scarlet Fever
Tetanus Immunization	Date of last booster	
Date of last menstrual period	Operations or serious injuries requiring medical treatment (specify):	

Check below if participant is subject to:

Headaches	Fainting	Heart Trouble	Frequent Colds
Constipation	Convulsions	Frequent Sore Throats	Kidney Trouble
Athlete's Foot	Sinusitis	Bed Wetting	Sleep Walking
Ear Infection	Epileptic Seizures	Home Sickness	Bronchitis
Cramps	Diarrhea	Asthma Controlled	
~		(yes or no)	
thar: Diagon emonify			

Check if participant is allergic to:

Foods (Specify)

Medications, Prescription or Non-Prescription Drugs (Specify)

Serious Ivy, Oak, or Sumac Poisoning

OTHER

OVER --->

4-H Money Appendix O	
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Helpful Planning Tools

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4-H Club Event Planning Worksheet Companion piece to "Event Planning Worksheet," 2003.



Consider the following questions/statements and how you might incorporate your responses into your 4-H club planning and communicating strategies.

1. General description of the activities to be conducted.

- a. Year long club insurance
- b. Activity Accident insurance
- c. EIN (Employee Identification Number) secured for club treasury
- 2. Detailed schedule of the 4-H program/activity. Tell parents and all advisors.
 - a. Permission forms
 - b. Informed Consent forms
 - c. Release forms
 - d. Restricted Release forms
 - Photo Release Form if you plan to take pictures for newspapers, county newsletters, exhibits
 - f. Communication plan in the event the plans or schedule changes how will parents get the notification

3. Facilities: Inspect them for safety.

- Determine what needs repaired, or replaced, and report such conditions to the proper individual/s (owner/s) of facility
- b. Post signs of warning or disclaimers
 - i. "Enter at your own risk"
 - ii. "Not responsible for loss of personal property or injury"
 - "Animals Do Bite! Do not put hands and fingers in stalls/cages as animals may bite."
- 4. Type of overnight accommodations and supervision.
 - a. Ratio of adults to kids, following American Camping Association guidelines
 - 1 staff per 6 campers age 6-8
 - 1 staff per 8 campers age 9-14
 - 1 staff per 10 campers age 15-18
 - b. Non 4-H volunteers to be "supervised" by approved 4-H volunteers
- General emergency contact information and specific participant emergency contact information.
 - a. ICE 1,2,3, etc

- In Case of Emergency 1: the first person to be contacted should the child be in an emergency
- ii. Can include this information on club roster, health forms, or create
- separate ICE roster for all members and adults involved with club

Schwartz, V.J. (2006). Ohio State University Extension. Designed as companion piece of Event Planning Worksheet Communication Guide. Schmiesing, R.J. (2003). Ohio State University Extension. Originally developed by King, J. & Schmiesing, R.J. (1998).

Ohio 4-H Clubs

Ohio 4-H Youth Development Risk Management Checklist

FACILITIES

- Site chosen meets the following Safety Requirements
- Provides a safe environment for participants.
- Accessible for individuals with disabilities and special needs.
- Emergency exits clearly marked, unlocked and easily accessible.
- Emergency equipment exists and is accessible if needed.
- Aware of other groups using the facility and any potential conflicts.

Site chosen meets the following Liability Requirements

- Obtain facility use forms, agreements and/or contracts from management of the facility chosen. Take form/agreement/contract to your County Extension Educator to send through appropriate channels for review and proper signature by OSU Extension Business Office and Legal Affairs.
- Follow up with facility management and/or County Extension Educator to determine if facility use form/agreement/contract has been received and meets with the organization's requirements.
- If payment of facility used is required, make deposit or payment per facility use form, agreement and/or contract only after contract has been approved through appropriate channels.
- If liability insurance is required by facility chosen, seek assistance from the County Extension Educator in obtaining appropriate liability insurance.
- TRANSPORTATION (If parents are not provided transportation for own child or minor is not providing own transportation)

Required for All Drivers

- Meet all requirements set forth in Ohio State University Transportation Policy for Employees & Volunteers
- Copy of driver's license and insurance on file with event coordinator or local Extension Office.
- All drivers oriented of planned route, provided with maps and directions, have set meeting times & destinations and ability to communicate by cell phone or two-way radio.

Required for All Participants

Wear seat belts at all times.

Refrain from behavior that is distracting to the driver.

EMERGENCY

- Participant Health Related Requirements:
 - Signed Ohio Health History Form with emergency contact information for each
 - participant (minor and adult) and accessible by person(s) in charge. Access to health care in emergency is known and understood even when traveling out of town.
 - of town.
 - Current and up-to-date First Aid kit available.
 - ☑ Health and/or accident insurance secured. (i.e. American Income Life)
 ☑ Incident or accident report forms available for use by person(s) in charge.
 - Incident or accident report forms available for use by person(s) in charge.
 Nurse, EMT, CPR trained personnel, Physician available on site or on call.

Unexpected Situations Planned For:

If & When... ...something goes wrong



Have a response plan

- Deal with any emergencies
- Document the facts
- Who, when, where, what, how
- Do not admit liability
- Notify county 4–H professionals, your

Crisis Communication

- Notify your county staff...they are your support!
- County staff can share with State Office
- University legal counsel is possible resource



Conclusion

- Risk is ever present
- Risk Management is continual & cyclical



"Risk management is the ongoing process of assessing that potential deviation and finding ways to minimize the chance that bad surprises will occur and increase the chance of good surprises."

Herman & Jackson, (2004), p 1, *No Surprises. Harmonizing Risk and Reward in Volunteer Management."*

This concludes the lesson on Risk Management

VERY SHORT BREAK!

We pause for 60-seconds before resuming our final section.







There's no place like 4-H!

October 11-14, 2012 • Wichita, KS

North Central Region Volunteer Forum

Remember 10 - 11 - 12





Fun



Knowledge ^{for}Life



Friends







Knowledge ^{for}Life



Invited Speakers





Dr. Barbara Stone Kansas 4-H

Dr. Lisa Lauxman National 4-H Headquarters



Michelle Cummings Founder & "Big Wheel"







Workshops



Knowledge ^{for}Life

The Hyatt: Our Hotel





Knowledge ^{for}Life



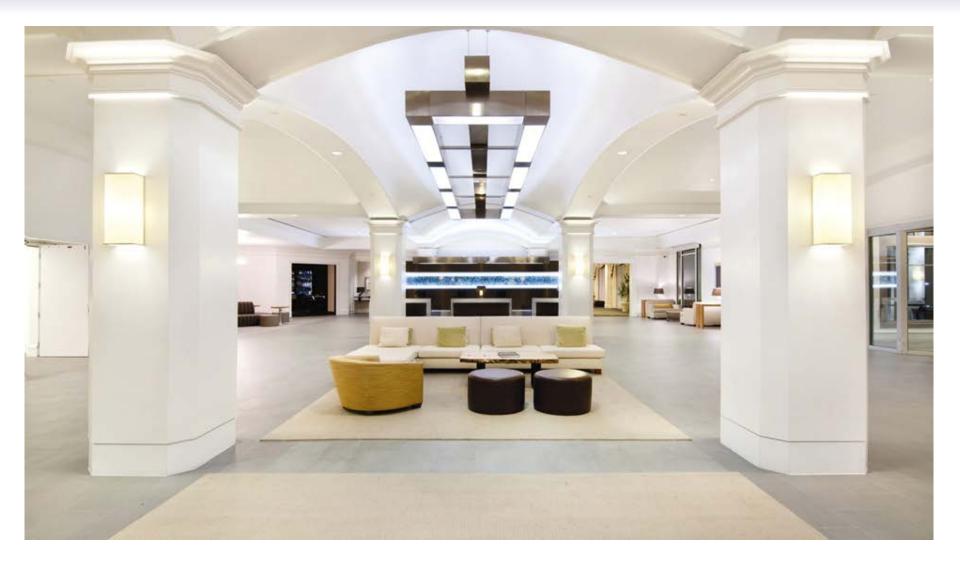
Check In Desk



Knowledge ^{for}Life



Hyatt Lobby



Knowledge ^{for}Life



Make and Take



Knowledge ^{for}Life



Social Time





Knowledge ^{for}Life





Pinning Ceremony



Knowledge ^{for}Life



Workshop Proposals





Workshop proposal information on line at: <u>www.Kansas4-H.org/2012ncrvolunteerforum</u>

Proposals due January 16, 2012

Knowledge ^{for}Lite



Information Web Site





Registration information planned to be posted by March 1, 2012 www.Kansas4-H.org/2012ncrvolunteerforum

Early Bird deadline July 1, 2012





See you in Kansas!



There's no place like 4-H!

October 11-14, 2012 • Wichita, KS

North Central Region Volunteer Forum



E-Forum Resources

 To access resources presented in the e-Forum sessions, please visit: <u>http://www.uwex.edu/ces/4h/ncrvd/NCRVF2</u> 011.cfm

E-Forum Survey

- We welcome your feedback from tonight's e-Forum session.
- An electronic survey is available at: <u>https://purdue.qualtrics.com/SE/?SID=SV_3V</u> <u>su5NgUXWKB1M8</u>
- Your responses will help us to better plan future programs for 4-H Volunteers.
- Please respond by December 1st.

2011 North Central 4-H Volunteer E-Forum Sessions

- Positive Youth Development (Monday, November 7)
 - Quality Matters: In Chocolate and 4-H Programs—Brenda Shafer, University of Minnesota
 - The Teen Brain: A Work in Progress—Annette Haas, University of Wisconsin-Extension
- 4-H Program Management (Thursday, November 17)
 - Keeping Your Cool While Working with Youth—Pat McGlaughlin, Sheri Seibold, University of Illinois
 - Reducing the Risks of 4-H Club Meetings—Vicki Schwartz, Brenda Young, Ohio State University
- New & Emerging Curriculum (Tuesday, November 22)
 - Get Connected in Your 4-H World—Rachelle Vettern, North Dakota State University
 - 4-H Science—Dixie Sandborn, Michigan State University
 - Community Service Learning—Steve McKinley, Purdue University

All programs will be held from 7:30–9:30 p.m. (ET).