

Self Management: Reactions Matter Addendum

By: Hannah K. Epley

- A child does not do as well as hoped in their class/project area and begins yelling at anyone around them, blaming the judge for their final product and placement.
 - Potential Alternative Reaction: The child can ask an advisor, or another trusted adult how the project can be better, get tips on being fully prepared for the interview.

- A camper is paired with another camper for a game, and the two of them do NOT get along. They bicker during the entire game, making it miserable for others around them.
 - Potential Alternative Reaction: The campers can recognize that there are times when one will be paired with an individual who has different ideas / viewpoints. Discuss with the individual how to best compromise so each person is satisfied with the game.

- A co-counselor is taking credit for another counselor's efforts when planning an activity. The counselor who is not receiving credit yells at the co-counselor for taking something that is not theirs.
 - Potential Alternative Reaction: The co-counselor who did not receive credit can quietly approach the other counselor and comment on their feelings about how they felt like the counselor had taken credit for their planning.

- A parent contacts a volunteer about enrolling their child in a project, a week after the project deadline was due to the Extension office. The volunteer yells at the parent, telling them that they need to pay attention to the rules.
 - Potential Response: The volunteer can explain to the parent that the deadline has passed and can provide information on other deadlines and reminders so other deadlines will not be missed. If there were extenuating circumstances, the volunteer could contact the Extension office to see if there can be an extension for the deadline.

- A parent yells at the volunteer who coordinated a recognition event for the Junior Leadership club, because the parent did not feel their child received enough recognition for all the work they did.
 - Potential Response: The parent can approach the volunteer and calmly express their frustration about the amount of recognition their child received and inquire how the recognition methods were determined.

- At the end of camp, a parent confronts the camp counselor about not paying attention to their child during the week and the camp counselor immediately begins crying.
 - Potential Response: The parent can approach the camp counselor and thank them for their service in the role. Instead of confronting the counselor, the parent can talk to the camp director or adult staff member to get their perspective on the camp counselor's level of attention during camp. Then, that individual can coach the camp counselor, as necessary.



- A volunteer is working the informational booth in the 4-H project display barn during the fair. A fairgoer approaches the volunteer and tells them that the booths are in terrible shape and that 4-H has gone downhill in the past 25 years. The volunteer becomes very hurt and starts telling any and every other volunteer / parent associated with 4-H about the rude fairgoer.
 - Potential Response: While that is very frustrating to hear, the volunteer can ask the fairgoer for suggestions to make them better. Instead of talking to other volunteers and parents, the volunteer can take suggestions back to the 4-H professional, advisory committee, or other individuals in a leadership role to make the display barn better in the future.

- On social media, a teen 4-H member makes a comment about how terrible the 4-H meeting was, and that it was a waste of time to be there.
 - Potential Response: The teen member should not post anything negative on social media and can either comment about the meeting in a positive light or should not post anything.

- A 4-H parent sends a volunteer a strongly worded email questioning why meetings are led by youth and not adults, and states that it is a waste of time for the youth to be in charge, since adults do all the work in the first place.
 - Potential Response: The volunteer can respond to the email and explain that the 4-H program is a place for positive youth development and share the benefits youth receive by serving in leadership roles.

- At camp, it is thundering and lightning outside. A counselor is terrified of the storms and refuses to participate in the activities, even though the adult staff members have requested them to do so.
 - Potential Response: Recognize the counselor is afraid and see if there is an alternative activity they can do with which they are comfortable. Remind the counselor of their responsibility as a camp counselor.