Herding those cats: Team Management
1. Pre-trip communication
2. Team dynamics
3. Risk management
4. Post-trip communications
Pre-Trip Communication
E-mail & Phone Interviews

• Be clear & concise
• Use simple terms, short sentences
• Ask questions, listen & be attentive
• Avoid assumptions
• Give reasons when giving recommendations
• Be patient & courteous
Pre-Trip Communication
Newsletters-1

3-4 newsletters for team before the trip

First newsletter to include:

1. Introduction, including FCH info
2. Flight information/advice (be very precise!)
3. Passport/Visa
   - Expiration date more than 6 months from the date you return home
   - At least 2 blank pages remaining
   - 4 copies: one copy at home, one for team leader, one in your luggage, one for FCH
   - Check with your host coordinator about which countries require visas.
Pre-Trip Communication Newsletters-2

• Trip payments/deadlines
• Trip itinerary
• Health and travel advisories, vaccinations:
  • [www.cdc.gov/travel](http://www.cdc.gov/travel) or [http://travel.state.gov](http://travel.state.gov)
• Team member bios (including yours)
• Gift giving policies or options
• More info on host FCH CP and host country (history, culture, etc), including GB host country handbook
• Emergency numbers to take on trip and leave for the family
• Packing lists
• Information on the family/ies
Team Dynamics

Managing team expectations

• Everyone is different, everyone is equal
• Head off problems before they become problems, communication is the key
• Decisions made with the best interest of the team in mind and not team leader
Team Dynamics

Helping everyone feel included

- During phone interviews, think about each person’s special skills
- Introduction, ice breakers
- Delegate tasks to capable team members (head count person, wake-up call person, native language speaker to translate, etc.)
- Leading daily devotions
- Team’s daily journal or blog
Team Dynamics

• Devotions in the morning
• Team meetings morning and evening

Every day in the morning tell what is going to happen in the next 24 or 36 hours, what to take with them, how long they will be away, what time they’ll be back at the hotel, etc.
Team Dynamics
Dealing with difficult personalities

Nonstop talker
Solution - control contributions that inhibit other contributions

Quiet member
Solution - encourage occasionally so he/she would know you value his/her participation

Personal Clashes
Solution - cut into dispute: there are different ways of looking at a topic and both perceptions can be valuable to team. Turn conflict into asset.
Team Dynamics
Inappropriate behavior

• Direct members to bring concerns to team leader first

• Address the situation on a one on one basis

• If continues involve other team members or host coordinator
Roles

Host Volunteer Coordinator
- team's primary host in country and contact person between team and host covenant partner.
- orients the team on local customs, security issues, safety issues, and the FCH organization.
- organizes team’s in country logistics.

Construction Supervisor
- directs all construction activity at the work site.

Team Leader
- liaison between the team and host country
- promote healthy team dynamics
- together with host coordinate R&R activities, logistics
- provide expertise and skills needed in times of crisis
- administer, track and act as a faithful steward of team funds.
Risk Management
Risk Management

What are the risks?

- Health and well being
- Safety and security
Health & Well-being

What health risks do we face?
Health & Well-being

- Food
- Water
- Disease
- Illness
- Accident
Safety & Security

• Transportation
• Accommodations
• Worksite
• Personal belongings
  – Money
  – Passports
Safety & Security

- Weather
- Violent crime
- Civil unrest
Financial Responsibilities

- Team funds
- Stewardship/Accounting
Minimizing the Risk
Health & Well-being

- Team orientation materials
- In-country orientation
- CDC information
  http://www.cdc.gov/travel/
Minimizing the Risk
Health & Well-being

- Insurance requirements
- Emergency Management Plan
- Required vaccinations
- Host emergency contact sheet
- 24/7 emergency contacts
- Team leader training
- First aid/CPR training if possible
- First aid kit
Minimizing the Risk
Safety & Security

• Staff training
• Pre-arrival communications
• Welcome and/or team orientation
• Construction safety orientation
Minimizing the Risk

Financial

- Financial policies and procedures, reports
- In-country safety measures (FCHA experience)
Post-trip communication

Reverse cultural shock

Lysgaard’s U-Curve Theory of Adjustment
Post-trip communication
Reverse cultural shock

- Have someone coordinate posting of pictures
- Create a FB group to stay in touch
- Offer to have them contact you or experienced teammates for support
- Seek support from someone who has been through a similar experience
- Team leader to pay attention and contact to those who are having a difficult transition home
One day a father and his rich family took his young son on a trip to the country with the firm purpose to show him how poor people can be. They spent a day and a night in the farm of a very poor family. When they got back from their trip the father asked his son,

“ How was the trip?”

“ Very good, Dad!”

“ Did you see how poor people can be?” the father asked.

“ Yeah!”

“ And what did you learn?”

The son answered, “I saw that we have a dog at home, and they have four. We have a pool that reaches to the middle of the garden, they have a creek that has no end. We have imported lamps in the garden, they have the stars. Our patio reaches to the front yard, they have a whole horizon.

When the little boy was finishing, his father was speechless.

His son added, “Thanks, Dad, for showing me how poor we are!”

Isn’t it true that it all depends on the way you look at things?

If you have love, friends, family, health, good humor and a positive attitude life, you’ve got everything!

You can’t buy of those things. You can have all the material possessions you can imagine, provision for the future, etc., but if you are poor of spirit, you have nothing!

“It is better to light one small candle than to curse the darkness”

Confucius
Post-trip communications
Volunteers become ambassadors!

- Have them do publicity, write articles, make presentations
- Ask for donations
- Ask them to fundraise
- Invite them to joining new GB teams again
- Ask them to be team leaders
Thank You