The Nuts and Bolts of Global Builders and Team Leadership

The *bolts* of Global Builders

The *nuts* of Global Builders
Meet the Staff

Ryan Iafigliola – Director of International Field Operations

Maegan Pierce – Global Builders Coordinator

Stacey Goolsby – Registrar

Sheilla Snell – Special Projects (Follow-up)
Meet the International Hosts (part 1)

Armenia: Rouzanne Sakanyan

Bolivia: Alex Aramayo

El Salvador: Lisselot Franceschi

Ghana: Jones Akoto-Lartey

Haiti – Pignon: Geral Joseph

India: T.H. Lawrence
Meet the International Hosts (part 2)

Nepal: Samuel Tamang

Nicaragua: Danilo Gutierrez Garcia & Santos Rodriguez

Peru: Zenon Colque

Sri Lanka: Ranjan Fernando

Thailand: Boots Shaffer
Meet the International Hosts (part 3)

South Africa:
Louis Green
&
Hillton Dennis

Puerto Rico:
Milagros Lebron
&
Eneida Soto
What difference does a house make?

1. Health
   - One study: kids get sick 44% less often.

2. Education

3. Economics
   - With our families in Armenia, entrepreneurship rates tripled!

4. Self-worth

5. Strengthens families

6. Strengthens communities
How does each trip help?

1. **Show the love.**
   You just can’t do it from afar.

2. **$$$.$**
   Your trip fee supports the work financially.

3. **Construction.**
   Meaningful work that helps build homes

4. **Create jobs.**
   Workers, suppliers, cooks, drivers, and lodging

5. **Encourages local initiative.**
   It’s theirs, not ours.

6. **Long-term impact.**
   Our homes are built to last decades and impact generations.
How does each trip help?
(Hint: It also helps you!)

7. **The meaning of life.**
   
   85% of our volunteers reported greater life meaning, and 52% said they feel closer to God.

8. **Personal learning.**
   
   Experience is the best teacher.

9. **Inspiration to make life changes.**
   
   Come back and do life differently!
In summary: Why send teams?

To help provide better homes. Teams really help!

More subtle: To give you a chance to experience and serve.

Get a small taste of how others live.
Do something that matters.
Participate in the Kingdom of God.
The Kingdom of God?

“Poor” people living in stick houses with dirt floors.

“Rich” people who have never even met any of those who live like that.

Does that sound heavenly to you?

We act to close that gap.

That takes real people.
   In living color.
   Flesh to flesh.
   Sweating and playing together.
What’s all this God-stuff?

We’re a Christian organization.
  Unashamed.
  Moving on faith.
  That’s who we are.

But anyone can help.
  Volunteers of any religion or no religion.
  All given equal chance to receive housing help.
  And we won’t pressure you or try to make you feel bad.

Because that’s how we think God wants us to treat others.
Characteristics of a Team Leader

- International travel experience
- Excellent communicator
- People person
- Reliable and follows-up
- Detail-oriented
- Can work with wide range of personalities
- Well-connected and respected
- Heart for the ministry
- Can serve as a face for the Fuller Center
- Handles stress well!
- Flexible, patient, and safe (oh my!)
Team Leader Guidebook

- A resource that provides information specifically for preparing team leaders
- For this session we will mostly look at the section Pre-Trip Responsibilities – pages 7-15
Main Responsibilities

1. To where and when (dates, place, budgeting)
2. Recruiting, paperwork and payments
3. Arranging flight details
4. Point of Contact
5. Trip leading
6. Following-up

- The Team Leader Checklist on pages 8-9 is a timeline developed to help give you an idea of when some of these items should be done/started
Step 1: Propose a Trip

- Contact: “Propose a Trip” form available from www.fullercenter.org/global-builders
  - Cool trick: www.globalbuilders.org also works
- Form should be submitted by the team leader and includes:
  - Location(s) you’re interested in
  - Open or closed team
  - Trip dates (precise or a range. 3-24 months in advance)
  - Estimated group size (minimum of 8)
  - Background info for first time Team Leaders
  - Option to receive GB promotion materials
Step 2: Budgeting and Confirmation

• Contact: Maegan Pierce (Global Builders Coordinator)
• Trip dates confirmed with country host
• Global Builders develops the budget
  • Armenia - budget goes with Team Leader. As such, the Team Leader is very involved with Fuller Center Armenia in the process
  • Everywhere else - super simple budgeting process: tell us where, when, and how many, and we’ll let you know the total price per person.
What’s in the trip fee?

- **Donation**
  - Materials you use that week
  - Staffing
  - Local labor

- **Trip Expenses**
  - Food
  - Lodging
  - In-country transportation
  - Related expenses

- **Program fee**
  - Hats, t-shirts and patches
  - Emergency medical insurance
  - Wiring fees
  - Credit card fees
  - Shipping
  - Advertising

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**What's In the Trip Fee**

- Leader Credit 10%
- Program fees 7%
- Donation 41%
- Team expenses 42%

**Costs of a Typical Trip**

- Leader Credit 6%
- Program fees 4%
- Airfare 41%
- Team expenses 25%
- Donation 24%
- Team expenses 25%
Optional: Team Leader credit

- Contact: Maegan Pierce
- Leaders of open trips can increase per person cost to subsidize their trip within limits.
  - Final cost = Base cost + Team Leader Subsidy
  - Example: Team Leader can ask for a $100 subsidy, causing a trip with $1,000 base cost to be posted as $1,100.
  - Advantage: enables Team Leader to make more trips
  - Disadvantage: makes it more difficult to fill team as prices rise
- Amount of increase can be no more than 20% of the original price. (Ex: Trip with base cost of $1,000 cannot be priced more than $1,200.)
Trip Confirmation

- Once the dates and budget are set the Team Leader receives a trip confirmation email:
  - Finalizes the trip
  - Introduces the leader to our country host
  - Provides additional resources
  - Outlines responsibilities
Team Leader Responsibilities

1. Setting up trip (dates, place, budgeting)
2. Recruiting, paperwork and payments
3. Arranging flight details
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As we go through these “boring” parts just remember why you do this!
Recruiting!

- It is the team leader’s responsibility to fill the team!
  - We help as we’re able, including $23,000 in Google ads last year (paid by a Google grant)

- Roster approval
  - Closed teams: send Stacey the roster as soon as it is ready.
  - Open teams:
    - Pre-approved names should be sent to Stacey
    - Leader must contact each applicant within 48 hours
    - Leader screens applicants
    - Leader notifies participants and Stacey of the decision
Registration

- Contact: Stacey Goolsby
- Each participant (including the Team Leader!) must register online: (fullercenter.org/global-builders)
  - Team Leader will receive a copy of each applicant’s registration by email in real time
  - Due no later than 45 days before the trip starts
  - The automatic confirmation email contains links to
    - The waiver
    - The payment and refund policy
    - The Guidebook for each country
    - The pre-trip training
Payments

- Contact: Stacey Goolsby
- All payments and waivers are due 45 days before the trip:
  - Participants can pay online, send in a check, or make a fundraising page on our site
  - Team Leaders must help get participants to meet these obligations
  - The deadline includes the extended insurance
  - Otherwise late fees apply
- Open Teams:
  - Each participant needs to pay a $400 non-refundable deposit within 2 weeks to hold their spot on the trip.
Final registration mechanics (for the Team Leader)

- Shortly before trip, Stacey mails to the team leader...
  - T-shirts, hats and patches
    - Includes printed list of sizes and who requested hats
  - Printed evaluation forms (includes return envelope)
- Stacey emails to the team leader...
  - Trip roster with contact info, allergies, etc.
  - Insurance cards and summary - print and carry the cards with you throughout the entire trip. Bring a copy for each participant so they can carry their own
    - Insurance for additional days in country can be bought for $3 a day
Final registration mechanics (For the team members)

• Contact: Stacey Goolsby
• We register all participants with the U.S. State Department
• Team is re-emailed the link to the Guidebook, which includes the emergency contact information, and the link to the online pre-trip Training
Team Leader Responsibilities

1. Setting up trip (dates, place, budgeting)
2. Recruiting, Paperwork and Payments
3. Arranging Flight Details
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Another reminder!
Arranging Flights

- Team Leader help coordinate flights in and out of country
  - Don’t purchase flights, but help identify the arrival and departure time windows and communicate it with your team
- Check country requirements for arrival/departure as some host sites are 3+ hours away from airport
- Fill out the official flight spreadsheet and send it back to Stacey no later than 30 days before the trip
Team Leader Responsibilities

1. Setting up trip (dates, place, budgeting)
2. Recruiting, paperwork and payments
3. Arranging Flight Details
4. Point of Contact
5. Trip leading
6. Following-up

Almost there – you’ll be hauling buckets of concrete very soon!
Point of Contact

- **Contact:** Host country and Maegan
- The team leader is the primary communicator between team and the program.
- Team leaders sets and manages expectations
- Each site’s leader communicates differently. Learn (or ask us) their favorite style: email? Phone? Skype?
- When writing to country hosts, copy Maegan to your emails
Team Leader Responsibilities

1. Setting up trip (dates, place, budgeting)
2. Paperwork and payments
3. Recruiting
4. Point of Contact
5. Trip leading
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Time for the fun part!
Trip Leading

- Contact: Host country
- Leading a team is not easy, but we want and expect it to be an enjoyable experience!
  - Work hard.
  - Interact with the locals and learn about the culture
  - Learn about your teammates
  - Help balance work and R&R.
  - Stay positive.
  - Keep those two team members from arguing.
  - Think ahead to the next step.
  - Communicate!
  - If carrying cash for the team, keep receipts and track expenses.
- We’ll dive into more detail on this later
Role of Team Leader vs Host Country Leader

**Team Leader**
- Ice Breakers/Team Building
- Go-between for country leader and the team
- Plan daily devotional/discussion
- Work with country leader to set schedule
- Make sure everyone stays involved
- Remind country host to introduce you to the host family
- Collect evaluations

**Host Country**
- Overseeing the local ministry efforts
- Providing an in-country orientation
- Buying building materials
- Booking R&R activities during build week
- Arranging logistics
- Leading construction
- Introducing team to masons and homeowners
Team Leader Responsibilities

1. Setting up trip (dates, place, budgeting)
2. Paperwork and payments
3. Recruiting
4. Point of Contact
5. Trip leading
6. Following-up 🌟
Follow-up

- Maegan will reach out to the team leader to see how the trip went:
  - What improvements can be made
  - Things that went well
  - How FCH can better prepare volunteers
- Send in evaluations
- Send Pictures
- Each participant will receive a call from Sheilla Snell
Team Leader Responsibilities

1. Setting up trip (dates, place, budgeting)
2. Paperwork and payments
3. Recruiting
4. Point of Contact
5. Trip leading
6. Following-up

YOU DID IT!
Now, repeat!

More than 80% of our groups take return trips with us.