Team Member Communication
Fuller Center for Housing
Leader Conference
April 20-21, 2018
Team Member Communication

- **Speaker Bio:**
  - Andy Rivinus – Canby, Oregon
  - Lead for Fuller Center and Habitat for Humanity
  - Trying to consistently lead 2 teams per year
  - Taken 12 service related trips, 5 as team leader
  - **Team Member to:** Oaxaca, Mexico, Kuching, Malaysia, Manila, Philippines, Ulan Ude, Russian Federation, Salima, Malawi, Buenos Aires, Costa Rica & Kalilima, Malawi
  - **Team Leader to:** Gobleg Village, Indonesia, Yelahanka, India, Santiago, Chile, La Florida, Peru & Kalyanpur, Nepal
What and How Do I Communicate?

- Recruiting – E-mail, Public Presentations & Web Site
- Initial Contact – E-mail
- Interview – Phone, Skype or Facetime
- Ongoing Communication – E-mail
  - Monthly Newsletters
  - Final Notes
  - R&R Specific Newsletters
- Always available by phone
Recruiting

- E-mail to my address list
  - Includes
    - All previous team members
    - Others who request inclusion

- Public Presentations
  - Library presentations
  - Civic groups, ie: Rotary, etc.
  - Travel Clubs, Meetup groups

- Fuller Center Web Site
Initial Contact

- E-mail
  - Respond to their inquiry
  - Provide a brief background
  - Note the trip I am leading
  - Propose some times for a direct conversation
  - Ultimately establish time for a direct conversation
Interview

- Phone, Skype or Facetime:
  - General conversation about the build and the build experience
  - Want to make sure they understand:
    - Cost and where the money goes
    - Travel and the vagaries of international travel to remote areas
    - That they will be working and get tired and dirty
    - What the work is like
    - Any planned R&R activities
  - Answer any questions that they might have
    - Set their minds at ease
  - Explain the deposit process
Newsletters

- Typically about 5 to 6 monthly newsletters
- PDF attachments to e-mail
- Get more specific as the trip gets closer
- Consider lead time in topics
- Not everyone will read them
  - Repeat, repeat, repeat
- Final Notes
Newsletter 1

- Team Status (Ongoing)
- **Information needs (Ongoing)**
- Leader Bio + Bio Requests
- Build Specifics
- Passport and Visa Requirements
- Links:
  - Country specific State Dept. Site
  - Global Builders Handbook
- To do’s (Ongoing)

- **To do’s include:**
  - Check passport for validity and visa pages
  - Travel guide resources
  - Final payment reminder
  - Set up fundraising page
  - Outstanding GB Needs
    - Waiver
    - Deposit
    - On Line pre-trip training
Newsletter 2

- Team Status (Ongoing)
- Information needs (Ongoing)
- Team member photos and bios
- Vaccinations and other medical
- Optional travel insurance
- GB Country Guidebook
- Links:
  - Country specific CDC web site
  - GB Guidebook
  - GB /prepare site
- To do’s (Ongoing)
Newsletter 3

- Team Status (Ongoing)
- Information needs (Ongoing)
- New Team member photos and bios
- WhatsApp Request
- Affiliate Host Information
  - Hotels
  - Rooming assignments (Singles?)
  - Money
  - Laundry
- Travel planning
- To do’s (Ongoing)
Newsletter 4

- Team Status (Ongoing)
- **Information needs (Ongoing)**
- New Team member photos and bios
- What should you bring
  - What not to bring
  - List from country guidebook or
  - My list of suggestions
- Power plugs and charging your devices
- Travel planning (more specific)
- To do’s (Ongoing)
Newsletter 5

- Team Status (Ongoing)
- Information needs (Ongoing)
- New Team member photos and bios
- Weather expectations (hot, cold, rain)
- Quick Bites:
  - Newsletters
  - Medications
  - What should and should not be in carryon
  - Packing liquids
  - Cell phone and data plans
- To do’s (Ongoing)
Other Topics:

- About your partner families
- Testimonials from someone who has been there
- Learn some language
  - Duolingo.com
  - From your travel guide
- Fun facts about your destination
  - History
  - Cultural
  - Will you overlap a local holiday
- R&R Details
Final Notes: Repeat, Repeat, Repeat

- Country entry requirements and fees
- Meeting and pickup expectations and locations
- WhatsApp
- Emergency contact information
- Hotel location and contact information
- Last minute updates from Host
Questions???