



# Maximizing your volunteers' experience



Find significance in the trip

# REFLECTION MEETINGS

# Global Village's goals

- Build
- Invest in housing solutions
- Inspire volunteers
  - Come home and see differently—and act differently
  - Help friends, family, and coworkers connect with the cause of poverty shelter

# Reflection meetings

- Create meaningful, participatory discussions
- Connect big-picture development work with your individual experience
- Prepare volunteers to continue serving at home

# Design the environment

- Find a private space that enables focus
- Maximize participation
- Pick the right time
- Meet without host coordinator to privilege team's perspectives

# Structure your discussion

- “Highs and lows” are great icebreakers—but aim higher
- What works for us: the ORID framework
- Adapt it to fit your situation

# First meeting: Expectations

- “Share one expectation you have for this trip”
- Invite each person to speak

# Observe

- **Observe**
  - What did you see?
  - Who did we meet?
  - How did people act?
  - What were their houses and community resources like?





# Reflect

- **Observe**
- **Reflect**
  - How do you feel in the community?
  - In what ways do you feel similar to our partner family?
  - In what ways do you feel very different from our partner family?
  - What did you think about on the work site today?
  - If you lived in these conditions, how might you feel about yourself?

# Interpret

- **Observe**
- **Reflect**
- **Interpret**
  - What support does our partner family have?
  - Why is their community strong?
  - What would make this community a better place to live?
  - What choices does our partner family have? What choices do they not have?
  - Why has our team experienced community?
  - Do you wish your community at home resembled this community in any way?

# Decide

- **Observe**
- **Reflect**
- **Interpret**
- **Decide**
  - How have you served people experiencing poverty?
  - Where you live, who has trouble affording housing? Who experiences issues like the ones we've seen this week?
  - What would improve housing conditions in your community?
  - What can you do at home to honor the people we met here?
  - What's your next step? Who will you contact to get started?

# More than tourists

- “Empathy isn’t a feeling; it’s an action”
- Look for a way to serve helpfully and significantly
- Invite them to share their action steps

# Continue serving with Habitat

- Volunteer with your local Habitat affiliate:  
**habitat.org/local**
- A place for everyone
  - Construction
  - Family selection
  - ReStore
  - Repairs and painting
  - Community outreach
- Go by yourself or bring a group
- Most direct way to channel your post-trip energy

# Advocate for affordable housing

- Habitat for Humanity makes it easy to advocate:  
**habitat.org/gov**
- A place for everyone
  - Contact your senators and representatives using easy forms
  - Arrange meetings with your local legislators
  - Attend Habitat on the Hill and speak out in D.C.
- Best way to grow your impact

# Reflection meetings wrap-up

- Global Village wants our volunteers to experience a change and create change
- Reflection meetings help bridge the trip and life at home
- ORID—observe, reflect, interpret, decide



# UPDATE YOUR SUPPORTERS



# Update your supporters

- TK examples of posts from the field
- Show them what you're doing (when internet is available)
- People click on photos of *you*



# TEAM DYNAMICS

# What makes a good team?



# Conflict—what conflict?

- Between individuals
- Across the team

# Conflicts between individuals

- Seek information
- Invite them to calmly address, discuss the situation
- Create opportunity for apologies
- Encourage acceptance of apologies
- Work to knit people back into the group

# Encouraging inclusivity

- Sometimes volunteers get left out
- Pair them with a sympathetic team member
- Be prepared to do some light social engineering

# Group tensions

- Teams often adopt the leader's attitude
- Telegraph your flexibility—and encourage theirs
- Address issues in team meetings
- Consult host program or us when helpful
- Please don't let serious tensions fester!



Terry knows it all

**WHAT WOULD YOU DO?**