



Team Leader Quick Guide

Team Dynamics

Throughout your trip, you'll be sure to pay close attention to the dynamics of the team, understand the different personalities and work through any underlying issues in order to improve team performance and increase cohesiveness.

Team dynamics are affected by each volunteer's both internal and expressed thoughts and feelings, interpersonal communication and the relationship between volunteers and the team leader. You'll work to understand how each person's actions make sense in the context of the group and create a positive, safe, inclusive and supportive environment for the entire team.

Preemptively address team dynamic WARNING signs!

- Understand the phases of team development, anticipate problems and work to minimize conflict by changing up room assignments, seating arrangements, build site tasks, etc.
- Do you notice a particular volunteer who is disrupting the rest of the team? Don't let problems fester- act quickly to change it, providing feedback and encouraging them to reflect on how he/she thinks they are affecting the group and how they might modify their behavior. Decide whether a 1:1 conversation is sufficient or if the issue needs to be discussed as a group.
- Remind your team about their mission at hand- to serve future homeowners as they seek to gain strength and stability through shelter.
- Use team building exercises and reflection meetings to break down barriers and help everyone get to know each other and hear from diverse perspectives.
- Facilitate clear and open communication. If plans change, let volunteers know as soon as possible.

Team leaders put the TEAM in team dynamics!

- **Pre-trip communication:** introduce the team to each other before you leave on your trip. Members will arrive with conversation starters about what they learned in each volunteer bio. You can also use Facebook, whatsapp, host a Google hangout, or plan an in person meetup if the team is local.
- **Get them excited!** Share photos and videos from previous builds in the same country to help build excitement. Most host locations have a Facebook page or YouTube channel with video options.
- **Involve the team:** give everyone a role to play so they feel involved and valued. Options include- backup leader, water monitors, meal organizers, house dedication team representatives, reflection leaders.
- **Avoid cliques:** encourage team members to sit by someone new at dinner, assign new build site pairs each day or play a get-to-know-you game.
- **Spread yourself around equally:** make sure you take the time to chat with and get to know every volunteer on your team. Your presence and attention to each member makes a difference in the trip.
- **Frustrated volunteers:** don't allow one frustrated team member to derail the entire group's experience. Make sure you address issues preemptive/as they arise instead of waiting until the end of the week or hearing about conflict in the evaluations after the team returns home.