



Coach your team



In this session

Proposal
Confirmation
Recruitment
Coaching
The trip
Follow up

Now that you have team members...

- Inform
- Prepare
- Introduce them to each other
- Maintain energy
- Motivate



Phase in trip info

- Give what they need without overwhelming
- Keep the story central
- Communicate steadily—keep them tethered

INVITATION



LOGISTICS



PREP



FINALIZE





Invitation to join the team

- Customize our invitation template for each new team
- Keep every communication personal!

Compose Mail - eddie.turner@gmail.com - Gmail - Google Chrome

<https://mail.google.com/mail/u/0/?ui=2&view=bttop&ver=v0f5rr5r5c17#cmid%253D1>

Build with me in Ethiopia

Recipients

Build with me in Ethiopia

Your Habitat ID: 2349-1458
Our team's event code: GV16124

Lydia,

Thanks for speaking with me this morning! I'm glad that you're interested in joining our team. Will you make it official and join us?

Personally, I became a Global Village leader because I had to find a way to help that would make a long-lasting difference. I love volunteering with Habitat because we don't just help a family get a house... we help them get health, a sense of security, a sense of pride. Their lives change but--as people say--I leave with more than I gave.

Departure from US: March 13, 2016
Arrival in Ethiopia: March 14
End of Habitat build: March 22 (you can start a side trip then!)

Program cost: \$2,260. Airfare and entry/exit fees are not included. That cost is tax-deductible in

From: Amazing Team Leader
To: Incredible Team Member
Subject: Your invitation to Ethiopia with Global V

Your Habitat ID: 1234-5678
Our team's event code: GV01100

Maria,

I'm a Global Village leader because I've seen GV have changed my life too. My first GV experience partner family at their house dedication, I knew myself to serving others. Now I build with my local build with a GV team each year.

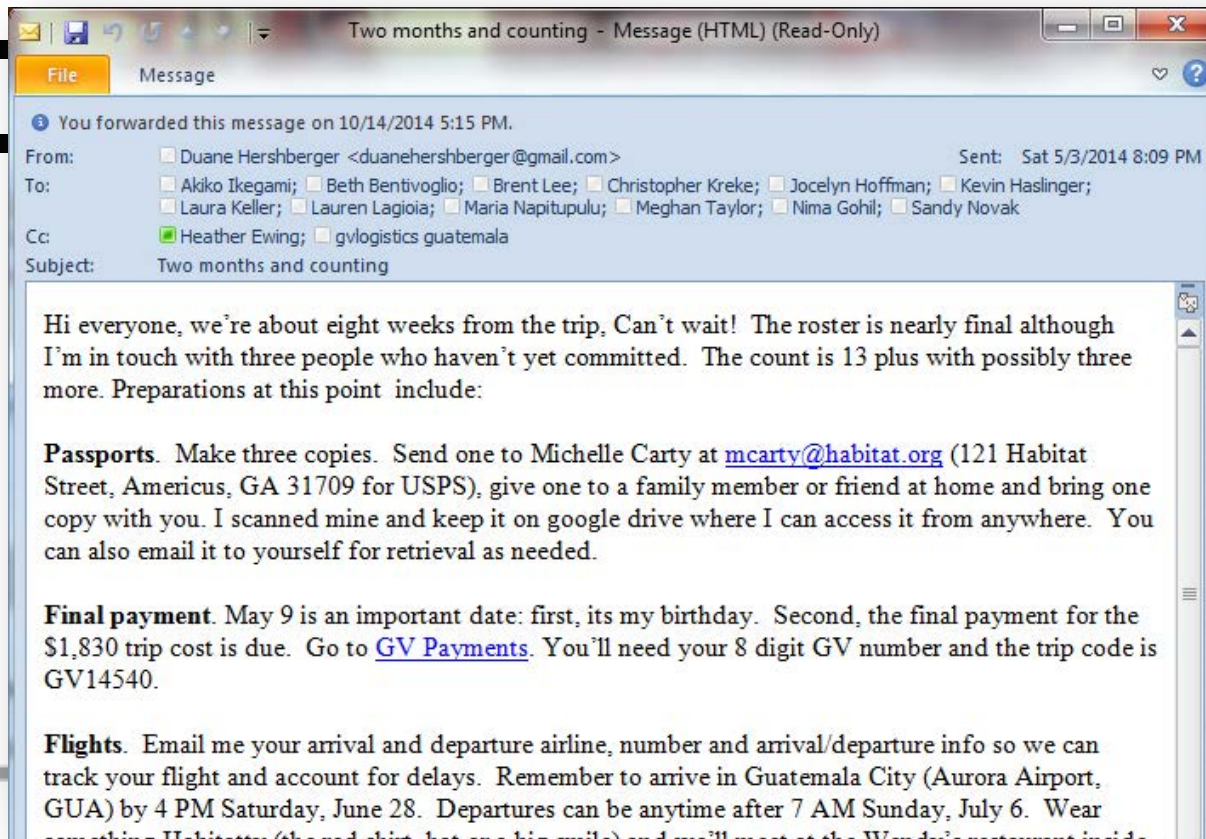
You are invited to join our Global Village team to the experience is as meaningful for you as it will

Trip cost: The cost for this trip is \$2,260. Airfare is tax-deductible in most cases. About half cover Habitat for Humanity's work to build safe, decent



Now that you're on board

- Arrival and departure
- Airport
- Visa requirements, if necessary



Two months and counting - Message (HTML) (Read-Only)

File Message

You forwarded this message on 10/14/2014 5:15 PM.

From: Duane Hershberger <duanehershberger@gmail.com> Sent: Sat 5/3/2014 8:09 PM
To: Akiko Ikegami; Beth Bentivoglio; Brent Lee; Christopher Kreke; Jocelyn Hoffman; Kevin Haslinger; Laura Keller; Lauren Lagioia; Maria Napitupulu; Meghan Taylor; Nima Gohil; Sandy Novak
Cc: Heather Ewing; gvlogistics guatemala
Subject: Two months and counting

Hi everyone, we're about eight weeks from the trip, Can't wait! The roster is nearly final although I'm in touch with three people who haven't yet committed. The count is 13 plus with possibly three more. Preparations at this point include:

Passports. Make three copies. Send one to Michelle Carty at mcarty@habitat.org (121 Habitat Street, Americus, GA 31709 for USPS), give one to a family member or friend at home and bring one copy with you. I scanned mine and keep it on google drive where I can access it from anywhere. You can also email it to yourself for retrieval as needed.

Final payment. May 9 is an important date: first, its my birthday. Second, the final payment for the \$1,830 trip cost is due. Go to [GV Payments](#). You'll need your 8 digit GV number and the trip code is GV14540.

Flights. Email me your arrival and departure airline, number and arrival/departure info so we can track your flight and account for delays. Remember to arrive in Guatemala City (Aurora Airport, GUA) by 4 PM Saturday, June 28. Departures can be anytime after 7 AM Sunday, July 6. Wear something Habitatus (the red shirt, but use hip smils) and we'll meet at the Wendy's restaurant inside

FINALIZE





Preparing to travel

- Packing list
- Cultural info
- Habitat's work
- Side trips—*more on that in a minute*
- Introductions

INVITATION



LOGISTICS



PREP



FINALIZE



[ABOUT GLOBAL VILLAGE](#)[TEAM MEMBERS ONLY](#)[VOLUNTEER](#)[CONTACT ME](#)[DONATE](#)[BLOG](#)

Suggested items to bring

Clothing

You really don't need much. Plan to wash some of your clothes or have some of your clothes washed once during the trip. Depending on your location, there may be a laundry service nearby or your host GV coordinator may be able to arrange for the team's clothes to be laundered for a fee by community members. There are two types of clothing to consider when packing for a Habitat trip: work clothes and nice clothes.

Most of your stuff will be in-between, but perhaps a simple shirt will transform those casual togs into something suitable for church or a nice restaurant. Think about layering and remember that most of our time will be spent at the work site. Bring clothing that you don't mind ruining with dirt, concrete, mud, etc.

The basics

- Hat/cap/bandana for sun and rain protection.
- Lightweight raincoat/windbreaker/umbrella.
- Fleece vest, pullover or sweater.
- Daily work and play clothes. (Generally try to avoid wearing anything with a large logo on it.)
- Swimsuit.
- One special outfit for house dedication, church, or dinner in a nice restaurant.

CLAUDIA SCHRADER



BRONX, NY - 44

THIS WILL BE MY SEVENTH GLOBAL VILLAGE BUILD

and I am as excited as I was my first time. I absolutely believe in Habitat for Humanity. I love working with my hands, and I enjoy immersing myself in new cultures and meeting new people.

I was born and raised on St. Croix, U.S. Virgin Islands, but have spent the last 27 years in the NYC area... So I spend winters daydreaming about beaches and sunshine. I am the Provost & Vice President for Academic Affairs at Bronx Community College of the City University of New York.

When I'm not working, you can find me on Broadway getting my fill of shows, volunteering with my sorority and traveling. On my way to build in Kenya last year, I was fortunate to visit Egypt and see the pyramids. I hope to do a pre-trip to Dubai this year.

I am also happy to report that it has only snowed once this week and that I am now daydreaming about Ethiopia.

Email:
katie4habitat@gmail.com

Ethiopia
Habitat for Humanity Global Village trip

Dates:
June 13-22, 2014



Final steps

- Complete our roster tool
 - Flight itineraries
 - Room assignments, additional nights
 - Medical info
- Confirm volunteers' donations

INVITATION



LOGISTICS



PREP



FINALIZE





Side trips

- Have fun before or after your Global Village trip!
- Keep Global Village “the main thing”
- Separate side trip costs from Global Village program cost

Representing Habitat to your team

- Habitat's vision
- How Global Village helps realize the vision
 - Building
 - Bringing donations
 - Telling people about it
- Why *you* build

You coach volunteers

- We'll coach you



Volunteer

Volunteer

Volunteer

Volunteer

Volunteer

Global

Volunteer

Volunteer

Projects to Habitat

Volunteer

volunteer

Volunteer

Volunteer

Volunteer

Volunteer

Volunteer

Volunteer

Volunteer

Volunteer

Volunteer

Volunteer

Volun

Volunteer

Team leader

Neighbors

Community

Partner Family

Host community or local affiliate

Global Village sending program at Habitat International

Global Village host program at Habitat Malawi



Message from a concerned team leader

Subject: Team Schedule Changes

Dear Lee:

I wrote YESTERDAY and asked you about whether or not my team can work four days instead of five so we can get in some extra time to rest. **It is unacceptable that I have not heard back from you.** **I EXPECT TO HEAR BACK FROM YOU RIGHT AWAY** so I can make plans for the team. We will expect you to have lunch delivered to the site at 11:00 instead of 12:00 each day or we will get very cranky, **PLEASE MAKE SURE LUNCH ARRIVES ON TIME!!** What tools should we bring?

PLEASE RESPOND IMMEDIATELY!!!!

PLEASE MAKE ARRANGEMENTS TO HAVE LUNCH DELIVERED ON TIME!!!!

Hazel

Our expectations: Etiquette

- Speak kindly and patiently to our staff
- Some speak English as a second language
- Always CC us with host program
- Communicate issues immediately—waiting doesn't help!
- Sometimes a call is better than email

Our expectations: Techniques

- “To” line: Take action
- “CC” line: Need to know but not act
- Subject line: Please include GV event code
- Use bulleted lists

Our expectations: Finding answers

- Confirmation email
- Team Leader Resources
- Host program's website or Facebook page
- Your Engagement Specialist, of course





Today's final session

- Fundraising is easy, and it's not about money

Coming up tomorrow

- What would you do? Real-life case studies
- Facilitate team discussions like a master
- Deal with money and emergencies