

## • The Leader's Complete Reference Card



Copy two-sided half sheet, cut and laminate for you and any other leaders on your trip.

DAY	WHAT CAN HAPPEN	TEAM OR PERSON RESPONSE	LEADING THROUGH THE SITUATION
Travel 1-2	People late, miscommunication, emotionally charged	People are anxious and have a hard time with too much info. Natural leaders will take over, disrupting your leadership	Give people clear, simple directions for each step in the process. Focus on building relationships and team bonding & trust.
Day 2-3	Initial culture shock	Emotional, critical or withdrawing	Pull person aside and talk through it. Allow people to have "space", but not to isolate.
Day 3-4	Not engaging in ministry	Struggling to find their fit. Disappointment	Model it for them. Do ministry with them to get them started and connecting.
Day 5 – 8	Illness or accident or some type of "crisis" happens	Team gets distracted by issues with a person.	Care for the person in need, but remind the team to stay focused on the task of ministry.
Day 7 – 8	Hitting the wall	Irritations with team mates and ministry	Need to model and show lots of energy. Distract and engage your team. Confront any individual with poor behavior. Set clear boundaries.
Day 9 – 11	Starting to process impact on life back home.	Withdrawal, frustration, over commitments to people on the field	Make sure you are doing debriefs DAILY with group and seeking out individual conversations with people.
Day 12	Tired, but excited	High connection with each other	Use the debrief and R & R to help people reflect on what God has next. Also give detailed info on what traveling home looks like.
Day 13-14	Traveling Home	People disconnect a bit. Need less directive leadership.	Allow grown-ups to be that! Give them some space and autonomy in traveling home (i.e. boarding planes at certain times, group having to stay together). Stay engaged relationally as a leader! You are still shepherding their process.

If you think someone is experiencing culture shock (weepy, childish behavior, sleepy or faking sickness), you can:

- Talk about it in the large group before you leave and on after the first day.
- Use it as a teachable moment for that student.
- Get them talking in private with you. Ask questions about their experiences.
- Debrief with your team every night after the first couple of days.
- Allow a member to have some space, but not isolation. If they are faking being sick, create a way to give them a 2-hour break to rest (staying behind till lunch or sleeping in the van).
- Remind them the emotions are normal and everyone experiences this differently. God wants to work in and through those emotions.
- Divert their attention to tasks or activities.
- Try to connect them to something familiar (coke, a bed, a conversation, buy them a soda, etc.)
- Reassure them of your leadership. Give them some specific information on what to expect next.
- Encourage them to rest and exercise to deal with the jet lag compounding the culture shock.

### DEBRIEFING YOUR GROUP

#### Use the D.I.A. Method

**Describe** – What did you see or experience?

**Interpret** – What do you think about your experience? What do you think about what you saw?

**Apply** – What will you do with this? How does this impact you?