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| |  | | --- | | PAGE TO BE TAPED TO NOTEBOOK | |  | |  | Learning From Failure  A Guide to Building Failure Resilient Teams | |  | | --- | | The 3 Things Every Member Can Do:  1. **Deliver a 2-3 Minute Project Elevator Pitch**    * Where is your project? What is your goal? Why should other people care about your project? 2. **Draw a Project Diagram**     * A map, construction drawing, etc. that illustrates technical solutions to community needs 3. **Describe 5 Challenges the Project Seeks to Address**    * These challenges could be social, technical, logistical, etc. and are inherently community-centric | | Presented by McKenna Roberts & Nicole Trenchard  At the EWB-USA National Conference, November 2018 | | mckennaroberts@college.harvard.edu  nicoletrenchard@college.harvard.edu | |

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| Pre-Trip Challenges  1. My chapter doesn’t have enough members!   Creating a simple, structured way to onboard new members can combat the problem of having **a small/overworked team**.   * Clear messaging about when/where meetings occur and what expectations are for the next meeting * Host relaxed social events: team dinners, chapter socials, county-specific cooking lessons, drinks after work, sporting events * Shared and centralized communication: keep it active (and fun!) with weekly updates and team banter * Make it more than project work: offer opportunities to write grants, create mentorship pairs, improve language skills, gain project management skills, etc. * Offer clear paths to leadership and travel team positions * Gather feedback about experiences– Google forms work well   *Think: How can I leverage local universities for outreach? How can we appeal to and recruit non-engineers? How can I leverage Slack, GroupMe, Facebook, Google Groups, etc.? How can I pair new members with experienced members?*   1. Team members are not physically/mentally prepared to work   Establishing clear fitness and social-context expectations can limit **surprises in the field and** **unprepared team members**.   * Provide examples implementation activities: digging trenches, scaling mountains, carrying concrete bags, cutting wood, etc. * Set fitness expectations: walk 5 miles, safely lift 50 pounds, carry a 12L water jug etc. * Discuss a physically/mentally difficult day from a previous trip * Distribute resources for members to learn about cultural context   *Think: Can we create a physical team challenge that prepares members? How can we simulate travel experiences in advance? Could we bring in a speaker to talk about cultural context?* |  |  | Post-Trip Challenges  1. We don’t know what to do next   We’ve all reached that point, especially when making a bit decision about next steps for a project or submitting a report. The most important thing to do is **start a discussion and keep things moving**!   * Check the ICP Project Process Manual * Reach out to your state rep * Reach out to other EWB chapters in your area * Reach out to chapters who have worked on similar past projects * Schedule a call with your Program Engineering at EWB-HQ * Reach out to chapters that work in the same region * Post in Volunteer Village Chatter Groups (Village Square, Project Type Groups, Student Discussion Group)   *Think: How can we continue project work while figuring out a road block? Who else might have had the same problem we are having? How can I utilize Volunteer Village and the broader EWB community to solve my problem?* Nicole & McKenna’s Favorite EWB Tools  1. ICP Project Process Manual 2. Good Examples Spreadsheet 3. Lessons Learned (Power BI) |
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| Post-Trip Challenges  1. We do not have the information we need   When **critical information is not recorded or lost**, it is important to discuss the problem and not ignore it.   * Finish the Post-Trip as soon as possible. This will show you what information you are missing. Some information you may still remember even if it is not written down. * Call the community. * Talk to your program engineer to better understand how vital the missing information is. * Reach out to other chapters who are working in the area for location specific information * Write down the information you wish you had, so that you make sure to record it on the next trip   *Think: Can we find this information from home? Why is this information missing? Not recorded? Unattainable? Forgot to ask? How can we ensure the same problem does not occur again?*   1. Our non-traveling members don’t know what happened on the trip   **Updating non-traveling members** on about trips keeps the team motivated and helps people understand why they are working on certain tasks.   * Send email updates while on the trip * Send one picture with a caption each day * Have an in-person presentation about the trip that includes pictures * Have members read/edit the Post-Trip Report   *Think: What are the most important things we learned? What are the most important things we did? What are the most important challenges we faced? Does this trip change our future plans? How? Why?* |  |  | Pre-Trip Challenges  1. We don’t talk to the community!   Remember: **community relations** is a full-team activity, not a translator chore!   * Invest in translation resources (see 7 and 8) to find a year-round translator/team member. * Establish relationships with point people in multiple community stakeholder groups. * Try to use the communities preferred messaging app to stay in touch * Create a communication schedule (once per month, every Saturday, etc.) for updates and feedback * Translators update the team after every call * Never make a major decision without community feedback   *Think: How can the whole team get involved with community relations? How frequently should we call the community? Who should be present for community calls? How can the information from trips and community calls be effectively communicated to the rest of the team?*   1. The project process and Volunteer Village are confusing!   There are a few key **Volunteer Village resources** that lay out the project process and can help you to find mentorship.     * See page 6 for McKenna and Nicole’s favorite resources. * Email your Program Engineer or state representative – These individuals can explain project specific reports and deadlines. Emails and calls can be informal. * Use VV to find helpful people – Message project leads and faculty advisors for related projects. They will likely have struggled with the same problems you are facing.   *Think: What step of the project process is our chapter in? Has our project discussed our next steps with our program engineer? Do we know our next reporting deadline?* |
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| Implementation Challenges  1. I don’t know what to write down   The key to **note-taking** is to decide in advance what method would be most helpful for your project and make sure every team member is on board before you travel.   * Make a check list of information you cannot leave the community without, print out backups, go over it each night. * Divide note taking responsibility amongst team members * Take notes in a central place (i.e. trip binder, travel notebook, travel log, etc.) * Create an organized trip note-taking system   *Think: How can my team keep vital information in one place while on the trip? Would organizing this information be best if broken up by job site? Topic? Sub-group? Location?*   1. The travel team is exhausted   **Schedules that reflect members’ needs** can contribute to a refreshed and productive travel team.   * Plan to have a day off if your trip is over 2 weeks. * Set aside time to relax. * Examples: Don’t talk about work during meals, don’t work after dinner, plan to have a day to sleep in * Check in with travelers individually - Most people are not willing to ask for time to rest, especially not in front of the whole team. * Let team members take a break or nap if they need it.   *Think: How can our team plan to recharge instead of working into the ground? How could we plan shifts or distribute tasks so that certain team members aren’t working harder than others? What restful (but productive) activities can I assign to members who need a bit of a break?* |  |  | Implementation Challenges  1. Our translator is biased   Break down **language barriers** by fighting translator bias and developing sound translation techniques.   * Have more than one translator. * Actively recruit/support team members who can translate. * Aspire to have at least one non-hired translator on every trip. * First ask translators to tell you what the person literally said, then what they think the person meant. * Ensure translators are well-supported and aware of their own translator influence. (See 8 below)   *Think: How could you work with university organizations to find translators? How could you collaborate with in-country universities to fulfill translation needs? How could you leverage university language departments or local cultural groups?*   1. Our translators are over-burdened   **Translation brings heavy responsibility**, and it is common for translating members to become overwhelmed during trips, especially when bad news must be delivered or hard decisions must be made.   * Discuss as a team approaches to community meetings and hard conversations * Facilitate and schedule time for frequent translator check-ins * Allow translators to rest by finding activities that do not need translation * Do not interrupt conversations with community members * Have multiple translators to distribute responsibility and get multiple perspectives/interpretations   *Think: How could I help my translators prepare for big meetings? How can our team contribute to communication even without direct language skills? How are my translators prepared for their responsibilities?* |
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