



TEAM MEMBER
MANUAL



TEAMS



To Read on the Plane

- Working with an interpreter
- Distributing the *Book of Hope*
- Culture Shock
- Responding to Hospitality
- Safety

To read on the plane

Working with an Interpreter

One of the most important people you will have with you on your trip is your interpreter. He/she will be able to help you navigate any challenges of communication with the individuals and audiences you will encounter. Here are some tips to help when you speak in front of an audience with an interpreter:

- When possible, go over what you are going to say with the interpreter beforehand. Speak in simple thoughts and sentences and at a slower pace than you would normally speak.
- Speak in short phrases as much as possible.
- Avoid long words, slang, 'Christianese,' geographical references, and idioms that won't translate well.
- Look at the audience, not at the interpreter.
- Don't speak again until your interpreter has finished with the translation.
- If your translator has difficulty translating a specific sentence or phrase, re-work the idea.
- Avoid mentioning specifics like brands, large numbers, monetary amounts, etc.
- Trust your interpreter to translate correctly.

Distributing the *Book of Hope*

Distributing God's Word in the form of the Book of Hope will differ from country to country. In a school setting, you may take books classroom-to-classroom or give them out at a school assembly. In a church or neighborhood setting, distribution may occur after a showing of a film or at the end of an orchestrated program. Remember to be flexible, follow instructions, and above all – have an attitude of servanthood. You are an ambassador not only of OneHope, but of the body of Christ.

Distribution Tips

- Look the child directly in their eyes and smile. For smaller children, kneel down to their level.
- Make sure you are placing the book in the student's hands - not throwing it at them.
- Hand the books to each student with the front cover directly facing them.
- Focus specifically on each student.

Presentation Tips

- When referencing Scripture, point to the book you are distributing to encourage the audience to engage with their own *Book of Hope*.



Culture Shock

Stages of Culture Shock

Culture shock is a normal part of traveling. It's important to be aware of the "symptoms" of culture shock so you can prepare and adapt your mindset.

Stage 1:

- Initial excitement
- More likely to recognize cultural similarities and differences

Stage 2:

- Euphoria wears off, some frustration sets in
 - You may feel extra tired from the adaptation
 - Desire for control or desire to make things "go your way"
- It's unlikely to reach stages 3 or 4 during a short trip*

Stage 3:

- Begin to "settle in" and adjust to the new culture
- Differences are understood rather than irritated
- Gradual understanding of cultural cues

Stage 4:

- High level of comfort and routine
- Sense of "foreign-ness" diminishes

Tips for Cultural Adjustment

- Travel in a spirit of humility, patience, positivity, and with a sense of humor.
- Do not expect to find things as you have them at home. Remember you left home to experience different things!
- Keep an open mind. Do not judge others just because of your differences. Different does not equal inferior.
- Don't allow others to get on your nerves or ruin your trip. You've come a long way to learn, enjoy, and be a good ambassador for OneHope, the U.S., and Christ.
- Remember you are a guest. One who treats a host with respect will be treated as an honored guest.
- If you experience frustration, identify the following: What are the situations that confuse or irritate you the most in the new country? Is it necessary for you to remain in this situation? If so, how can you find out more information about this aspect of the culture so you can understand it better? What do you miss the most from your home country? How can you replace this desire with something new?
- If you begin to feel stressed or depressed, ask yourself: "What did I expect? Why? Was my expectation reasonable?"
- Exercise and eat well to reduce stress.



Tips for dealing with homesickness

- Stay busy. Keeping busy helps distract your mind. There's always something to be done!
- Don't spend time on social media looking at all your friends back home. Staying in contact is okay, but constantly wishing you were with them is not.
- Stay social with those around you - be intentional about forming bonds with your team members.
- Look forward to what is ahead, whether later this afternoon or in a few days. Specifically think of upcoming events you can get excited about.
- Keep in mind that your memories of home are more utopian than you remember! You are only here for a short time, don't leave with regrets because you were too busy sulking to take advantage of new opportunities. Homesickness is fleeting, but your experiences, memories, and what God will create in your heart will last a lifetime!

Responding to Hospitality

There may be times when your team is either housed or fed by locals in the city where you are working. Please observe these guidelines to ensure you represent the ministry team well and avoid offending anyone.

- Be understanding and appreciative of what you are provided. It will probably be the best they have available.
- Learn how to greet and thank people in the native language as soon as possible. Showing an effort to connect with them goes a long way.
- If you are offered a gift, no matter how small, express your thanks and be appreciative.
- Eat whatever you are offered, unless it is dangerous to your health (for instance, don't drink unclean water or eat raw food that may have been prepared with the local water supply).
- Get to know the nationals and allow opportunities for the nationals to get to know you.
- Bring photos of your family and home, postcards from your city or state, pens with your church name on them — anything that you can show them to help them learn about you.
- Most of all, be open to learn about and share with others!



Safety

Efforts have been made by your team leaders, OneHope representatives, and your hosts to ensure that your time will be as safe as possible. While you should not feel anxious about anything unsafe happening, it is always better to be prepared and aware of potential threats.

- Always follow local laws as well as U.S. laws.
- While travelling, your 'most vulnerable' time is upon your arrival.
- Don't set down a bag while waiting in line at the airport.
- Keep track of your luggage ticket.
- Wear a money belt inside your clothes for vital documents.
- Don't carry electronics in your back pocket or set them on a table.
- Wear cross-body purses and small bags, and don't wear them on the street-side of your body.
- Be mindful of what you put in outside pockets on backpacks.
- In crowded spaces, keep your bag in front of you.
- Watch for commotions in crowded spaces, they could be a distraction for thieves or pick-pockets.
- Do not walk alone, especially at night. Always travel in groups.
- Don't wear expensive clothes, jewelry, or accessories.
- Take with you only the cards, money, and documents you need for the day.
- Don't give personal information to locals. Do not invite them to your home. Do not go out with locals you just met, whether alone or in a group.
- Do not accept rides.
- Keep doors, windows, and car doors locked at all times.
- Listen to your gut instincts; if you feel unsafe, remove yourself from the situation.
- Carry a business card from the hotel you're staying at so that if you get lost or separated from the group without knowing the language, you can give it to a taxi driver to take you back to the hotel.

