Notebook of International Projects’ leader
Dear leader,

The countdown has begun. There could be only a few weeks, a few days, hours before the workcamp or youth exchange you have chosen to lead will begin!

Here is your notebook... It is a tool aimed at helping you to prepare to lead your project. In the notebook you will find a summary of the theoretical aspects of learning as well as some practical advice which you could always keep at your hand.

No matter your level of experience, your age or your personality, whether you have participated in our training for leaders of international project, you can take from this what you need.

You should also know that Compagnons Bâtisseurs are always ready to support you and we are available to answer any questions you may have.

Have a nice project and.. See you later!!

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1) Being LEADER - Manage your GROUP

a. Knowledge, Skills and Values

Leader of international projects should be ready to use those 3 competences to support a learning process in the group:

In this notebook you are going to find different instruments, that will help you to understand better and use those 3 competences. Don’t hesitate to write down some notes and your comments or add other methods, games, ideas…

But also:
- Develop to self-develop
- Go out of comfort zone
- Leave the problems of daily life

Procedure of «A4A» (Forms)

<table>
<thead>
<tr>
<th>Forms</th>
<th>Filled in by</th>
<th>Objectives</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evaluation form (feedback)</td>
<td>Filled in by leader</td>
<td>Receive feedback of young people for future projects</td>
</tr>
</tbody>
</table>

Inclusion of young people with fewer opportunities

For WHOM?
Our project are organized for all the young people (from different countries with different background), but we are paying particular attention to:
- Young people with fewer opportunities
- Our target group is young people who have big social and educational difficulties, the ones who faced those problems:
  * Problems and propensity to violence
  * School drop out and lack of qualification
  * Social isolation and economic difficulties

Objectives for the young people
- Develop sense of autonomy and responsibility
- Come (back) on the way of healthy life style
- Get and develop new knowledge and skills

List of exercises (energizers, games for concentration, awareness-raising activities, name games…) could be found in «Instruments» at the website www.compagnonsbatisseurs.be - pass word: sésame

In the Annex of this notebook there is several advice, tips and tricks to make your project go well (relations between leader and participants, group dynamics, kitchen tasks, rules of living together, conflict management, etc.)

Leader and other youngsters
Animator will receive «A4A» form if the there is person who needs special support:
- Person with disabilities (physical, mental, autism,…)
- Problems with consummation of alcohol or drugs
- Young people with temper issues

In some cases, it is interesting to share needs of “A4A” participant with the rest of the group.

The role of animator:
- Encourage everyone to participate on all the levels;
- Create such an atmosphere in the group where everyone could express themselves;
- Don’t behave as psychologist or teacher;
- In some cases, it is interesting to share needs of “A4A” participant with the rest of the group.

The participants have all the same rights = right to respect for their personal life
- The participants have all the same duties = participate in the proposed activities

What to do before welcome a person of A4A?
They will receive support from coordinator before workcamp if the situation is quite serious. Therefore, if CB doesn’t consider it’s necessary, leader is not informed about the profiles «A4A» (certain private information not necessary going to be communicated).

Otherwise, young person of «A4A» is the same like the others of the workcamp
- The participants have all the same rights = right to respect for their personal life
- The participants have all the same duties = participate in the proposed activities

They will receive support from coordinator before workcamp if the situation is quite serious.
b. Group dynamics

Here are stages of living together as a team which each group goes through either it is workcamp or youth exchange. More explanation of the scheme you can find in Annex.

- FORMING
- NORMING
- STORMING
- PERFORMING
- ADJOURING

7) Moving debate

It is very nice and interesting activity to organize in the middle of the project. You need to prepare different questions in advance depending on the objectives of the project. Then draw an imaginary line on the floor with "I agree, yes" on one side and "I don't know, no" on the other. The question should be not obvious and provoke discussion and reflection. At the end you should come up with constructive discussion.

8) Tree

On a tree is drawn many small men who are doing different things. Each of them represents certain state of mood. Ask volunteers to choose one or two men to express how do they feel and later they could share it with the others if they want. You can download tree from www.compagnonsbatisseurs.be in Instruments.

Last advice:

It is very important to give enough time for the group to express themselves while using each method or instrument. Therefore foresee some time for people to think about their experience, write it down and later talk in front of the group.

Before running any activity it is also important to explain aim and objective of what do you want to do. Creating a cozy atmosphere is a key condition to let each participant feel comfortable to express themselves alone and in front of the group.

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2) Workcamp with CB, is ...

a. Who is a leader of INTERNATIONAL workcamp

At the workcamp there are different types of camp leaders:

1) Technical leader – the one, who explains the tasks that should be done during the project. This person is usually works in the hosting organisation of the workcamp. It might happen that the person doesn’t speak English very well.

2) Leader of the group - international project’s leader

This person creates a bridge between group of international volunteers and place where the workcamp is happening.

What does it mean for you to be leader or co-leader of workcamp? Are you responsible for everything that is happening during the workcamp? What is your place in the group?

◊ There is no special types of camp leaders, corresponding just to special type of workcamp. Everyone could find and chose the topic that interests them the most.
◊ Camp leader is a central role in the group. He is a referent person and responsible at the same time. However you can find your own styles of group management, decision making, conflict solving, etc...
◊ The Compagnons Bâtisseurs encourage their camp leaders to use participative approach. It means leader give space for volunteers’ initiatives and stays at the same level with them, not being superior. You are involved in the project equally, you are working together etc.

1) Pizza (TARGET) evaluation

Draw on a flipchart a target (like in the Darts game) or a pizza that is cut into several slices (the number of slices depends on number of topics you want to evaluate). Each part represents a topic (topics could vary a little bit if it’s a youth exchange or workcamp):

- living together as a group,
- time management,
- activities,
- working time,
- food,
- Free time,
- how the project corresponds to my expectations,
- how the project corresponds to what was announced,
- managing the tasks,
- accommodation,
- leaders,
- …

There could be proposed other topics as well, depending on what do you want to evaluate.

Then each person evaluates each sphere by putting a color dot or other symbol on the part of the flipchart. As closer the dot is to the center – as satisfied the participant is regarding this theme. And vice versa – if the dot is on the boarder of the slice – participant is not satisfied at all.

2) Washing machine, Rubbish bin and Bag

Design on 3 big pieces of paper (or flipcharts):

1 a washing machine
2 a rubbish bin
3 a bag

- The washing machine represents everything that needs improvement or changing in this project or for the upcoming project.
- The rubbish bin represents everything that we want to throw away and never repeat again.
- The bag represents everything that we want to take with us and use again.

The group will write down their remarks on post-its (less eco-friendly) or come and write down directly on the flipcharts.

3) Dixit

Put Dixit cards on a table and ask participants to pick 1 to 3 cards. Again everything depends on the objectives of evaluation.

The cards have unique design and could be a symbol of different things for each person. To choose a picture is the easiest way to express your thoughts, especially when there is a language barrier.
Evaluation methods

It is very important to take time to organize mid-term evaluation and evaluation in the end of the workcamp.

WHY?

- To have opportunity to adjust, improve or change thing that doesn’t work
- To keep things that works well.

Evaluation could be of two types: qualitative or quantitative.

What should we evaluate?

- Discuss and check the results of the project,
- Used methods,
- Programme,
- Team of leaders,
- Living together as a group,
- Basic needs

Give time to the group to express themselves and realize what each of them shared. It is really important as a result of the project, but also for self-reflection and satisfaction of each participant.

Evaluation methods will help you to facilitate the conversation. It will help you to create a suitable environment to help everyone to express themselves.

To run a successful evaluation, keep in mind some important points: time (when it is better to hold evaluation), place (where to organize it?), participants and you (are they ready, do they need it, am I ready).

Here are different methods of evaluation:

- Pizza (TARGET) evaluation
- Washing machine, Rubbish bin and Bag
- Dixit
- Floating words
- Letter to yourself
- Collage
- Moving debate
- Tree

At the beginning camp leader should make sure that everyone is engaged and has work to do, but the goal is to let the group step by step find a way to “regulate” itself and share responsibilities inside the group independently.

Camp leader is in contact with hosting organisation. They are meeting before the workcamp to discuss important details about the foreseen work and creating confident working relations.

Being in a pair with other camp leader, complementing each other and being well organized usually is more comfortable for both parties. In that way responsibilities are shared between two of you. If you lead the project together it is important that you made agreement about your roles in general. In the difficult situations you should be “united” to be able to solve the problem. Disagreement between co-leaders in front of the group could have bad consequences for the group dynamic.

And last, but not least: remember that you are not alone in this world. You are a part of Compagnons Bâtisseurs and we are always here for you in case of any problems or questions.

b. Objectives & Values:

International workcamp is an educational project to raise awareness of young people about active citizenship. Moreover it has 4 objectives on which CB works.

Responsibility

Both during the preparation and realization of project we are paying attention to the responsible consummation. Each participant is taking their responsibility for the project. That is how participant develops sense of responsibility.

Creation

Developing a project, building a wall or wooden shelter, establishing long-lasting relations is the same creative process as self-development of a person or a citizen. Compagnons Bâtisseurs believes that creation has no limits and could be used in multiple meanings, except ulterior motive.

Meetings

Activities of Compagnons Bâtisseurs give opportunity to meet new people, new cultures, different nationalities and mentalities. It helps to build new social ties. It advocates for “better living together”.

Travel

International workcamp is also another way to travel, to discover new countries, get to know local community. Therefore Compagnons Bâtisseurs promote alternative traveling.
3) Structure of workcamp

A) Things to do BEFORE the workcamp

Information provided by Hosting Organization before the workcamp:

⇒ Clear explanation what is their workcamp is about.
⇒ What is the nearest train station?
⇒ What are working hours and foreseen programme of workcamp?
⇒ What is required material? Who will provide it?
⇒ Where we are going to work, where to rest, have party or eat... What places we can use?
⇒ Is there any car, which we can use?
⇒ Who is technical leader?
⇒ Is there any rules which should be respected (not to smoke inside buildings, take off the shoes, etc)?
⇒ How we should sort the garbage?
⇒ What interesting activities are happening in the region?
⇒ Is there money for leisure time activities?
⇒ Address and contact number of nearest hospital?
⇒ Address and contact number of nearest doctor? Doctor that works during week-end?
⇒ Contact number in case of emergency?
⇒ What are the others local policies?

This list of questions is just an example and could be prolonged. It is minimum that you need to know before the work camp. Feel free to ask for other information that you might need.

The menu

Please remember to give space and possibility to everyone to participate. Make sure that the whole group is able to cook the meals. Leaders and the group could select some simple and fast recipes (pasta Bolognese, sausages with potatoes, ...). Print out the recipes (in English, in French) which anyone is able to prepare.

In order to help you, we've put some recipe in the leader's folder.

Everything concerning the quantity, you can adapt depending on your project. Here is information that could help to choose the quantity at the beginning of the project:

QUANTITY PER PERSON [1]

You are leader of the workcamp and you don't know how much food do you need? That will help you! But please keep in mind that it is better to have a little bit more products, than not enough. There will be always a gourmand who would like more. Attention, those numbers are approximate. They represent how much products average adult or young person needs. They should be adapted to the age and level of activities during the day.

MEAT
- With bones (ribs of pork, chicken legs...) : 200 g
- Without bones (escalope, steaks...) : 120 g
- Sausages : two or three
- Paste or filet américain: 50 g

EGGS
- Boiled: one
- Omelet: two

PASTA AND RICE
- Pasta: 100 g
- Rice: 70 g

BREAD
- 3/4 of baguette per day
- There are +16 slices in a loaf

MILK: For breakfast: 1/4 L

VEGETABLES
- Spinach: 300 g
- French fries: 300 g
- lentils : 70 g
- Green beans : 200 g
- Boiled potatoes : 200 g
- Smashed potatoes: 200 g
- Tomatoes : 250 g pour le plat
- Carrots: 2
- Onions: 1/2

FRUITS : 2 per day

CHEESE
- Camembert : 1/6th
- (Hard cheese) - Le comté, le gruyère... : 40 g

LE BEURRE— for breakfast : 15 g

[1]Source : https://www.latoileescouts.net/les-quantites-par-personne
Improvement advise ...

...kitchen life

1. Give space for creativity and cultural expression in the kitchen.
2. Think about/plan the menu in advance.
3. Inclusive meals (meals that respect all the personal food restrictions).
4. Agree on rules of hygiene (wash hand, laver les mains, use clean tools...).
5. Keep the kitchen clean.
6. Sort the garbage immediately.
7. Work in teams and share responsibilities.
8. Put everything back on their place.
9. Be on time with the meals.
10. Organize well sharing the tasks.
11. Don’t put ketchup in pasta.
12. Choose the simple recipes.
13. Ask participants to share the recipes of their country.

Improvement advise ...

...budget management

1. Excel document to note down all the expenses.
2. Write down all the expenses straight away + staple the receipts.
3. Remind participants to take receipts when they are buying something.
4. Manage well.
5. Keep the receipts.
6. Take photo of each receipt in case of lost.
7. Stay in the budget.
8. Pay attention to what do you consume and what do you buy.

CALCULATION OF EXPENSES
(give back to CCB at the end of the project with all justifying documents)

<table>
<thead>
<tr>
<th>Date (when did you payed)</th>
<th>Receiver of expense's (who got money)</th>
<th>Object (for what you payed money)</th>
<th>Place (where did you pay)</th>
<th>Sum (how much money have you spent)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
B) Things to do DURING the workcamp

Day 1
Green light for the workcamp

The leaders arrive before the volunteers (arranged with the hosting organisation).

Welcome the participants. A good welcome determines greatly the ambiance of your work camp:

⇒ Hold a sign clearly at the station.
⇒ Welcome drink.
⇒ Fill in the documents «Inscription form for the volunteers».
⇒ Icebreaking games and name games.
⇒ Read all application forms (food restrictions, vaccination, swimming...)
⇒ Settle a framework: presentation of the place, internal regulations, rules of sorting the rubbish, the responsibilities to take on board, organisation of «day-to-day life», negotiation of timetables (see “arrangements of group life”: p. 12-15).

⇒ Prepare posters to stick up on the wall with the most important information (distribution of tasks, timetables, emergency numbers ...). You will find this method of communication useful throughout the work camp.
⇒ Explain clearly the aim, objectives and expected results of workcamp.
⇒ Gather all together in the evening to get to know each other. Pay attention that people might be tired after a long journey. First evening a lot of people would like to go to sleep earlier.

Improvement advise ...
... sorting the garbage

1. Learn different ways to sort the garbage, depending on the policy of local community.
2. Raise awareness about sorting the garbage before the workcamp.
3. Create an activity or a game about the sorting.
4. Create signs and put them on the boxes of rubbish (here is PMC, here is paper, here is compost, etc...).
5. Put the colors to identify the rubbish (green → paper, bleu → PMC, etc...).
6. Photos explanation (pictograms).
7. Put all the rubbish bins in one place.
8. Explain at the beginning + repeat again in the middle of the workcamp how to sort the garbage and show it to volunteers.
9. Chose one person responsible for each day + and/or a Belgian leader who will be responsible during the whole project.
10. Check it every day.

Sorting the garbage in Belgium

<table>
<thead>
<tr>
<th>Blue Bag</th>
<th>Red Bag</th>
<th>Yellow Bag</th>
<th>Glass bottles and flacons</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plastic bottles and flacons</td>
<td>Metal packs</td>
<td>Tetrapack</td>
<td>Paper and Carton</td>
</tr>
<tr>
<td>Empty well, take off the cap</td>
<td>Empty well</td>
<td>Empty well and make it flat</td>
<td>Clean and dry</td>
</tr>
<tr>
<td>Empty well, take off the cap and cover</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Improvement advise ...**

**.. responsible consummation**

1. Search for local enterprises.
2. Use the seasonable products (see the scheme).
3. Explain why it is important to the volunteers, hosting organization (cosmetic workshops, cleaning products, sharing advice, do-it-yourself).
4. Cooperation and visits/meetings with hosting organization.
5. Give recipes of meals that support responsible consummation.
6. Pay attention.
7. Get to know local producers (make list of producers).
8. Check the prices (compare quality/price, reasonable price).
10. Pay attention to the quantity of food.
11. Choose way of transportation with less impact (bicycle, foot)
12. Minimize the consummation

---

### Calendar of seasonable fruits and vegetables

<table>
<thead>
<tr>
<th>Seasonal Produce Guide</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Spring</strong></td>
</tr>
<tr>
<td>Asparagus</td>
</tr>
<tr>
<td>Celery</td>
</tr>
<tr>
<td>Greens (Arugula, Lettuce, Spinach, Swiss Chard, Kale)</td>
</tr>
<tr>
<td>Peppers</td>
</tr>
<tr>
<td>Rhubarb</td>
</tr>
<tr>
<td><strong>Summer</strong></td>
</tr>
<tr>
<td>Artichokes</td>
</tr>
<tr>
<td>Beets</td>
</tr>
<tr>
<td>Broccoli</td>
</tr>
<tr>
<td>Carrots</td>
</tr>
<tr>
<td>Celery</td>
</tr>
<tr>
<td>Cucumbers</td>
</tr>
<tr>
<td>Garlic</td>
</tr>
<tr>
<td>Beans</td>
</tr>
<tr>
<td>Peppers</td>
</tr>
<tr>
<td>Okra</td>
</tr>
<tr>
<td>Peas</td>
</tr>
<tr>
<td>Potatoes</td>
</tr>
<tr>
<td>Summer Squash</td>
</tr>
<tr>
<td>Tomatoes</td>
</tr>
<tr>
<td>Turnips</td>
</tr>
<tr>
<td><strong>Winter</strong></td>
</tr>
<tr>
<td>Beets</td>
</tr>
<tr>
<td>Broccoli</td>
</tr>
<tr>
<td>Cabbage</td>
</tr>
<tr>
<td>Carrots</td>
</tr>
<tr>
<td>Cauliflower</td>
</tr>
<tr>
<td>Celery</td>
</tr>
<tr>
<td>Cucumbers</td>
</tr>
<tr>
<td>Eggplant</td>
</tr>
<tr>
<td>Garlic</td>
</tr>
<tr>
<td>Greens</td>
</tr>
<tr>
<td>Garlic</td>
</tr>
<tr>
<td>Beans</td>
</tr>
<tr>
<td>Beans</td>
</tr>
<tr>
<td>Melons</td>
</tr>
<tr>
<td>Winter Squash</td>
</tr>
</tbody>
</table>

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### Day 2

**Arrangements of group life: Basics**

- Take your of time to prepare the workcamp: **work tasks**, the **timetable**, **household tasks**, and leisure. Each one should find the place depending on their abilities and wishes, but take into consideration the group life.

- The start of the work and the workcamp.

- Meeting in the evening: gather the first feedback of the work, get the ideas for socializing and leisure activities, agree on (the contract) of the workcamp.

- Game evening — rest and have fun in the evening.

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**Personal notes...**
Arrangements of group life: Group contract and sharing responsibilities

CONTRAT: How it should look like?

The idea: create a document including each member of the group at the beginning of the workcamp (at the big poster or in other creative way). When the group produced the document, they should respect it.

<table>
<thead>
<tr>
<th>Rules</th>
<th>Rules NEGOCIABLES (decision made by group)</th>
</tr>
</thead>
<tbody>
<tr>
<td>NON-NEGOTIABLE</td>
<td></td>
</tr>
<tr>
<td>Drugs</td>
<td>Leisure</td>
</tr>
<tr>
<td>Rules of the hosting organisation</td>
<td>Responsibilities</td>
</tr>
<tr>
<td>Contract of the hosting organisation</td>
<td>Tasks</td>
</tr>
<tr>
<td>Verbal and physical violence</td>
<td>Food</td>
</tr>
<tr>
<td>Respecting the others</td>
<td>Hygiene</td>
</tr>
<tr>
<td>Living together</td>
<td>Tidying</td>
</tr>
<tr>
<td>Safety at the workcamp</td>
<td>Timetable</td>
</tr>
<tr>
<td>Others</td>
<td></td>
</tr>
</tbody>
</table>

How to discuss the NEGOCIABLE rules with the group?

The idea: to create teams of 2-3 person who are responsible for one part of group life and supervise this sector.

The aim: to encourage them to feel responsible of their common living and workcamp in general.

Example of different teams:

1) Work team:

Relations between the host organisation, technical leader and the team.

Keeping the rules of using the instruments (checking, cleaning, tidying).

NB: it’s not an easy task, leader should help this team a lot.

Improvement advise ...

... relation between volunteers and hosting organization

1. Be on time.
2. Working time is to work.
3. Respect each other.
4. Communicate and share ideas regularly.
5. Respect the tools.
6. Respect rules of hosting organization.
7. Establish nice relations with hosting organization.
8. Leave the place in the condition you entered it.
9. Support the communication before the project.
10. Keep the contact with hosting organization.

Improve advise ...

... respect of living space

1. Everyone should respect the living space participate in cleaning.
2. Share the tasks.
3. Explain well the tasks (step-by-step explanation).
4. Plan sharing the tasks equally.
5. Start with raising awareness.
6. Show where are all the tools (sponges, liquids, broom)
7. Make agreement about the tasks at the beginning.
8. Discover the place.
9. Wash the dishes after each meal.
10. Put some music to motivate participants to do the tasks.
11. Clan the place every day.
12. Take responsibilities.
13. Use pictograms, pictures.
14. Be on time for the tasks.
15. Be strict with keeping rules.
Improvement advise ...

Living together

1. Talk with everyone.
2. Respect each other.
4. Have free time to share personal things.
5. Organize evening activities.
6. Make small meetings.
7. Play social games.
8. Evaluations.
9. Organize small teams to prepare activities.
10. Play games to include everyone.
11. Pay attention if everyone has possibility to express themselves.
12. Discuss how they feel about living together.
13. Hug each other and make compliments.
15. Make meetings more dynamic by using gestures of voting.

Improvement advise ...

... distributing the roles

1. Pay attention if the roles are shared equally.
2. Change the roles.
3. Give good example to the group.
4. Explain clearly the roles.
5. Ask if the participants are happy with their tasks.
6. Check if everyone has a task to do.
7. Full fill the tasks even if we don’t want (it part of respect).
8. Check if the role (of each person) suits them.

2) LEISURES (week-end):

Take contacts and information of the different activities going around
Bring ideas and opportunity that allow the group to decide (organize a meeting, brain storming ...)
The role of leader is to get information what to do in the region (local festivals, markets, kayak, flea markets, parties...) BEFORE proposing cities like Brussels, Bruges,... Leader could give some advice depending on the place of the workcamp. For example: if it takes 2-4 hours by train to go somewhere, maybe it is better to discuss with the team other options to be proposed to the group.

3) FOOD:

Make sure that the food varies and write down a shopping list.

4) TIDYING – ENVIROMENT:

Division of tasks
Environmental aspects, sorting the garbage, responsible consumption of energy...

5) RELATIONSHIP WITH THE NEIGHBOURS, THE LOCAL COMMUNITY :

Introduce the workcamp, organise an activity with the young people of the local community, invite the neighbours for snacks or drink.

6) COMMUNICATION—photo and video

Take pictures, videos, boomerang. Put them on Instagram (@Cb.Belgium). Send them to communication@compagnonsbatisseurs.be

The purpose of creating the teams in the beginning of the workcamp is to fix the rules that were discussed. It should be a group decision, therefore they should like to be engaged in it. It is worth spending time on it. The success of the workcamp will depend on it.

BUDGET MANAGEMENT (by leader) :

ONLY for the TEEN workcamps and Youth Exchanges (NOT for the workcamp 18+) - see more in the document of Annex: TABLE of BUDGET
Arrangements of group life:

LEADING STYLES

Being a camp leader means that you have leadership skills. You take a lot of responsibilities. You introduce additional rights and duties to the participants of workcamp according to their wishes.

ATTENTION, it does not mean that you could behave as someone who are giving the orders to others! Remember that at the end the goal of an international workcamp is mostly to develop the responsibility of the participants and to create friendly atmosphere in group.

3 types of tasks at workcamp

Organization

Relation

Tasks

Achieve objectives of the workcamp by motivating participants

Develop spirit of cooperation and support. Let the group act independently

Instruments, facilitation, rules, methods

The scheme of group management will help you to find your leading style on each stage of the project.

L: Intervention of Leader – G: Intervention of Group

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<td>Tasks</td>
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<td>Autocratic</td>
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<td>Non-Directive</td>
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Improvement advise ...

... Relation between Leader and Volunteer

1. Establish good connection and communication.
2. Participate in activities together.
3. Find a balance.
4. Find time to talk about possible problems with volunteers individually and more open.
5. Ask the group to make evaluation to understand if there are any problems or not.
6. Accept the others as they are, including their culture, traditions...
7. Team building.
8. Pay attention if everyone is included.
9. Live together with the group.
10. Give a positive example.
11. Act as if it your family.
12. Give energy to the group, inspire them.
13. Share responsibilities with the group.
14. Appreciate their efforts.

Maslow’s Pyramid of Needs


Self-actualization: A person’s motivation to reach his or her full potential. As shown in Maslow’s Hierarchy of Needs, a person’s basic needs must be met before self-actualization can be achieved.
## Conflict management

### How to react on conflict?

#### Rule of 5R

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**Explore the REASONS of conflict**

1. Create the atmosphere of mutual understanding
   - Try to understand what each one wants
   - Realize what the others tell

**RECOIL**

2. Take step back from the emotions.
   - Talk to other leaders/responsible person from CB

**Check the REACTIONS**

- Encourage everyone to discover their reactions, feelings, thoughts.
- Identify destructive reactions and suggest constructive ones.

**Move towards the RESULT**

3. So what are the ways to solve the conflict?
   - Together with all members of the group find a constructive way how the conflict.

**Agree on RESOLUTION**

- Chose alternative scenarios
- Find win-win solutions
- Discuss new interpretations

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<tr>
<td>1.</td>
<td>Everything is decided BY leader and FOR participants: At the beginning of the workcamp the first type of leadership takes place. The volunteers arrive, they don't know each other. The group needs to be formed. Leader takes most of the responsibilities. Warm welcome, showing the rooms, presenting the place, organising the division the tasks, explaining the most important rules (see p10) are the responsibilities of the leader.</td>
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<td>AUTOCRATIC</td>
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| 2. | Group of volunteers takes responsibility and full fill the tasks voluntary without leader’s remind: Step by step the group will naturally come to the situations 2 and 3 (DEMOCRATIC and NON-DIRECTIVE) 
   - The volunteers must take over the project. 
   - The leader delegates the greater part of the responsibilities. 
   - Leader facilitates the group, but encourages them to organize within themselves. |
|   | DEMOCRATIC |

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<td>3.</td>
<td>Most of the tasks are managed by the group. They are also regulating the living together. Leader follows them but can interrupt when there is a problem only. You can more or less maintain a non-directive leadership style and leave the task to the group. In case of any organisation problems, it will be up to you to take the situation in hand and finally to reassure that everyone can carry out their tasks.</td>
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<td>4.</td>
<td>Everyone is doing everything. You should avoid when situation goes out of your control, group doesn't listen to you, they are fighting with each other, and you are not able to overcome tension. The style « ANARCHY » must be avoid.</td>
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<td>ANARCHY</td>
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Arrangements of group life: Basics, Contract, Sharing responsibilities and Leading styles
**Conflict management**

What is the reason?

- Disagreement about the tasks
- Different priorities
- Not clear/ambiguous instructions
- Lack of instructions
- Responsibilities are not enough defined

**Due to TASKS**

- Conflict of personalities
- Different values
- Fight for power

**Based on PERSONALITIES**

- Different cultures
- Different communication style
- Need of appreciation

---

**End of the 1st week**

- A mid-term evaluation (it might also be necessary to plan out future evaluating meetings).
- Free time activities are optional for everyone. The only important thing is that group should be able to return back to the work next week. Improving group dynamics does mean that everybody must stay together all the time.

Don’t forget to organize **intercultural night**; nice chance to discover culture of everyone. For that volunteers take small presents, food, music or traditional games of their countries. It’s important to have enough time for everyone to present their country.

- If CONFLICT happens? Try to UNDERSTAND the reason, the reactions on the conflict, practice active listening method with each party of the conflict and follow the recommendations of “Rule of 5R” - See “CONFLICT MANAGEMENT” in Annex p30

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**MID-TERM EVALUATION:**

Aim: Evaluate the situation and find solutions for possible problems.

If you want to make mid-term evaluation you can use different methods for that (see Annex and at the web-page). Here are some key points to evaluate:

1) Work
   - What was expected and what was achieved (the difficulties to overcome and explanation of tasks)
   - Cleaning and tidying up of tools
   - Respecting the timetable

2) Living together
   - Cleanliness of the living space
   - Respecting the timetable, work, leisure, meals

3) Relation
   - With hosting organization
   - With local community
   - Inside the group

4) Leisure time
   - In evening
   - At the week-end

Decisions, objectives for the upcoming week:

In order to make the mid-term decisions and corrections visual and valuable, you should write or stick them on a poster.

Do not hesitate to tell your comments to your hosting organisation and to the person in charge of workcamps at Compagnons Bâtisseurs. They could also help to solve some problems at the workcamp.
Final Evaluation

- A collective evaluation of the workcamp: everyone should be able to express their feelings and talk about the occurred difficulties. It doesn’t mean that positive aspects should be denied. You should encourage constructive approach in the discussion.

(ANNEX - examples of different types of evaluation)

- Volunteers should fill in individual evaluation forms. The forms should be given to workcamp coordinator of Compagnons Bâtisseurs and analyzed with your own evaluation and one of the hosting organization. Moreover you should share the “overall impression” of your work camp.

Last night

- It is important to prepare participants for the end of the project. Celebration of the end of workcamp could be done as party, exposition, barbecue, night out,…

- Before saying goodbye, it’s the party!!

Personal notes...

End of 1st week, evaluation, activities of week-end, conflict management, what to do last night, exchanging the contacts,…
The review

After the workcamp

Think it over and write down your evaluation of the workcamp. Hand them to Compagnons Bâtisseurs, along with the inscription forms of the volunteers.

Give your evaluation forms to the hosting organisation. They will send them to Compagnons Bâtisseurs.
Security
Better to prevent than to solve — p22

Emergency

What to do in case of illness or sickness? (first aid p23)
What to do in case of emergency? (step by step instruction p24)

Insurance
The insurance (AXA or SCI it depends on the project) could be used in certain cases: terms and conditions how to claim it?

(see details p26 + documents in the folder at www.compagnonsbatisseurs.be)

ANNEXES

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5) Inclusion of young people with fewer opportunities .......... 43
7) INSURANCE: IMPORTANT DETAILS

- If you have the slightest doubt, contact us.
- General principle: all volunteers must have an insurance from their country of origin.
- Officially, we cover the volunteers for civil responsibility, in case when they provoked damage or caused an accident.
- This does not cover the volunteers if they are injured themselves.
- In the case of volunteer doesn’t have have travel insurance, they will be charged all the health costs.
- Therefore, in case of hospitalization the expenses can quickly increase in numbers.
- You must always fill in a form declaring the accident. Even for small accidents! And above all do not wait 3 days before reacting (don’t risk!).
- **ATTENTION** if the volunteer is admitted to the hospital, give their details and contacts (not the ones of CB).

HAVE A LOOK ON DOCUMENTS OF INSURANCE THAT ARE IN THE FOLDER

NUMÉROS D’APPELS D’URGENCE EN BELGIQUE

- **112 Ambulance and Firemen**
- **101 Police**
- **070 245 245 Anti-poison center**
- **0494/105.459 Emergency number of CBB**
- **084/314.413 Office of CBB**
- **1733 Doctor in charge after 18h00 and at week-end**
5) SECURITY DURING THE PROJECT

Avoid any possible risks

Work is not a game.

Manuel work demands a good working mood.

Safety is an important aspect which should not be neglected. Caution is the key point in ensuring safety.

MAKE SURE THAT VOLUNTEERS TAKE THIS INTO CONSIDERATION.

HOW?

⇒ From the first day explain clearly how each tool should be used. Ask the advice of technical leader if necessary. Do not hesitate to take time for this.

⇒ Identify areas of risk: the ladders and scaffolding (while using them but also while they are being set up), electrical instruments, sharp tools (trimmer, saw etc...) We don’t know the volunteers very good. Therefore, we must be attentive and strict, avoid heights and unstable working positions.

⇒ Avoid the using of electrical tools «excessively».

THE UTILISATION OF A CHAINSAW IS STRICTLY FORBIDDEN.

For all works at heights, the hosting organization must have asked a written confirmation from Compagnons Bâtisseurs. The info sheet sent to all the volunteers should specify previewed working at heights.

⇒ Do not leave tools lying around. Tidying up the tools is also part of the work. Do not forget that a tool itself is not dangerous, its bad usage of the tool that can create a hazard.

BY PHONE

- Describe CLEARLY the situation and ask what shall you do
- Give address to the doctor/ambulance :
  ................................................................................................
  ................................................................................................

EMERGANCY NUMBER

Contact hosting organization by emergency number that they gave
  ................................................................................................
  ................................................................................................
and emergency number of Compagnons Bâtisseurs 0494/105459

PREPARE DOCUMENTS

• Identity card or passport,
• European health insurance card or travel insurance,
• declaration of accident of CB ( = Insurance form)
• medical form (information if the volunteer takes any and medicaments and what type, it will be useful for doctor).

ACCOMPANY THE VOLUNTEER

- Ask doctor about following needed diagnostic or treatment of the volunteer
- Ask doctor to fill in the declaration of accident
- Be informed about recovery process of volunteer.

INFORM OTHER VOLUNTEERS AND PACIFY THE GROUP

For sure the situation created a worry in the group which you need to pacify.
If volunteer needs to stay in the hospital, try to organize visits of small groups, in order not to leave him alone and keep the contact.
6) What to do in case of EMERGENCY

ANALYSE THE SITUATION

Calm down. Take time to realise what have happen. You are the one who should evaluate the situation. If you find that it is necessary to go to the hospital, don’t hesitate to do it. Before calling to ambulance clarify the type of accident and what exactly happen to volunteer (what injury, sickness, etc). You would need to give this information to the ambulance.

PUT VOLUNTEER IN SAFE PLACE AND PACIFY

- Transport volunteer to a safe protected place.
- ATTENTION if someone fall down on their back or hurt the spine don’t let to get up.
- Don’t leave sick or injured person alone.

GIVE RESPONSABILITIES TO OTHER VOLUNTEERS

- There should not be a crowd around the injured person.
- Make the other volunteers busy, give them small tasks.

For example: bring the box of first aid, call the co-leader (if you are in pair), call technical leader (if s/he is around), go to meet the ambulance at entrance, pack first need belongings of the volunteer who needs to be hospitalized …

DOCTOR : WHOM TO CALL?

- DAY—The closest doctor

Name:..............................N°..........................

- NIGHT (after 18h00)/week-end: 1733

This number is for the non-urgent medical help and locally based services

AMBULANCE

WHOM TO CALL ?

112

In the guidelines of first aid of Red Cross, you will find steps to be taken regarding each of the following topics:

ACCIDENT
CALL 112: What to tell?
EMERGENCY NUMBERS
ASTHMA
SWELLING
BURN
FRACTURE
BRAIN CONCUSSION
BLISTER
CONSTIPATION
CONVULSION
CUT
HEAT STROKE
SUNSTROKE
WOUND
DIARRHEA
PRESS FINGER
POISONING
TWIST
SCRATCH
COLLAPSE
FEVER
FREEZE BURN
HEMATOMA
HYPERVENTILATION
HYPERVENTILATION
INDIGESTION
INSOLATION
INTOXICATION
LUXATION
STOMACH PAIN
HEADACHE
WALKING PAIN
MALAISE
BITE
BITE OF INSECT
SKIN ULCER
DUST IN EYE
LOUSE
NOSEBLEED
INFLAMMATION
SPASMOPHILIA
SYNCOPE
TEMPERATURE
TICK
ROUGH BREATHING
VOMIT

Personal notes...