

**Short-term Forum 2010**  
The Bigger Picture

# **Expectations, Motivations & Outcomes (1)**

**Alan Cutting**  
Samaritans' Purse

**Team Member Focus**



Expectations –  
there's no pleasing some people!

- *On my holiday to Goa in India, I was disgusted to find that almost every restaurant served curry. I don't like spicy food at all*
- *The beach was too sandy*
- *I bought a snorkel and swimming mask for my six-year-old son, but he was too upset to use them as the fish frightened him*
- *It rained on my birthday*



Expectations –  
there's no pleasing some people!

- *Topless sunbathing on the beach should be banned. The holiday was ruined as my husband spent all day looking at other women*
- *I think it should be explained in the brochure that the local store does not sell proper biscuits like custard creams or ginger nuts*
- *It's lazy of the local shopkeepers to close in the afternoons. I often needed to buy things during 'siesta' time - this should be banned*



Expectations –  
there's no pleasing some people!

- *We bought 'Ray-Ban' sunglasses for five €uros from a street trader, only to find out they were fake*
- *None of the hotel staff was English, and the tea didn't taste the same as at home*
- *I would like to complain about the price of alcohol in the resort. It was too cheap and I woke with a hangover every day*



STMT can mean many diverse things:

- *Two weeks to two years*
- *Teams to individual placements*
- *Sent by agencies or churches*
- *Sent to churches or communities*
- *UK or cross cultural*
- *Task focussed or relational/learning focussed*
- *Specialists and first timers*
- *Methodical evangelism to humanitarian service*



## Another word for expectations?

- *Assumptions, hopes, fears, dreams, anticipation, apprehension, chance, looking forward, outlook, possibility, prediction, promise, prospect, suspense*
- *To expect is...*
- *To think (1 Corinthians 16:11)*
- *To look forward to (Rom 8:19. Heb 10:27)*
- *To require (Micah 6:8)*



What aspects/elements of our STMT experience do we develop expectations about?

- *Purpose, team dynamic, schedule, spirituality levels*
- *Conditions, standards, potential experiences, achievements, outcomes*
- *Involves our emotions*
- *Some individual and some collective expectations*
- *Conscious, sub-conscious, private and personal*
- *Godly/ungodly, selfless/selfish, natural/“morally neutral”*



## What factors form our expectations of STMT's?

- *Marketing, advertising of your trip*
- *Previous experience*
- *Present knowledge*
- *General impressions built up including subconscious ones, stereotypes*
- *Recommendation, the testimony of others*
- *Our views on relationships, leadership, mission*
- *Our worldview, conditioning, beliefs, values, attitudes, culture*





How do we tend to use the word?

- *Un/realistic*
- *High/low*
- *False*
- *Managing*
- *She's (expecting baby)*
- *Great Expectations (Charles Dickens)*



## Stakeholder expectations

- *Team member*
- *Host agency*
- *Team member's immediate family*
- *Financial/prayer sponsors*
- *Team leader*
- *Sending agency*
- *Sending church*
- *End user of services*



## Team member expectations

- *Of themselves and the overall experience*
- *Of their team mates*
- *Of their team leader(s)*
- *Of their hosts*
- *Of the country/culture they are visiting*
- *Of the sending organisation*



Team member expectations;  
*of themselves and the overall experience*

- *I expect...*
- *The trip of a lifetime*
- *The trip that will change my life*
- *Good value for money*
- *To fulfil a task, to be needed*
- *To meet God*
- *To escape from a home reality*
- *Healing from a previous bad experience*
- *To be super-effective*



## Team member expectations; *of their team mates*

- *I expect...*
- *To find a partner/make new friends*
- *They'll all feel the same way as I do*
- *They'll all be more spiritual than me*
- *They'll all be as eager to see the Kingdom come as I am*
- *To be given my own space*
- *What team mates?*



## Team member expectations; *of their team leaders*

- *I expect them...*
- *To be experienced/competent leaders*
- *To be spiritual leaders*
- *To be knowledgeable about every aspect of the trip*
- *Personalised service and attention*
- *What team leader?*



## Team member expectations; *of their hosts*

- *I expect them to...*
- *understand/accept British culture*
- *be grateful that we've come*
- *ensure I have a great experience*
- *need us*
- *be poor*
- *know everything about their region*
- *That their opinions, theology to be "true"*



*Team member expectations;  
of the country they are visiting*

- *I expect...*
- *People to act, relate, respond as they do in the UK*
- *All people will act in the way I've been told their culture acts*
- *Everyone will love and accept UK, West*
- *To be laughed at*
- *A UK standards of health and safety*
- *To be primitive, less educated, unaware*





## Team member expectations; *of the sending organisation*

- *I expect them...*
- *To understand my expectations*
- *To be happy with my expectations*
- *To do everything well*
- *To exercise their duty of care*
- *Not to have any obligation or responsibility towards them upon my return to the UK*



**Short-term Forum 2010**  
The Bigger Picture

# **Expectations, Motivations & Outcomes (2)**

**Alan Cutting**  
Samaritans' Purse

**Team Leader Focus**



## Host agency

- *I expect...*
- *to give team a great experience*
- *to show off their nation, their work*
- *to gain income from foreigners*



## Team member's immediate family

- *I expect...*
- *good levels of health and safety*
- *responsible leadership*



## Financial/prayer sponsors

- *I expect...*
- *a competent level of performance from the team*
- *them to fulfil the task effectively*
- *the trip to be good value for money*
- *clear measurable outcomes*



## Team leader

- *I expect...*
- *my team to be a hard working, responsive team of servants*
- *obedience and respect from the team members*
- *to be loved, recognised, popular*



## Sending agency

- *We expect...*
- *to equip, grow and release disciples, missionaries*
- *the team experience to help build/strengthen partner relationships*
- *to provide a “quality product”*
- *to “sell our agenda”*
- *to cover costs/make a profit*



## Sending church

- *We expect...*
- *to build our reputation as good mission church*
- *this to build passion, equip grow and release ministries*
- *this to result in real international connections*
- *to by-pass the agency in the future and do mission direct*





## End user of services

- *I expect...*
- *we'll get hand-outs from foreigners*
- *I'll make friends who will invite me to their country/get me a visa*
- *to gain a global experience without leaving home*
- *to show the foreigners a thing or two about real life*
- *the visit of these materialistic and shallow infidels to underlined my opinions about America*
- *I've never had choices, my hopes have been repeatedly crushed, I've been the victim of one thousand broken promises, and so I stopped dreaming dreams and expect to be disappointed yet again*

global  
connections



## The importance of managing expectations

- *Prevents disappointment, disillusionment, frustration, disrespect, disempowerment*
- *Enables possibilities*
- *Maximises potential*
- *Matches goals with outcomes*



## Basic management of expectations

- *Realise where they've come from*
- *Bring them into consciousness*
- *Articulate them*
- *Bring them together*
- *Make them realistic*
- *Evaluate and review them*



## Helping team members manage their expectations

- *Planning stage:*
  - *Clear purpose, goals*
  - *Trusted partner relationship*
  - *Marketing*
- *Pre trip:*
  - *Recruitment*
  - ***Pre trip training***



## Pre trip training (1)

- *GC training checklist*
- *Taking time to listen well*
- *Expectation exercises*
- *3C's*
- *Culture*
- *Community*
- *Calling*



## Pre trip training (2)

- *Micah 6:6-8*
- *Do justice*
- *Love kindness, mercy*
- *Walk humbly with your God*
- *Connections (4C's)*
- *Task, relationship, learning*



## The task, learning, relationship debate

- *How long does somebody (or a team) need to be in a country they've never been to before, until they can function effectively, fulfil a genuinely useful task, give more than they receive, or have a realistic impact for the gospel?*
- *Does this raise issues as to the purpose of your agency/church sending people on STM?*



## Wise leadership

- *Different leadership styles*
- *Being leaders not managers*
- *Situational leadership*
- *Task, team and individual*
- *Plan carefully, but expect the unexpected*
- *Use devotionals and team times well*





## Helping team members manage their expectations

- *Whilst away:*
  - **Wise leadership**
  - *Non-rushed team times*
  - *Re-entry*
- *When you return:*
  - *Debrief*
  - *Review, monitoring and evaluation*
  - *Outcomes*

