

1. How can a group visit an Agros Village?

- Via an approved JWAV Partnership
- Facilitate/participate in Agros training and preparation

2. What's the difference between a work team and a service team?

- Work Teams began in the early 90's and focused mainly on work projects
- Service Teams were established in 2003 to de-emphasize work and shift emphasis to service and relationships to better support the Agros model

3. What is the process to lead a Service Team trip?

- Recommended by Champion
- Attend the Team Leader training workshop (these are offered twice a year)
- Support and advocate Agros policies and philosophies

4. What do I have to do as a team member to go on a service team trip?

- Participate in the 4 pre-trip training sessions
- Agree to Agros full-value agreement and support Agros policies in the field
- Participate in team-led cultural exchange activities
- Make sure any individual cancellations are made 5 business days prior to departure for refund
- Plan to arrive together with my team in-country and plan any additional travel after trip

5. Why are trips limited to 14 team members?

- Impact on villages
 - Number of cars driving around the region (message it sends)
 - hospitality, effectiveness
- Team unity, mobility and closeness
- Team safety

6. Why are team trips limited to twice a year and 5 days in the village per trip?

- To allow in-country staff time for model facilitation/development work (trips take +/-4 weeks of time of prep and follow-up)
- Villager productivity
- National and International office administrative time

7. What service does Agros provide?

- In-country host/translator
- Full in-country reservations, transportation and food planning
- In-village itinerary planning
- All communications with in-country national offices
- Training for all team leaders (required)
- Monthly Session 2 training

8. What is the primary function of a service team?

- Build relationships
- Help rural poor families realize their God-given potential
- Be a transformational experience for those visiting and those being visited
- Walk in solidarity with the community

9. What is not the function of a service team?

- Drive the development process (facilitated by in-country staff)
- Problem-solving and decision-making related to community projects

10. How can I schedule a service team trip?

- Propose desired trip dates to Agros Service Team Program Manager and wait for date confirmation from in-country office
- Upon date confirmation, submit a \$1,600 service team administrative fee to secure dates

11. What are some of the challenges service teams face with Agros?

- Don't receive enough/sufficient information (village info, work project info, logistical info etc.)
- Timeliness of information
- Understanding cultural nuances
- Slow-growing development process
- Budgeting process

12. What are some of the challenges Agros faces with service teams?

- Wanting to make decisions about the development process
- Lack of understanding the complexities and challenges in long-term sustainable dev. work
- Wanting to lead and drive the in-country work activities
- Lack of trust with Agros sometimes due to lack of understanding—turn key vs. LONG term

13. What's the difference between a Champion and a team Leader?

- Champion is the JWAV liaison between Agros and partnering group and are often team leaders
- Team leaders don't have to be Champions, but are generally recommended/invited by Champion

14. Who plans the activities for a service team trip?

- Village work project and village cultural exchanges planned by in-country human development and technical staff
- Team activities/cultural exchanges planned and coordinated by service team

15. What kind of follow-up is helpful?

- Debrief with national staff prior to return and ask any questions or express concerns while in-country
- Completion of team leader trip reports and team member trip evaluations
- Debrief with Agros Service Team Program Manager upon return
- Post trip gathering—reunion, picture and story sharing etc.