



### Trust in your competence in stressful situations

'During my last week, I witnessed a frightening situation. A woman who entered the office with a child of 3 or 4 years old started shouting: "I do not want this child anymore. Take her or I will throw her in front of the wheels of the first car I meet!" I had the idea to call the nearest SOS Children's Village's Director. But if I was not here tonight, maybe the mother would have thrown this girl in front of a car. I realized then: I grew up this evening from a late teenager to an adult and I found myself. Today for most of the children I am their big sister, their confident.'

**Afef Boughzala**  
National Sponsorship  
Coordinator, Tunisia



### Trust in relationships with young people

"I knew Fuad and his ambition and determination to get an education. "Uncle, I want to be a high-educated person to build a bright and carefree future" he said once. I tried again. During our final visit, Fuad and I managed to convince the college director. I was so pleased of my work and of myself that I jumped of joy right in the college hall. Fuad was very happy too and even burst out crying from joy. Later he admitted that if he had been refused, he would have committed suicide. This shocked me. For a moment I thought about what would have happened if I decided to give up that time."

**Jeyhun Aliyev**, Youth Facility Leader Ganja, Azerbaijan



### Trust in relationships with young people

'Sreya did not concentrate on her study; rather she lost one year achieving nothing. Once she was caught hold by local police while she was on a date with her boyfriend. We managed to rescue her from the police station. After this incident, I personally called on her and wanted to know about her career planning. She received our counseling and started to lead normal life. "Uncle received me after committing such an offence in such way that only a father can do. It was an accident as well as a turning point for me. I got a great lesson and I was resurrected like phoenix birds from a ruin."

**Mohammad Shahidul Islam**  
Project Director Khulna, Bangladesh



### Trust in your competence in stressful situations

"Even if a situation is crazy or horrible and you do not know what to do, and even when you start to panic, you can turn this into positive energy to take action and do the right thing at the right time. Just keep your courage, be strong and never give up!"

**Petra Jakovac-Bohnenschäfer**  
Co-worker Finances, Insurance, Translation,  
SOS Children's Villages Germany e.V



### Trust in the need for programmatic changes

'The first step in the DI process was to build a common understanding amongst all co-workers about the children's right to family and community and how we could make it possible. We moved in a radical change of approach. I remember so many meetings with programme managers and co-workers. I would always say: "We are prepared for a long term care if necessary, but before that we have to do everything possible to achieve the family reintegration!"

**Samuel Diogo**, National Programme  
Development Advisor, Uruguay

## What is this Harvesting Workshop extract all about?

Harvesting time is when SOS Children's Villages co-workers from around the world come together to share stories about when they felt connected to our SOS mission. For many participants it was the first time they had the opportunity to engage with colleagues from different functions, countries and even continents. This year we focused on how trust was essential to this. Find out more about why trust is the core of our work.

The following quotes are extracts from our exchange during the Harvesting Workshop 2019. You can read the full stories

- on the Harvesting network workspace on the global intranet,
- on the Hermann Gmeiner Academy Website's world map and
- in this year's workshop outcome booklet that will be published by end of August.

## Get in touch

**Do you feel inspired by these quotes?** Learn more about the full stories on the Harvesting Network workspace, ask the workshop participants, get in touch with Harvesting workshop team at the Hermann Gmeiner Academy or contact your regional HROD director.

 Watch our Harvesting 2019 TRUST video on [www.youtube.com/user/HGAInnsbruck](http://www.youtube.com/user/HGAInnsbruck)

## Voices from the President and the Management

Harvesting Workshops are also designed to provide decision makers with condensed knowledge. **Pres. Siddhartha Kaul**, **CEO Norbert Meder** and **CFO Steffen Braasch** joined the group each for an exchange session.

Norbert Meder picked up the topic of trust and shared his thoughts:

*'I like to think of the trust equation. This is one way to define whether there is trust or not. How much can I trust?'*

***C** stands for credibility. Do these people have the capacity to deal with this situation?*

$$\text{Trust} = \frac{\text{Credibility} + \text{Reliability} + \text{Intimacy}}{\text{Personal interest}}$$

***R** is about reliability. How do others perceive the consistency of our actions? How consistent are actions in connection with words. How reliable are people and do they deliver or not?*

*In addition, the **I** is about intimacy. How secure or safe do we feel when sharing something? If I tell you something that I do not want to share in public, will you treat our discussion properly and sensitively?*

*The denominator is personal interest. This is about focus. Are we acting because of personal interest or do we care about you? That is the trust equation.*

*An equation helps me to break down some abstract things and see: What are the different components? What do I need to work on? How can I create that feeling of intimacy, that people trust me and share things that really concern them?'*

# When long-standing colleagues open their treasure trove ... Harvesting Workshop 2019





### Trust in relationships with young people

'She did not trust anyone, and I had to work every day to earn her trust. When she was 16, she became pregnant. I knew it was not going to be easy but that I had to accompany her closely. Sometimes she wanted to have the baby, sometimes not. I accompanied her in her process, always thinking, "What is the best for her?" Eventually, we became very close.'

**Maria Ximena Fernandez Andres**  
Caregiver Coordinator & Child Protection Focal Point, Uruguay



### Trust in relationships with children and co-workers'

My primary responsibility and task was to restore and bring back program quality and the lost smiles of the children, young people and the SOS mothers. This was a very big challenge. I went to the office and asked the co-workers to "Please close your offices and support the mothers and help the children and also bring back the lost TRUST." I organised a lot of sessions for the children with constant program monitoring visits and a lot of engagements, especially with mothers. I acted as a father and a responsible father for that matter. Having passion and love for children, courage is my driving force and yes the smile is back to the children and mothers of SOS.'

**Omar Beyai** Deputy National Director, Sierra Leone



### Trust in relationships with young people

'With time, my relationship with Mpho grew stronger and she began to trust me a bit. Once the trust was there my advances were welcomed and embraced by her. Slowly she learned how to interact with other people. She even stopped getting into fights and was more involved in physical activities.'

**Parthenope Tshipinare**, National Sponsorship Coordinator, Botswana



### Trust in your competence in stressful situations'

The Ebola Virus Disease (EVD) claimed the lives of many Liberians, leaving several children as orphans. In the midst of everything, I continued working with the national Sponsorship team preparing reports for the children and young people in the sponsorship programmes. This was a challenging period for me. I travelled every day from the outskirts of Monrovia. Using public transport at the time was a risk because the cases of EVD were increasing on a daily basis. Regardless of this situation, I put the interest of the children first. I believed that it was important to contribute to keeping sponsors informed about the welfare of the children and young people in SOS' programmes. The village needed the contributions of sponsors in difficult times to continue providing quality care.'

**Miatta H. Sherman-Jallah**  
National FD & Com Manager, Liberia



### Trust in relationships with young people

'Watching her so vulnerable and at the same time so brave and determined to show the best of herself, I told myself that we did the best to help her. With the conviction that we have done what was in her best interest and faith she will succeed, I continued to enjoy the magic of a common celebration.'

**Višnja Matic**  
Family Based Care Director Ladimirevci, Croatia



### Trust in the need for programmatic changes

'In SOS Children's Villages Ecuador most of the children don't live any longer in the traditional villages. During the trip, the sponsor asked curiously or perhaps annoyed: "Why does Rosa live so far from the town? Was it really necessary? What is the reason for this?" Then, we came to the house, where Rosa immediately hugged her, expressing: "I am so happy that you're here and that I can show you my new home! It is so great to live here with my siblings, close to my daddy's home!" I could see, that she understood now.'

**Michael Kirchmair**, International Sponsorship Coordinator, Ecuador



### Trust in teamwork

'I was assigned to lead the team and our SOS youth volunteers in implementing the Emergency Relief Programme called "Child Care Spaces". It was my first experience with ERP. It was such a great experience for me to do something to support children in this tragedy. Fortunately, we received kind support from the International Office Asia. Our ERP-experienced colleagues from SOS Children's Villages Nepal came to help us with implementing the programme.'

**Sinnasone Nadonhai**  
National Human Resource & Organisational Development Director, Laos



### Trust in the organisation

'It is important to invest in capacity building and in possibilities to share experiences and best practices in order to have options and alternatives in their jobs. To learn from each other could be an investment into our organisation and can build really strong trust and connection between all workers, but also between the countries around the world.'

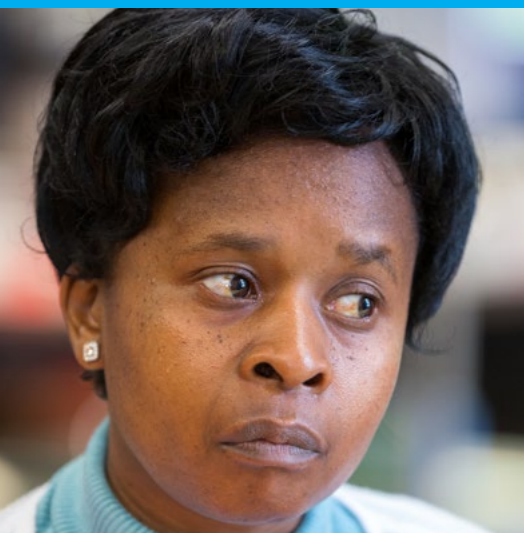
**Remzije Krasniqi**, National Advocacy & Educational Advisor, Kosovo



### Trust in teamwork

'We received also an operational plan from the regional office. After the first audit in 2014 we changed some actions and deadlines together but we never changed our subject because it is of common interest. The regional office supported us in adapting the salary scales. As a result of this cooperation, we were able to raise the external budget in 2016. Furthermore the HR Manual guided me to enhance and improve our working conditions, which is necessary to achieve our goals. When I finished the operational plan and received the feedback, I felt satisfied and relaxed. I knew now I am on the right way to achieve our organization goals.'

**Ahmed Abdelkhalek** National Human Resources Manager, Egypt



### Trust in partnerships

'Afterwards, I went back to the companies that rejected my proposals to explain to them how SOS children's Village operates and why it has that beautiful infrastructure. We invited them to some of the SOS events like Hermann Gmeiner's birthday on 23rd June, which is celebrated annually, so that they really get to know what SOS Children is all about...'

**Mapaseka Veronica Matekane**  
Fund Development Communications Committee, Programme (Information Communication Technology Trainer), Lesotho



### Trust to strengthen self-confidence

'An SOS Children's Village is a safe place where children 'in need' can find themselves and grow without any fear to face the world. This will happen when the basic needs of the children are fulfilled, which is how they feel trusted that they have the same opportunities like other children to develop themselves, with their skills and passion.'

Trust is not only needed by children but also by the co-workers. It can build self-confidence and a spirit to work harder and to give the best they can for their job.'

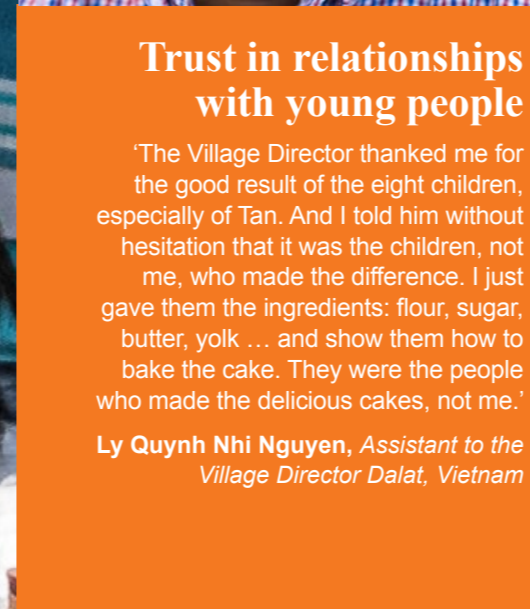
**Veronica Prehatiningsih**  
National Sponsorship Coordinator, Indonesia



### Trust in relationships with young people

'I felt I needed to be strong for Teddy's sake, as she had shown me a lot of trust. She had shared information with us that she had not shared with her family. It was very rewarding for me to support and care for her until her last breath. It was more than what a salary gives me. I felt I had done the right thing in relating to her the way I did.'

**Thokozi Maphalala** Programme Director Mbabane, Eswatini



### Trust in relationships with young people

'The Village Director thanked me for the good result of the eight children, especially of Tan. And I told him without hesitation that it was the children, not me, who made the difference. I just gave them the ingredients: flour, sugar, butter, yolk ... and show them how to bake the cake. They were the people who made the delicious cakes, not me.'

**Ly Quynh Nhi Nguyen**, Assistant to the Village Director Dalat, Vietnam



### Trust is a key element in our daily collaboration

Harvesting allowed the participants to reflect on what gives strength to us in our daily collaboration for our joint cause. Trust is a key element. We need trust to collaborate effectively, to allow each other to grow and share unique skills and to achieve our common goal. If trust is lost, there should be efforts to re-build it. Fostering trust is key to build strong teams; addressing root causes where trust is lost is crucial to achieve our goals.'

**Elisabeth Schmidt-Hieber**  
Communications Advisor Advocacy, IO Vienna, Austria



### Trust in your daily work practices

'Trust is important because we work with people and we work with children and we work with external stakeholders. It is important to give trust and also to receive trust. It is a kind of transparency in daily activities. It means doing the right thing and to think right in this kind of organisation, surrounded by others.'

**Daniel Alarcón Verdezoto**  
National Strategic Planning and M&E Advisor, Ecuador



### Trust in the organisation

'Trust is important, because unless and until we trust each other in the organisation, it is very difficult to survive as an individual and as an organisation. Basically it is communication, commitment towards our work and how to achieve our goal.'

**Renu Sharma** Member Support Advisor, IOR ASIA

