

# International Group Leader WORKSHOP

Winter 2024



**CAL POLY**  
International Center

# Welcome & Introductions

## International Center

- Who we are and what we do

## Group Leaders

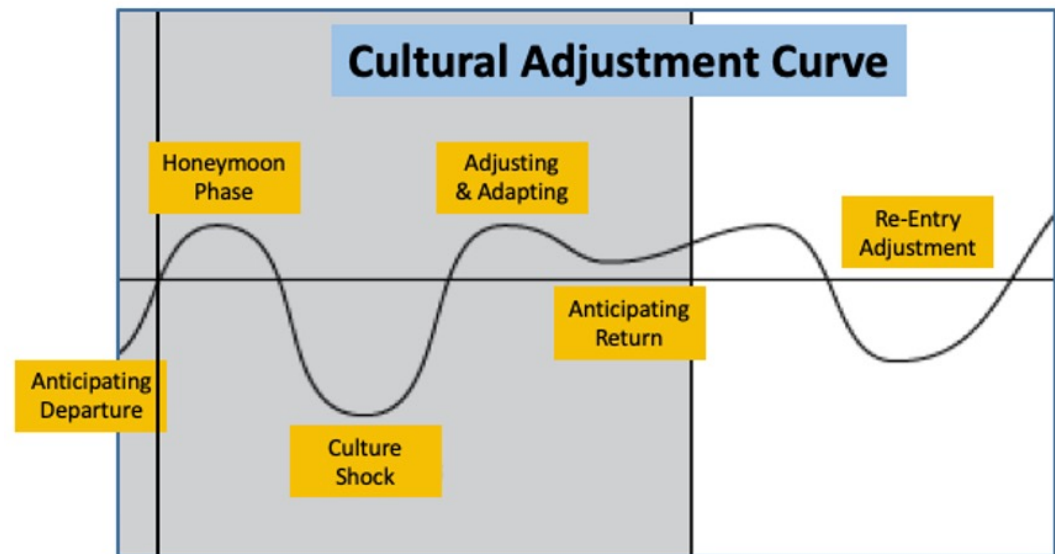
- Your name, department, and upcoming group trip
- Your level of experience leading students abroad



# In this workshop

We'll take a journey along the **cultural adjustment curve**, exploring resources every step of the way.

This workshop is interactive, with several opportunities to **share best practices, consider options, and discuss scenarios.**



**NOTE: This workshop complements the International Group Leader Canvas Course.**

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# PRE-DEPARTURE

# Pre-Departure

## Set expectations for good communication.

- Cell phones, group text apps, emergency contact info
- The Buddy System, meeting points
- How can students reach you? How should they inform you of side trips?
- What are your communication expectations about absences?
- How can technology help your group connect during pre-departure?

**SHARE/CONSIDER/DISCUSS** Which communication tools and habits will YOUR group use?



# Pre-Departure

Emphasize *preventative* measures related to health and safety.

- Refer to the country-specific information on the CDC and State Department websites.
- Inform students about required/recommended vaccinations, tap water potability, HIV risks, traffic and pedestrian safety, weather conditions, ocean/water safety, food safety, bug bite prophylaxis, and any other destination-specific health and safety concerns.
- Convey the importance of **behavior and good decision-making**. The top factor for injuries, incidents, and fatalities of U.S. students abroad is **behavior**, *often combined with alcohol/drugs*.

**SHARE/CONSIDER/DISCUSS** What are the top health and safety risks for YOUR destination?

# Pre-Departure

## Talk about SEX with your group.

- Your students will likely be using dating apps to meet locals while abroad, even prior to arrival.
- Sometimes the concept of 'consent' can be lost in translation. Emphasize healthy boundaries.
- Encourage personal safety. Meeting in public places during the day is best—and bring a friend!
- Ask students to tell at least one other member of the group if they are meeting up with someone new.



# Pre-Departure

## Talk about **ALCOHOL** with your group.

- If students are of legal age in the host country, they are typically permitted to drink alcohol on programs abroad.
- Set clear expectations for responsible alcohol use. Inform the students that drinking in excess is *not* acceptable. Let student know it is OK not to drink, even if others are drinking.
- Remind students that their behavior is subject to the conduct code, and that there could be repercussions for poor behavior in the host country and also through Cal Poly OSRR.



**SHARE/CONSIDER/DISCUSS** How will **YOU** set expectations for your group around alcohol use?



# Pre-Departure

**Talk about DRUGS with your group.**

- Research if cannabis and/or other illicit pharmaceuticals are legal or readily available in your destination country.

[cannabislegality.com](https://cannabislegality.com)

[greenhealthdocs.com/countries-where-weed-is-legal/](https://greenhealthdocs.com/countries-where-weed-is-legal/)

- Outline clear consequences for drug use, and be prepared to enforce the rules you set.



**SHARE/CONSIDER/DISCUSS** Is cannabis legal for medical or recreational use in your destination country? Is it decriminalized?

# Pre-Departure

**Provide opportunities for students to self-disclose any concerns.**

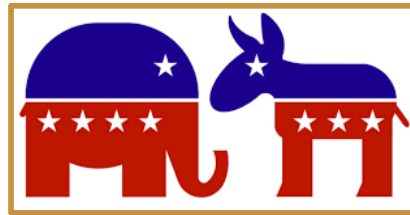
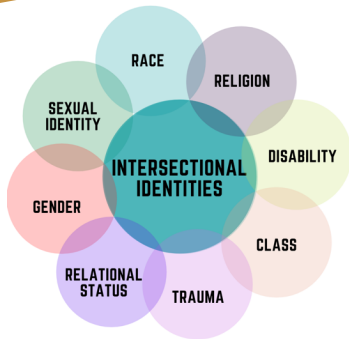
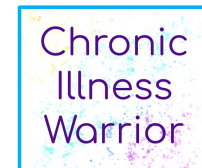
- Encourage your students to share any concerns or special needs with you in advance, so that you can support them.
- Be aware that a significant percentage of the students on your program may be on prescription medications or have mental health or chronic health conditions.
- Give students a variety of ways to reach you.
- Open communication NOW can prevent a crisis LATER.



# Pre-Departure

Talk about the **IDENTITIES** students are bringing with them abroad.

- Students may face discrimination based on their identities, which can impact their cultural adjustment. Create **brave spaces** for open, honest, safe, curious discussions.



# Pre-Departure

## Set the tone for INCLUSIVITY.

- Everyone is welcome. Everyone belongs. Everyone matters. Everyone is worthy of being respected and understood.
- Offer support to underrepresented students. Study abroad can be challenging for racially and ethnically diverse students, students with disabilities, low-income students, LGBTIQ+ students, first-generation college students, students with diverse religious identities, neurodiverse students, students with chronic illness, and others.

**SHARE/CONSIDER/DISCUSS** Which students in your group might face particular challenges?  
How can you best support them?



# Pre-Departure



## Support students with disabilities.

- We may *not* discourage students with disabilities from participation in study abroad. However, we must be frank about known challenges (e.g., lots of walking, getting into boats, crossing natural terrain, no air conditioning in student housing, frequent power outages, no elevators in many buildings, etc.).
- Students with disabilities should be able to make informed decisions about whether your program is appropriate for them. They may not be able to get the same accommodations abroad as those they receive here on campus. Open communication and planning are key.

**SHARE/CONSIDER/DISCUSS** How might your program pose access challenges for students with disabilities?

# Pre-Departure

**The more you do now, the better things will be later.**

- How many and what type of pre-departure meetings will you hold?
- In what ways will you foster group cohesion and community prior to departure?
- How can your service provider and the International Center assist you with pre-departure preparation?



**SHARE/CONSIDER/DISCUSS** How will YOU prepare your group for success?

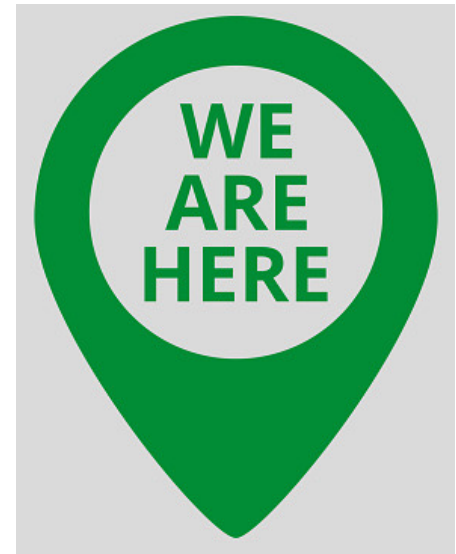
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# ARRIVAL

# Arrival

## It is your responsibility to...

- Ensure that everyone has arrived safely.
- Provide an on-site Orientation and revisit the expectations you set prior to arrival.
- Make sure that students let their parents and loved ones know they have arrived safely.
- Make sure everybody gets settled in and begins adjusting.  
**Please take care to ease students through the emotional high of arrival.**

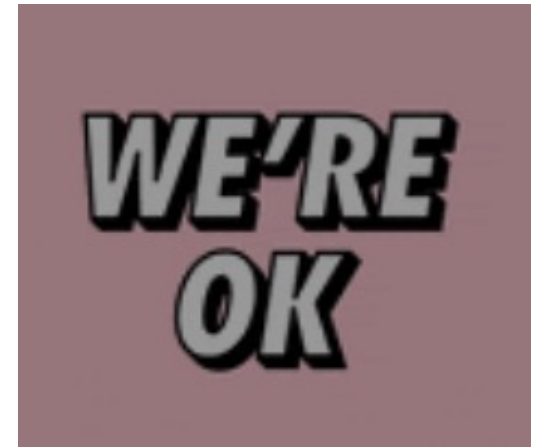




# Arrival

**Be a good communicator upon arrival and during your program.**

- Let the International Center know that you and your students have arrived safely.
- Email your Coordinator a quick update every 1-2 weeks.
- Proactively contact the International Center any time there is an issue that may affect the students' safety (e.g., terrorist attack, earthquake, shooting, subway bombing, etc.) to confirm that everyone is safe and accounted for.



# Arrival

## Key policy reminders:

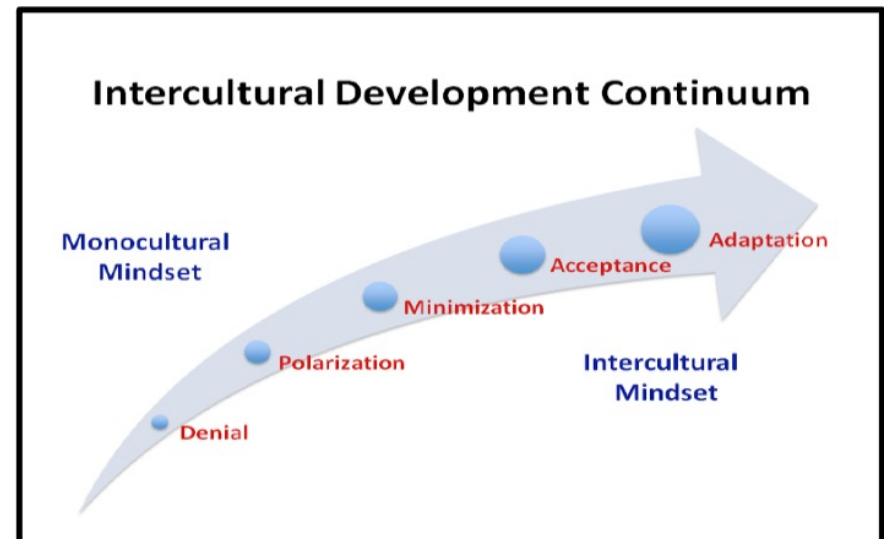
- Individuals who are not registered for group travel are **not** allowed to participate in your program. Please enforce this policy. Contact the International Center with any questions or concerns.
- Group Leaders are expected to be on site for the duration of the program. Any requests for exceptions need to be evaluated and approved.
- Please track students' personal travel on free days and weekends (it is ok to ask your service provider for help with this).



# Arrival

Help your students adjust.

- Help students understand where they are on the Intercultural Development Continuum.
- Guide students towards embracing an Intercultural Mindset.



# Arrival

**Engage your students in ethical service learning and community involvement.**

- Connect with local experts, guest lecturers, non-profit organizations, and student groups.
- Decolonize your study abroad program by exploring the topics of privilege, systemic oppression, class consciousness, power dynamics, ambassadorship, and impact.



**SHARE/CONSIDER/DISCUSS** How will you engage your group in ethical community involvement?

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# EFFECTIVE LEADERSHIP

# Effective Leadership

**After the initial high, students may experience a new low.**

- Watch out for symptoms of culture shock, such as irritability/grouchy mood, negative reactivity, overstimulation, decreased functioning, feeling drained/fatigued, social withdrawal, “us vs. them” judgements, extreme emotions, acting out, risk-taking, etc.
- Be aware that conflicts, incidents, and crises may arise during the culture shock period.



# Effective Leadership

**Practice ongoing care of students' physical health, safety, and wellness.**

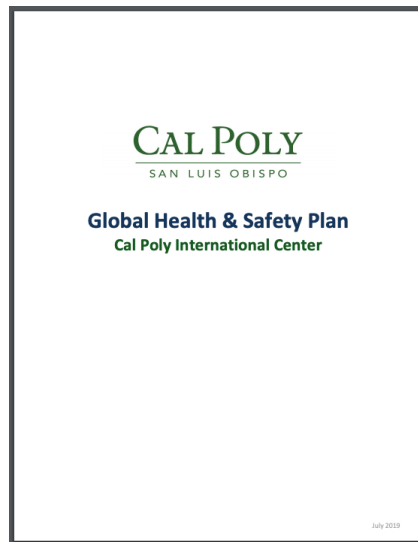
- Be informed about the location of local clinics and hospitals.
- Be prepared to encounter common outpatient issues (gastrointestinal, chronic illness, flu/virus, COVID, injury, etc.)
- Know the local equivalent of 911  
[worldpopulationreview.com/country-rankings/911-by-country](http://worldpopulationreview.com/country-rankings/911-by-country)
- Group Leaders are *not* trained medical or mental health professionals. Do not intervene in medical or mental health situations for which you are not trained. Instead, work with the on-site service provider, local resources, insurance, and Cal Poly.



# Effective Leadership

Know your resources!

Go to [abroad.calpoly.edu](https://abroad.calpoly.edu)



The screenshot displays the Cal Poly International Center website. The header includes the Cal Poly logo and the text "CAL POLY International Center". A navigation menu on the left lists: HOME, Study Abroad, Faculty/Staff Opportunities (circled in orange), International Travel, Register International Visitor, High Hazard Countries, International Students, Announcements, and Study Abroad Workshops & Events. The main content area is titled "FACULTY/STAFF RESOURCES" and includes the subtitle "Resources for International Group Leaders". Below this, there are two main sections: "Pre-Departure Training Resources" and "Health, Safety, and Risk Management". The "Pre-Departure Training Resources" section lists: INTERNATIONAL GROUP LEADER WORKSHOP, TRAINING MODULE: CRISIS PREPAREDNESS, PREVENTION, AND RESPONSE, and CPGP MARKETING TOOLKIT FOR FACULTY LEADERS. The "Health, Safety, and Risk Management" section features a yellow box with the text "International Center Incident Report Form" and a "SUBMIT AN INCIDENT REPORT" button. Below this box, it lists: CAL POLY GLOBAL HEALTH & SAFETY PLAN, NAFA RISK ASSESSMENT AND CRISIS MANAGEMENT, and CSU TRAVEL INSURANCE INFORMATION & TRAVEL ASSIST INSURANCE CARD.



# Effective Leadership

In a crisis, use the **24-hour Campus Police line** to reach the Assistant Vice Provost of International Programs, who will convene the Global Health and Safety Committee members as needed.

**Cal Poly Police Department**  
**(805) 756-2281**  
**police@calpoly.edu**

Global Health & Safety Committee			
Contact List 2023-24			
Name	Title	Phone	Email
24 Hour Line	University Police	(805) 756-2281	police@calpoly.edu
Dean of Students - after hours	Dean of Students	(805) 821-1262	deanofstudents@calpoly.edu
Nilay Gami	Director of Environmental Health & Safety	n/a	ngami@calpoly.edu
David Groom	Assistant Dean of Students	(805) 756-2794	dgroom@calpoly.edu
Tina Hadaway-Mellis	Assistant Vice President, Campus Health & Wellbeing	(805) 756-1211	thadaway@calpoly.edu
Debi Hill	Associate Vice President of Student Affairs, Disability Resource Center Director	(805) 756-5752	dhill@calpoly.edu
Maren Hufon	Director Equal Opportunity / Title IX Coordinator	(805) 756-1400	mhufon@calpoly.edu
George Hughes	Assistant Vice President for Public Safety, Chief of Police	(805) 756-6675	grhughes@calpoly.edu
Keegan Koberl	Public Affairs - Academic Affairs	(805) 756-5062	kkoberl@calpoly.edu
Andrea Lawson	Director, Counseling Services	(805) 756-2511	alawso07@calpoly.edu
Matt Lazier	Director of Media Relations	(805) 756-7109	mlazier@calpoly.edu
David Lee	Emergency Services & Business Contingency Manager	(805) 756-7264	dlee250@calpoly.edu
Judy Mitchell	Associate Director, International Students & Scholars	(805) 756-5837	jumitche@calpoly.edu
Mike Morgan	Manager of Risk and Administration	(805) 756-6755	mmorga35@calpoly.edu
Sara Otis	Senior Study Abroad Coordinator	(805) 756-7321	sotis@calpoly.edu
Joy Pedersen	Dean of Students	(805) 756-6749	jmpeders@calpoly.edu
Patricia Ponce	University Ombuds	(805) 756-1380	pponce@calpoly.edu
Kara Samaniego	Assistant Director of Wellbeing, SAFER	(805) 756-2221	ksamani@calpoly.edu
Stacey Shimizu	Assistant Director, Study Abroad, International Center	(805) 756-7523	stshimiz@calpoly.edu
Carl Vanderkar, Ph.D., Chair	Assistant Vice Provost for International Programs Cal Poly International Center	(805) 756-2945 (805) 756-1477	civander@calpoly.edu
Robin Webb	University Legal Counsel	(805) 756-5530	
Ricardo Young	Medical Director	(805) 756-5256	ryoung@calpoly.edu



# Effective Leadership

## Respond to crisis situations, then report.

- Please report incidents after taking steps to deal with initial needs on the ground. Use the **Incident Report Form**.
- Report the full spectrum of incidents – from minor issues (e.g., a students had GI issues and missed two days of class) to major emergencies (e.g., a student was hit by a car and is in the hospital). Please also report all COVID events.
- Use the form liberally. It is the appropriate method to document any issues that were encountered abroad.

The screenshot shows a web form titled "Incident Report - Cal Poly Global Programs". At the top, there is a progress bar with four stages: "Start", "Next", "Next", and "Complete". The "Start" stage is currently active. Below the progress bar, the form is titled "INCIDENT REPORT". It contains several input fields: "Today's Date" with a date picker, "Report created by (Cal Poly employee name)" with a text box, "Cal Poly email" with a text box, "Cal Poly international contact number" with a text box, "Location of Study/Travel Program (city & country)" with a text box, "Location of Incident (city & country)" with a text box, "Type of Incident" with a dropdown menu showing "- None -", and "Date of Incident" with a date picker. At the bottom left of the form, there is a "Next Page >" button.

# Effective Leadership

## Be able to assist students with insurance claims.

- You can contact the insurance provider about where to receive various types of care abroad.
- In most cases, students will be expected to pay up front for services, then file for reimbursement. It is best to file claims prior to returning to the U.S.
- All travelers are encouraged to maintain their primary medical coverage during study abroad.

**ACE American Insurance Company**  
(A Stock Company)  
Philadelphia, PA  
(When called in U.S., Out)

**Travel Assistance Program**

**ATTENTION**  
In the event of a medical emergency  
call ACE's Travel Assistance  
Services immediately

**24-Hour Access**  
1-855-327-1414 Toll-Free  
1-630-694-9764 Direct Dial

Call when:

- You require a referral to a hospital or doctor
- You are hospitalized
- You need to be evacuated or repatriated
- You need to guarantee payment for medical expenses
- You experience local communication problems
- Your safety is threatened by the sudden occurrence of a political or military event

When you call ACE's Travel Assistance Services, please be prepared with the following information:

1. Name of caller, phone no., fax no., relationship to Covered Person
2. Covered Person's name, age, sex and policy number
3. A description of the Covered Person's condition
4. Name, location, and telephone number of hospital
5. Name and telephone numbers for the treating doctor; where and when the doctor can be reached
6. Health insurance information, worker's compensation, or automobile insurance information if the Covered Person had an accident

"Covered Person" means the person insured under the applicable ACE policy.

By requesting assistance you agree to assign to us your rights to recover from any of your responsible insurers any expenses we incur.

**ATTENTION**  
**Medical Personnel or Police**

In the event of a medical emergency, our Assistance Provider will provide the services on the card below. To verify eligibility call the multi-lingual call center 24 hours a day toll free at 1-855-327-1414; or direct dial at 1-630-694-9764.

In addition to the insurance protection provided by your insurance plan, ACE USA has arranged with our Assistance Provider to provide you with access to its travel assistance services around the world. These services include:

- Medical Assistance including referral to a doctor or medical specialist, medical monitoring when you are hospitalized, emergency medical evacuation to an adequate facility, medically necessary repatriation and return of mortal remains.
- Personal Assistance including pre-trip medical referral information and while you are on a trip, emergency medication, embassy and consular information, lost document assistance, emergency message transmission, emergency cash advance, emergency referral to a lawyer, translator or interpreter access, verifies medical benefits and assists with medical claims process.
- Travel Assistance including emergency travel arrangements, arrangements for the return of your traveling companion or dependents and vehicle return.
- Security Assistance including a crisis hotline and on the ground security assistance to help address safety concerns or to secure immediate assistance while traveling as well as access to a secure, web-based system for tracking global threats and health or location based risk intelligence.

This information provides you with a brief outline of the services available to you. These services are not insured benefits. Reimbursement for any service expenses is limited to the terms and conditions of the policy under which you are insured. You may be required to pay for services not covered. A third party vendor may provide services to you. Our Assistance Provider makes every effort to refer you to appropriate medical and other service providers. It is not responsible for the quality or results of service provided by independent providers.

In all cases, the medical provider, facility, legal counsel or other professional service provider suggested by ACE's Assistance Provider are not employees or agents of our Assistance Provider and the choice of provider is yours alone. ACE's Assistance Provider assumes no liability for the services provided to you under this arrangement, nor is it liable for any negligence or other wrongful acts or omissions of any of the legal or health care professionals providing services to you. Travel assistance services are not available if your coverage under the policy is not in effect.

**ACE TRAVEL ASSISTANCE PROGRAM**

For medical referrals, evacuation, repatriation or other services please call:  
ACE Travel Assistance Program  
1-855-327-1414 (Toll-Free)  
1-630-694-9764 (Direct Dial)  
medassist-usa@ace-assistance.us

Visit [www.ace-assistance.us](http://www.ace-assistance.us) for access to global threat assessments and location based intelligence.

Username: medassist-usa@ace-assistance.us  
Password: aca03h

Organization: California State University RIMA  
Policy Number: ADO H04895872  
Assistance Provider: ACE Assistance USA, Inc.

ACE provides emergency medical and travel services and pre-trip information services. Please call when:

- You require a referral to a hospital or doctor
- You are hospitalized
- You need to be evacuated or repatriated
- You need to guarantee payment for medical expenses
- You experience local communication problems
- Your safety is threatened by the sudden occurrence of a political or military event

# Effective Leadership

**Refer students with issues or concerns to the Ombuds.**

- Patricia Ponce, the campus Ombuds, is a resource for students even when they are on study abroad.
- The Ombuds office is a safe place for students to seek assistance in resolving any university-related issue, concern, conflict, or complaint.
- All Ombuds communications are confidential, informal, impartial, and independent.



# Effective Leadership

## Breathe, Think, Respond.

- **Scenario 1: Mental Health**

A few weeks prior to departure, you notice concerning behavior from one of the students in your group. It comes to light that they are no longer taking their regular medication for a mental health condition. How could you best support this student and what actions could you take in the pre-departure phase related to the wellbeing of the entire group?

- **Scenario 2: Medical Concern**

One of your students informs you right before an out-of-town excursion that they are ill and may need to seek medical attention. How might you manage this situation?

- **Scenario 3: Political Unrest**

There have been some recent political uprisings and protests in the region where your group is traveling. What are some contingency plans you want to build out in case the unrest continues and/or transportation routes are affected during your program? What resources could you tap into?

**SHARE/CONSIDER/DISCUSS** How can you prevent and respond to these challenges abroad?

# Effective Leadership

**Encourage good behavior. Student misconduct can disrupt the group dynamic and diminish everyone's experience.**

- Misconduct abroad should be treated the same as misconduct at Cal Poly. Employ your best professional and personal judgement at all times. Consult the International Center as needed.
- Group Leaders are responsible for dealing with student conduct issues. Typically, managing issues through verbal and written warnings is sufficient. Be sure to document your actions.
- If a conduct issue warrants dismissal from the program, consult with the International Center and OSRR before taking action.

**Actions have  
consequences.**

# Effective Leadership

**SHARE/CONSIDER/DISCUSS** How could you respond to the following misconduct incidents?

- **Scenario 1: Bullying**

One student harasses, bullies, cyberbullies, or fights with another student who is nonbinary. How do you deal with students who aren't getting along with each other?

- **Scenario 2: Drunk**

A student shows up drunk to an excursion. How can you deal with this?

- **Scenario 3: Arrested**

You find out that a student gets arrested for buying street drugs. How could you respond?

- **Scenario 4: Destructive**

One student lets you know that several other students threw a birthday party and completely trashed their hotel room. How can you follow up?

# Effective Leadership

## Discourage high-risk activities.

- For insurance purposes, Group Leaders must **disclose any high-risk activities** well before departure.
- High-risk activities include scuba diving, rock climbing, skydiving, car racing, bungee jumping, rappelling, whitewater rafting, motorcycling, snowmobile riding, jet skiing, parasailing, adventure sports, working with heavy machinery, and more.
- Accidents and incidents that happen **while students are intoxicated** may in some cases not be covered by insurance.





# Effective Leadership

## Inform yourself about gender- & power-based violence prevention and response.

- People who harm others are most often acquaintances to the survivors, not complete strangers. However, that changes when abroad.
- Inform yourself about prevention and response to gender- & power-based violence on the Safer website: [safer.calpoly.edu](http://safer.calpoly.edu).
- Because you are a mandated reporter, you can offer a student “privacy” and “discretion” but not *confidentiality*.



*All faculty, staff, and administrators are held accountable for maintaining a learning environment free from sexual harassment.*

# Effective Leadership

## Support and empower survivors of violence.

**SHARE/CONSIDER/DISCUSS SAFER Scenario:** You have noticed that a student in your group has recently become disengaged from group activities and classes. You decide to check in with them after having noticed this change in behavior.

They share with you that they recently had a non-consensual sexual experience with someone they met on Tinder. The person they met was a local, and your student ended up meeting them at a pub/bar and then going to their apartment. The incident started out as consensual, but the other person crossed some lines and ignored your student when they expressed that they weren't comfortable and didn't want to do certain things.

Your student feels like the incident was their fault because they went back to the other person's apartment, and they are angry with themselves for not speaking up more and getting out of the situation before things happened that they weren't ok with. They don't want to file a report and just want to put the experience behind them, but they are struggling to get past what happened. ***How might you support this student (and everyone in your group)?***

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# PREPARE FOR RETURN

# Prepare for Return

Prepare your students to navigate Reverse Culture Shock with self-awareness and self-compassion.

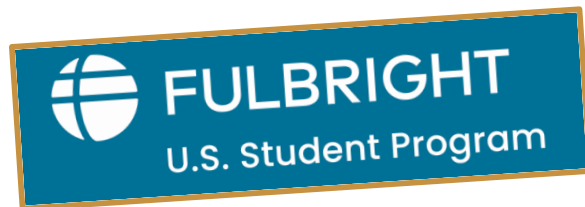
- **Reverse culture shock** is the emotional and psychological distress suffered by some people when they return home after a period of time abroad.
- Raise awareness about the often unexpected difficulty of readjusting to the culture and values at home after study abroad.



**SHARE/CONSIDER/DISCUSS** How will you connect with your group to integrate their experiences abroad after your program has ended?

# Prepare for Return

Encourage your students to connect with international opportunities!



- Consider arranging a social get-together for past participants.
- Select a few 'student ambassadors' to help you promote next year's program.

# Reminder: CONCUR Training

- Faculty leading groups abroad are required to attend a supplemental training to learn how to smoothly navigate the Concur travel authorization process.
- Date / time / location TBA

Mike Morgan from Risk Management, Stephanie Albright from PolyTravel & Nieko Lopez from Strategic Business Svcs will review Cal Poly travel policies for international travel and answer questions about using the Concur Travel Card.

# BON VOYAGE! TRAVEL SAFELY & HAVE FUN.

- Cari Vanderkar, Assistant Vice Provost, International Programs  
[civander@calpoly.edu](mailto:civander@calpoly.edu)
- Sara Otis, Senior Study Abroad Coordinator  
[sotis@calpoly.edu](mailto:sotis@calpoly.edu)
- Ingrid Almaguer, Study Abroad Coordinator  
[ialmague@calpoly.edu](mailto:ialmague@calpoly.edu)
- Jessica Michelsen, Study Away Coordinator  
[jmiche05@calpoly.edu](mailto:jmiche05@calpoly.edu)

