

Help, I am a GST'er

2016 Guide by and for members Constellation
Global Support Team

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1. What is GST?

GST is the Global Support Team of the Constellation. It is NOT The Constellation. It is one team among others in the Constellation. We have a task in communicating that in our communications and behavior. Our role is to stimulate and connect local responses across the world. We also provide the daily secretariat for the Constellation.

...and this is the role of Constellation Support Teams.

Constellation Support Teams develop and nurture the capacity to facilitate community discussion, reflection, learning and action. We accompany communities on their journey to their dream. We connect local responses around the world.

2. Who are GST'ers?

The core group of GST'ers is a group of ten who provide regular support to the implementation of the team's work plan. (Autry, Laurie, Rituu, Loli, Jean-Louis, Luc, Phil, Célicia, Marie, Marlou). This document is mainly addressed at this group.

The team also enjoys contributions from many other Constellation members. They contribute their time, skills, advice to some of the packages in the work plan at irregular moments. They are also members of the Global Support Team. One place where they are 'together' is the GST Facebook group.

3. How do people know I am a GST'er

- Once the work plan approved by the Membership Assembly (Feb 2016) Marlou will prepare a note for Newsletter and Ning
- The GST will be presented at the Constellation Website (new site launched this Q1!)
- Please add a signature to your email - see branding guidelines!
- You will have a business card (available at February meeting)

4. SPR, and what does that mean?

SPR means Special Point of Reference. If you are SPR for one of the six Practices in the [work plan](#), your task is to keep the team working on the various packages together. The manager, the board, team members, all will look at YOU when it comes to news or information on this practice. You will see to it that the different tasks are carried out timely and with quality. You advise and encourage the team-members, make sure that they support each other and are aware of what is happening in the other tasks of the practice. Of course your way of communicating is Supportive, Appreciative with the aim to Learn and Transfer.

We expect you to take on an active, pro-active! role.

Every quarter you will update the board on progress in your practice.

5. How do we communicate in the team?

1. Monday Meeting: a one hour Skype meeting every Monday 2-3pm Belgium time. We exchange latest developments and each week dive deeper into one topic of the week. Inform Marlou on Monday Mornings latest about your availability.
2. Face to face: we meet face to face once a quarter with the aim to support each other in the implementation of the work plan.
3. We use email and Skype for smaller team meetings and our virtual office to share documents and work in progress.

6. How do I manage my time?

No-one in GST is working more than 50% for GST. We all face the challenge in finding the right balance in contributing to the GST and our other tasks in work and life. We will aim to work for GST as much as possible on **regular moments** of the week. We will **respect** each other's non GST time also.

Please keep your **google agenda** up to date for GST/Constellation work. Make sure your agenda is shared with Marlou and anyone else in the GST who will benefit from this information.

If you are away for longer than 5 days in a row please contact Marlou so that we can discuss the continuity of your work.

We all keep our own time tracking sheet, which will help us manage to deliver the agreed number of days per month (for most of us this is 10 days per month)

7. GST communication style

There is no difference between internal and external communication.

This is level 5:

We communicate with care, respect, SALT and clarity. Our responses come in due time (max 48 hours after receipt of email). If we cannot respond fully we inform the sender about the time frame of a full response. If appropriate we link the sender to a teammate by introducing both to each other. Never a quick response to get it done. Take time to sit and reflect on your communications.

For our reference: [Constellation Branding guidelines](#), [Plain English document](#).

8. How do we know we are making progress?

Every quarter, during our face to face meetings, Luc and Autry will facilitate a Self Assessment on our Way of Working as a team. This self assessment will document our progress as a team.

Every quarter also the SPRs of each practice will report on progress of the work plan (planned versus implemented). This report will be shared with the board.

9. Our Virtual Office

We will use Google Drive for **joint work in progress**. This is the link to [GST2016 Drive](#). SPR's may open new folders and documents in this drive.

Final documents and core documents we keep in Dropbox. This is the link to [GST2016 Dropbox](#). SPR's may open new folders and documents in this drive.

We all use our @communitylifecompetence.org address for communication in and from the GST.

We use Skype or Google for video/voice conference. We aim to make prior appointments for those conversations so that all parties can make themselves available and prepare.

We keep our google calendar up to date and make sure teammates have access to our calendar.

10. How do I get paid?

We submit our invoice in the last week of the month to Marlou and Loli. Payments will be done first week of the following month latest. December invoice should be sent before Christmas.

Our invoice contains:

Constellation details including VAT number

Your (business) name and address

Business/VAT registration number

Invoice number

Date

Signature

Number of days worked, not exceeding 10 days/month - agreed number of days/year. Daily rate for all is 150 EUR.

We are all consultants. We are all responsible to make our own arrangements for insurance, pension, sick leave etc.

11. Other (Constellation) work

Not included in the GST budget/working agreements is support to partnerships. Support from GST to our formal coaching teams and partnerships is variable depending on number and size of Constellation Partnerships to be signed and the experience in the coaching team. This support includes partner conversations, support to coaching teams in preparing the proposals, budgets, coaching agreements, logistic preparations, financial management, etc. We will include 10 percent of the overall budget in all of our new partnership agreements so that additional GST work can be financially compensated. If needed others can be recruited if workload for current GST becomes too much.

Ceiling in payment to Constellation Consultants and Coaches

The Constellation Consultants are paid 150 EUR per day, or 1500 EUR per month for half time work. GST consultants may, on top of this act as Constellation Coach or provide specific GST support in partnerships. However, in the spirit of 'sufficiency' and 'solidarity' the consultant will attribute all income that exceeds 90'000 EUR/year gross income to the Constellation Reserves. This same yearly ceiling will apply to Constellation Coaches, whose daily rate depends on partnership budget.