



LOVE ALL SERVE ALL

FEBRUARY 2016

House reconstruction begins

₹ 1.5 Crore programme, 52 houses in Pakkam and Puliur, with donor support

Sevalaya has followed its quick rescue action by becoming the first NGO to start house reconstruction work in Pakkam village. It was taken up on a war footing, because the residents were scared to enter their homes which were severely damaged, with parts of walls being washed away, and ceiling caving in. Their fear of the structures collapsing was real.

Singapore-based V S Sivakumar offered funding and he chose homes of three Sevalaya employees - C Poongavanam, B Alice, M Sevanthi - for reconstruction, to start with, out of the 52 flood-affected homes in Pakkam and Puliur.

Sevanthi was frightened to see the water rise rapidly from their doorstep and into their home within a matter of an hour. Her first thought was to save her certificates, which she placed on top of the cupboard, praying that it would be stable. She was horrified to see her utensils and other belongings float around in the waters. She instinctively

took her children on her shoulders, as her husband was away at work, and walked across the road to a newly constructed row of shops, where others from her village had assembled.

Alice's home was also badly affected and she was in tears when she recounted that she felt miserable when she saw all her belongings get washed away. She tucked her children and made her way to the other side of the road safely. Her young 6 year old child had to be taken to the hospital for medical treatment. She was effusive in praise of Sevalaya for coming to their aid immediately with medicines, food, blankets, clothing and other essentials, almost immediately.

Poongavanam was grateful that Sevalaya helped her and others with drinking water after the floods, and offered shelter in the school, with bedspreads and other essentials. They were able to overcome such a huge calamity because of Sevalaya's prompt assistance. She is

Scope of pilot phase I	52 houses. Total cost Rs 1.5 crores
Location of homes	Pakkam, Puliur villages, Thiruvallur
Donors	Individuals and Corporate institutions
Area of one house	231 – 250 sft
Plan	1 room with a divider & toilet, bathroom
Completion of 3 homes	30th April 2016

very happy that she will soon be living in a pucca house, with the help of Sevalaya and all donors who graciously agreed to rebuild their homes.

Sevalaya is in touch with corporates and are encouraged by their response, and hope to restore homes before June 2016. The plan is to move on to help more villages in the second half of the year.



Representing the donor V S Sivakumar, Y Raman laying the first stone



B Alice performing Bhoomi Pooja as per Christian tradition, for her new home



One of the 52 flood-affected houses identified for reconstruction

New building for Gandhi study centre of Takkar Bapa Vidyalaya

Buildings of the Takkar Bapa Vidyalaya samiti, including the Gandhi study centre, were damaged during the torrential rains in Chennai. The Study Centre lost historically valuable manuscripts, original letters and books written by Mahatma Gandhi, and other important freedom fighters.

Sevalaya, on hearing their plight, swung to action and sent feelers to various corporates. L&T Infotech responded and graciously agreed to rebuild the study centre and also provide items like PCs, copier, books and book shelves along with PA system for Takkar Bapa Vidyalaya at a cost of ₹ 30 lacs.

On 16th January 2016, a Bhoomi puja was conducted at the centre. Sharon Rebecca, CSR Manager, L&T Infotech as also Trustees and members of Gandhi Study Centre attended the function. Sevalaya was represented by V Muralidharan, Bhuvaneshwari Muralidharan and Radha Srinivasan.

Joy of giving: *the way of life*

Dear Friends,

After the rescue and relief operations, the time has come for quick rehabilitation work in the flood affected areas.

Sevalaya was kept fully busy with the over whelming support from many corporates like Asian paints, Capgemini, L&T infotech, Cognizant foundation, DTCC, PwC, Samsung, Shell, CAMS and organizations like Qatar Tamil friends, Minnesota Tamil Sangam, Indian doctors from UK, friends from Australia, Newzealand, Tamils from Lake county, individual friends from USA, UK, Middle East, Australia, Singapore, Mumbai, Coimbatore, Bangalore, Madurai and many regular donors of Sevalaya . The total cost of materials distributed by Sevalaya is approximately ₹ 3 crores. Sevalaya covered almost all villages in Thiruvallur, many in Kanchipuram, some in Chennai and few in Cuddalore. Many thousands of families were covered. One area Sevalaya concentrated on was the Irula community in Thiruvallur district. Their leader Siddhama was very emotional when she thanked Sevalaya and all its donors for the timely support.

“We are already poor. The floods has made us homeless, penniless and we are not sure of our future now. But your support has given us confidence to bounce back” was her remark.

Sayed Rawoof, the Child Protection Officer, social defense department, Government of Tamil Nadu, who was also running six relief camps for homeless people, was all praise for Sevalaya and he appraised the District Collector on the immediate help rendered by Sevalaya to Government agencies at the time of crisis.

With the relief work almost coming to an end, the rehabilitation work has started in full swing. It was very painful to see Takkar Bapa Vidyalaya Samithi, housing Gandhi study centre completely destroyed in floods. The centre was playing a crucial role in making youth understand Mahatma Gandhi. The place was under seven feet water for three days, thus damaging all the books and rendering the building unsafe. The building has to be demolished and books repurchased (many may not be

available today) and the library has to be up and running as quickly as possible. L&T Infotech came forward to support this cause and Sevalaya has taken up the project of reconstructing the centre. The work was started on 16th January 2016.

Apart from this, there was extensive damage around Sevalaya campus, and many hutments were destroyed. Our first duty was to reconstruct those houses. 52 houses have been identified for reconstruction in Pakkam and Puliur villages. One regular donor from Singapore immediately contributed for reconstructing three houses and the work was started on 18th January 2016. We are actively looking for sponsors for rebuilding other houses in these two villages. We also have a total requirement of nearly 20,000 houses for Irula community all over Thiruvallur.

The task is big. But such big tasks can only bring out the best in us! Let us live upto the expectation.

Thanks and Regards

Murali

Relief reached to 1,338 families in 45 days

The six weeks following the Chennai floods of December 2015 were hectic at Sevalaya. Relief materials were distributed to 1,338 families from 6th December 2015 to 19th January 2016 in villages and some city centres, in all the four flood affected districts of Chennai, Cuddalore, Kanchipuram and Thiruvallur.

Relief materials included aluminum cooking vessels, rice, rava, wheat flour, cooking oils, groceries including dhal, toiletries (buckets, mug), sleeping mats, blankets, clothes for the entire family consisting of dhotis, lungies, shirts, sarees and children's wear.

The donations came from Asian Paints, Capgemini, Cognizant Foundation, Shell, L&T Infotech, DTCC, Samsung and CAMS as well as individual donors from around the country and from different parts of the globe.

Relief materials worth close to ₹ 3 crores were distributed in 45 days. We heartily thank all the donors who opened their hearts to the needs of fellow human being. And a big *Thank you* to all the volunteers who toiled tirelessly to distribute the relief materials!

The relief kit had the basics to restart life



Health camps after recent floods

On 17th December 2015, Dr Meena from Apollo Hospitals, visited Thaneerkulam village and addressed 90 students and 100 elders at the awareness programme organized by Sevalaya. Given the threat of communicable diseases after the floods, she explained the precautionary steps to be adopted by the people.

On the same day, a general health camp was conducted where a team of doctors



from Apollo Hospital screened 250 villagers and distributed free medicines.

Also, an eye camp was held in the same village by the doctors of Sankara Nethralaya through SCOPE International on 7th January, 2016. 150 villagers were screened and glasses were given to 20 of them. Cataract surgery was recommended for 12 people.

4 Santas at Sevalaya Christmas celebrations

On 22nd December 2015, Christmas was celebrated in the campus. The function started with a prayer and Christmas Carols was sung by the children. This was followed by children performing cultural programmes.

The highlight of the event was the arrival of 4 Santa Clauses, who entertained the children, and spent the evening with



them distributing Christmas cakes.

T N D-Cruz, CSI Church of Pattabiram, participated as Chief Guest of the function with his family members. Rev. T N Charles Benny graced the occasion with his presence. Volunteers from CSI Church, Pattabiram sang Christmas carols. The Chief Guest lauded Sevalaya for its



various services to the community, which is the central theme in all religions and faiths.

20 Students of Jaya Matriculation Higher Secondary School, Thiruniravur, celebrated Christmas at Sevalaya, with our hostel children on 12th December 2015.



Kavitha and Keerthana: Star Athletes in the making

Hailing from a poor family of daily wage earners in Nallankavanoor Village, G Kavitha has displayed keen interest in sports since joining Sevalaya in Pre-primary. This year has been special for her, as she received the district champion award in the under 19 girls division. Kavitha won First prize medals this year in Thiruvallur district athletics meet at SDAT stadium, for 200 mts (32:80 sec), Long Jump(3.60 mts), and Triple Jump (8.80 mts). Her goal is to excel in sports and become a physical education mentor. Her target is to finish 200 mts in 24 sec.

D Keerthana also from a poor family of daily wage labourers is a student of Sevalaya since pre primary class. Now she is in Std VIII. Keerthana won divisional (Thiruvallur and Kancheepuram dt) level first in 80 mts hurdles at Kancheepuram SDAT stadium. She also participated in state level competition on 18 -20th December at Coimbatore. She aims to complete 100 mts hurdles in 15 sec.

Sevalaya has a set process to identify the budding talents, provide proper coaching and encourage the students to achieve success. Additional nutritional supplement is given to the selected athletes.

Both Kavitha and Keerthana have strong family support. Their parents are



G Kavitha



D Keerthana

encouraging and do not pressurise them to do domestic chores as is the norm in village households.

Both of them put in 24 hours practice per week. As for balancing their studies, they also receive support from their teachers. They complete their home work in the class hours. They are very focussed and willingly forgo watching TV and hanging out with friends. Their friends are very appreciative of their talents.

The PT masters observe with pride that both of them have improved in stamina and clocked better timings this year.

Kavitha and Keerthana are equally in awe of their masters, their major sources of inspiration, who "motivate us by talking to us about the world champions and the world records and keep the fire of creating new records in us alive".

District Collector inaugurates Dr A P J Abdul Kalam Counseling Centre



V Muralidharan, Founder and Managing Trustee, Sevalaya was the special invitee at the inauguration of the Dr A P J Abdul Kalam counseling centre for children at The District Child protection office in Thiruvallur on 9th January 2016.

K Veera Raghava Rao, I A S, District Collector, inaugurated the centre. R Tamilselvi, Judicial Magistrate was the special guest. M S Syed Rawoof, District Child Protection Officer, members of Child Welfare Committee and Juvenile Justice Board participated in the function.

Scholarship cheques were distributed to students of the nearby schools, after the inauguration.

Multiple activities at Pongal festivals at Sevalaya

Awareness on Eco-system

Sevalaya has always been in the forefront of environmental issues. Every year during Bhogi festival, in the month of January, in the name of tradition, people burn waste materials such as tyres and



S Rajarethinam, I.A.S. (Retd), Trustee, Tamilnadu Foundation, flags off the rally.

plastics. Every year Sevalaya takes out a rally to make the people aware of the health hazards from burning tyres and plastics which pollute the air and cause irreparable damage to the environment.

Joy of Pongal shared at Sevalaya

Pongal festival was celebrated with fervor and enthusiasm on 13th January 2016. R Srinivasan, Partner at PwC participated as the Chief Guest and donated a cheque for ₹ 3.5 lacs on the occasion.

During his special address to the audience he lauded the consistent efforts of Sevalaya in rural development activities.



The awareness rally on Smokeless Bhogi was held on 11th January 2016. 2000 students from Sevalaya and neighbouring schools and youth from nearby villages participated.

The Chief Guest stressed the need for

While acknowledging Sevalaya's flagship project, viz., educating rural poor for over 27 years, which has brought about a systematic and positive transformation among downtrodden, he made a specific mention of Sevalaya's organic farming initiative. He was thoroughly impressed by this endeavor, which he felt will have far-reaching benefits, in preserving the precious nutrient character of the soil.

creating effective awareness on the hazards of pollution, which is largely man made. He further averred that children, students and youth are capable of taking this message and bringing a positive change in the mindset of people.



Left: R Srinivasan, partner PwC lighting the indigenous stove

Above: R Srinivasan and P Surendar, PwC handing over the cheque for ₹ 3.5 lacs



Competitions mark Mattu Pongal

Sevalaya has been conducting annual volleyball tournament for the past 16 years, coinciding with Pongal. Besides providing entertainment, this also has a social purpose. It was designed to divert the attention of rural youth from *Jallikattu*, the bull fight popular in Tamilnadu during Mattu Pongal every year and give them an opportunity to prove their prowess. Volleyball is an alternative sport and Sevalaya was successful in engaging nearly 900 village youth, for a full day in a meaningful sport.

This year Sevalaya organized a volleyball

tournament for village youth on 10th January 2016. 46 teams from 21 villages participated in the tournament. Velliur Volleyball Club was the winner of the tournament.

S Goutham Chand Jain, Proprietor – Nirmala Jewelry, Perambakkam was the Chief Guest at the Mattu Pongal celebrations on 16th January 2016. Dr T Ramachandran, Veterinary practitioner, P Kishanlal Jain and Amarchand Jain graced the occasion.

On this occasion, trophies and medals were distributed to the winners and runners up of the Volleyball tournament

by the Chief Guest. Prizes were also given to the winners of the Rangoli competition conducted by Sevalaya, in which 15 villages participated.



Velliur Volleyball team receiving the championship trophy from Amarchand Jain, Advisor, Sevalaya

New Physiotherapy unit inaugurated



Helpage India, an NGO, and provider of medical services to the communities through other organized NGOs, generously contributed 41 physiotherapy apparatus, sponsored by Rural Electrification Corporation (REC), as part of their CSR programme, with which a new Physiotherapy Unit was set up at Sevalaya's Mahatma Gandhi medical Centre. Inaugurating the Physiotherapy



unit, K Varadarajan, General Manager of Rural Electrification Corporation (REC) said that Physiotherapy will be of immense help to the elders suffering from ortho related issues.

Physiotherapy is a drug-free system of therapy, safe and secure in all aspects. This can be applied to people of all ages, and to ailments, injuries caused by accidents and sports injuries.

Educational kits distributed



C S Mehta, Trustee and Lalitha Mahadevan, Principal of Sri Kanchi Mahaswami Vidya Mandir Trust came to Sevalaya and distributed educational kits consisting of a school bag, water bottle, lunch box, pencil box, 10 note books, 3 biscuit packets to all the 2000 students of Sevalaya.

This event was a part of their flood relief programme.

Vivekananda day

Sevalaya celebrated Vivekananda Day, on his birth anniversary on 12th January 2016, at its Kasuva campus. Sevalaya has always been of the view that all youth, particularly students must imbibe and imbue the great thoughts of Swami Vivekananda, which are relevant today and for the future.

The celebration was marked with cultural events on Swami Vivekananda, songs, and dance by children. Prizes were distributed to the toppers of State wide free open book examinations, held for the schools all over Tamilnadu. The exam was also open to the prisoners of all central jails in Tamilnadu. A good number of prisoners participated and won prizes.



This initiative of Sevalaya to be inclusive to all members of the society was in line with the teachings of saint-philosopher Swami Vivekananda.

Chief Guest Valli Meyyappan, Director, Mayor Ramanathan Chettiyar Centre, distributed prizes to the toppers.

Ramanujan day



Kavitha Sampson, wife of Superintendent of Police, Thiruvallur District, was the Chief Guest, on the 128th birth anniversary celebration of Srinivasa Ramanujan, at Sevalaya on 23rd

December 2015.

She exhorted the children to follow their dreams with passion, and see it realized. She further added that Ramanujan,

despite facing several obstacles like health problems and poverty, was able to realize his dream of contributing towards mathematics during his short span of 32 years, only due to his dedication and passion.

Ramanujan Day is celebrated every year, at Sevalaya's Mahakavi Bharathiyar School, with the objective of increasing students' awareness about Ramanujan and creating an interest in Mathematics. This year, during November, a Maths Talent Exam was conducted for the students of Std IX to XII from schools in Thiruvallur and Chennai. 118 children participated in the examination. 14 children were awarded prizes by the Chief Guest.

Juvenile child rehabilitated

P Manickam (name changed) was brought to Swami Vivekananda Boys Home in May 2015, referred by District Child Protection Officer, M S Syed Rawoof. He was admitted in Sevalaya's Mahakavi Bharathiyar Community College, and given training in A/C and refrigeration course. He was a Std IX dropout and in conflict with law. He came from a broken home and his mother was the sole bread winner.

When he came to Sevalaya he was an addict of paan and other tobacco products. It was difficult to handle his tantrums in the hostel, as he was finding it difficult to get rid of his habits. He used to get into altercations with his



roommates, and his persona was very different from other boys. The matrons in the hostel monitored his well-being throughout the day. Care was taken to ensure that his habits did not spread to

other boys staying in the hostel.

Regular counseling was given to him by an expert counselor at the hostel, which made a great impact in his life.

Constant monitoring and mentoring worked wonders for the boy and he was sent for a one month internship in Control Engineering, Guindy. After completing his internship he has now been placed in a public sector undertaking, as a trainee service engineer.

Sevalaya has made a direct impact in Manickam's life in turning it around for the better. We wish Manickam all success in life.

Volunteers Speak

Zoe Deuchar and Caroline Crawford, gap year students from UK are volunteering at Sevalaya, in various activities at the centre. Their impressions on Sevalaya...

Sevalaya is a life changing experience for anyone involved with it. Volunteers, staff members living here or off campus, children, and teachers alike are all united by one priority: loving all, and serving all.

Never having been to India before, we were met anew with everything from food to local customs as if we were experiencing the world for the very first time. Our first day here introduced us to Idli (which is unlike any breakfast food found in the UK), self reliance, and Indian people, who never fail to surprise us with their generosity and kindness.

During the first two weeks we were constantly worried that we would offend someone or do something wrong, but the understanding and friendliness shown to us from day one quickly eased us into feeling comfortable, and although we made mistakes, it didn't take long for us to feel confident with our surroundings. Having only just finished education ourselves, and being teenagers, we felt so scared when faced with the prospect of teaching students who were barely a few years younger than we are. Our expectations were filled with the idea of trying to manage a boisterous, disruptive class; instead what we found was totally different.



Enthusiastic, willing students

We found enthusiastic, willing students who respected us wholeheartedly. From our very first lessons, it was clear that these kids understand that they have been given an amazing opportunity to have an education and to be taught English by someone who speaks it as their first language, opportunities not open to many in rural India.

Sevalaya has helped open our minds to a world more humble, more resourceful, and more loving than anything we have experienced before. Through September to January, Sevalaya has moulded us into confident, independent, compassionate adults. We see so little similarity between who we are today, and the timid little things we were when we arrived in September.

We thoroughly enjoyed Diwali with not only the children and people here at Sevalaya, but also with those in the village, setting off crackers and eating some wonderful food. To return the favour to Sevalaya, we will be introducing some traditional western holiday celebrations to the kids. We spent a day with them for Halloween, and we plan on introducing them to the way Easter is celebrated in the West this coming April.

Sevalaya are treating us so well and with so much kindness that our hearts are no longer aching with homesickness, but are full of admiration and compassion for the people here.

We feel so humbled by and grateful for Sevalaya, that we really are ready to fulfill our purposes here with full conviction: to help, to learn, and to teach.

Inclusivity in Sevalaya

The concept of inclusivity runs deep in Sevalaya and it has been followed in letter and spirit for both staff and children.

J Vishal, a physically challenged student studying in Std VII in Sevalaya School, comes from Puliur village, 3 kms away. He has been studying in the school for the past two years. His father is a small shop owner and mother is a tailor.

While all classes for Std VII are held in



the third floor, Sevalaya has arranged classes to be held for Vishal in the ground floor. His friends R Yuvaraj and P Ganesh help Vishal to commute to school. They wait for him near the school gate with the wheel chair to pick him up and bring him to his class. During the break they carry him to the toilet. Vishal is so excited that he does not miss school, even if he is unwell. The three friends always stay together and share lunch.

V Devaraj, is a physically challenged person. Having completed a course in

Sevalaya students participate in Lionbridge Annual day

Students from Sevalaya participated in Connect 2015, the annual day celebrations of Lionbridge Technologies Pvt Ltd on 8th January 2016. The students performed a dance in the event. K Vijayaraghavan, student of Std IX spoke on the occasion about how the functional English programme sponsored by Lionbridge at Sevalaya helped boost the students confidence and overcome their fear of English. His speech in English to an audience of about 200 employees of

Letter Press Minder in the Industrial Training Institute (ITI) run by Indian Red Cross Society, he was running a computer centre in Melappedu Village. Hailing from a poor family, he completed his education only with the help of philanthropic people.

His urge to give back to the society by helping the poor students, made him seek an opportunity in Sevalaya and he is now the computer instructor at Sevalaya's



Mahakavi Bharathiyar Community College.

M Prakash, although physically disabled, does not feel it to be a handicap and has been a Science Teacher in Sevalaya's School, since 2013. He has completed B.Sc (Physics) and B.Ed.

Prakash hails from a middle class family from Sriperambudur and has two elder sisters and a younger brother. He is a self made man and has worked in Don Bosco school, near Sriperambudur before joining Sevalaya.



Lionbridge served as a practical proof for the effectiveness of the programme. Lionbridge Technologies contributed ₹ 2.5 lacs to Sevalaya, as the part of their CSR activities, to conduct courses in

A very jovial character, in addition to his role as a teacher, he also takes care of the front office in the evenings. He is provided free accommodation at the staff quarters. He is familiar with most of the elders and hostel students. He likes to be around people, both senior citizens and children alike and takes pride in saying that the time he has spent in Sevalaya are the best years in his life.

His disability did not deter him in jumping



in to volunteer for the relief work undertaken by Sevalaya. He came forward and helped in distributing relief materials to the people affected in flood in Saidapet and Meyyur areas. His positive attitude and determination was a great morale booster for all the other volunteers. Says Prakash: "When the campus was flooded, all the staff who stayed in the campus could help the elders and the children but it was difficult for me to do so. Hence I decided that after the floods receded, I should go and help the needy people through Sevalaya".

Functional English, Teacher competency training and Sports projects.



V Muralidharan, Founder and Managing Trustee, Sevalaya receiving cheque from Praveen Parameswaran, GES India Head, Lionbridge

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Hate the sin, not the sinner

In South Africa, there were some issues related to giving permits to domiciled Asians. An Asiatic Department was exclusively established for this purpose at Johannesburg. The officials there were persons of Asian origin. Instead of being protective to the Asians, they were unhelpful and demanded bribes. Information about these activities reached Gandhiji and he took up the matter with the Police Commissioner, who assured that the corrupt officials will be taken to task. They were arrested, based on evidence. But, during the trial, they managed to get acquitted. Gandhiji was disappointed and was disgusted with the legal profession. Even though the two escaped the long arms of justice, the Government wanted to cleanse the department and the two officials were dismissed from the department.

The two ex-officials, in course of time, had a chance of getting employed by the Johannesburg municipality, only if Gandhiji did not oppose the proposal. A friend of the ex-officials saw Gandhiji in this regard, and he agreed not to thwart them, based on which they gained employment. Even though the officials were bad, Gandhiji did not have personal animosity towards them. He averred that this attitude is a part of Satyagraha and an attribute of ahimsa.

On this, Gandhiji writes as follows:

“Man and his deeds are two distinct things. Whereas a good deed should call forth approbation and wicked deed condemnation, the doer of the deed, whether good or wicked, always deserves

respect or pity as the case may be. ‘Hate the sin and not the sinner’ is a precept which, though easy enough to understand, is rarely practised, and that is why the poison of hatred spreads in the world.

This ahimsa is the basis for the search for truth. I am realising everyday that the search is vain unless it is founded on ahimsa as the basis. It is quite proper to resist and attack a system, but to resist and attack its author is tantamount to resisting and attacking oneself. For we are all tarred with the same brush, and are the children of one and the same creator and as such the divine powers within us are infinite. To slight a single human being is to slight those divine powers, and thus to harm not only that being but with him the whole world.”

You can shape a life ...without taxing yourself

Please sponsor one or more of the Sevalaya residents - 200 children and 70 elders - or its 2000 school children who receive free education. That is a good way to show your care, even as it reduces your tax.

Contributions to Sevalaya's Children's Home, Old Age Home as also to the School Expenses Project qualify for 100% tax exemption under Sec. 35 AC/80GGA of Income Tax Act.

Please donate generously and avail of tax rebates

Team building at Sevalaya

The success of every organization is measured by the effective day to day functioning of various teams. They have to work together as a single unit. With this in mind, training on team building was held on 22nd December 2015 for the unit heads and the sub unit heads of Bharathi, Gandhi and Vivekananda. Prof Dr S V Mani, Advisory Committee member of Sevalaya, conducted the session.

During the training, a few symptoms



that indicated the need for team building were discussed. They mostly fell under the need for clarification of roles (confusion about assignment,

complaints about people not assuming responsibility for poor quality of work) decreased productivity due to lack of goals, and interpersonal relations (misunderstanding, complaints of favoritism). The outcome of the training was that clear communication channels needed to be established, rotation of jobs (to get rid of monotony), establish team values and goals, and to encourage brainstorming and listening. The results were encouraging and well received by the trainees.

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