



# AMC: We Care...We Connect

## Topic: We Are VALUABLE

**Goal: Create an environment that fosters a sense of belonging**

### Facilitators Notes

#### TOOLS TO PREPARE YOURSELF

1. Now, more than ever, where physical distances may be an issue, "checking in" to maintain connection with your personnel is essential.
2. Place emphasis on continuing to build trust within your organization. While the typical work environment may not currently exist, it is more important than ever to maintain communication with our workforce.
3. Continue demonstrating formal and informal leadership through the many challenges your workforce is facing; reach out when you need to and ensure your teams do to.
4. Continue to place emphasis on increasing the sense of belonging and value for both individuals and the organization.

Note: This tool provides leaders and supervisors the flexibility in facilitating discussion to increase social connections during this time of physical distancing. Some suggested methods include incorporating into individual conversations, office TCONS/VCONS or consider the development of a group chat using Microsoft Teams or other platform.

### CONVERSATION STARTER

April 2020

#### HOW TO EXECUTE

##### FRAMING THE CONVERSATION

It is the connections we make with each other, built on trust, that create a productive work environment and increase the overall satisfaction and safety of our workforce<sup>1</sup>. Building strong relationships with others can assist in developing our resilience which is so important to our overall well-being. Ensure you are creating a workplace environment that both supports individual values yet promotes a culture of teamwork.

In light of the current situation we are operating under as a result of the COVID-19, valuing the contributions of each team member is vitally important. When Airmen value their team members and feel valued by them, a culture of respect and resilience is created that supports better decision-making, commitment and success.<sup>2</sup>

#### SUGGESTED DISCUSSION POINTS TO USE WHEN CHECKING IN ON YOUR TEAM:

1. Do you know how your role fits into our unit mission? Air Force mission?
2. Why do you like working here and what motivates you to accomplish your mission each day?
3. How does our organization promote the growth and development of an individual? Of a team?
4. What is one quality you see in team member you'd like to cultivate in your own habits and actions?
5. What would your ideal workplace look like? Finish the response: Wouldn't it be amazing if...

1) Mikkelsen, A. C., York, J. A., Arritola, J. (2015). Communication competence, leadership behaviors, and employee outcomes in supervisor-employee relationships. *Business and Professional Communication Quarterly*, 78(3), p. 336-354.

2) Asencio, H. & Mujkic, E. (2016). Leadership behaviors and trust in leaders: Evidence from the U.S. federal government. *Public Administration Quarterly*, 40(1), p. 156-179.

### CONNECTION CHALLENGE

Have your team (virtually) use the questions below to create a discussion. You can use Microsoft Teams or other platform to create a group chat or post a document on a share-drive that your team members can add to.

1. What builds self and organizational value? Share an experience in which you felt a high level of personal value as it relates to your workplace and/or home.
2. Brainstorm creative solutions, initiatives, or changes to enhance our "virtual" workplace.

# How to Conduct Routine Check-in's

## TIPS FOR SUPERVISORS ON COMMUNICATING WITH THEIR PERSONNEL

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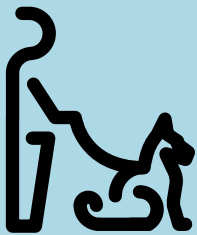
### 1.) EXPERIMENT WITH VARIOUS COMMUNICATION METHODS

Keep in mind that the outbreak of COVID-19 may be more stressful for some people than others. Reach out continuously by text, phone, email, or video calls.



### 2.) PROVIDE A PERSONAL TOUCH

Ask the employee how they and their family are doing, are they adjusting to the new routine, is there anything you can do to make things easier.



### 3.) ENCOURAGE BALANCE AND SELF CARE

It's important for people to walk away. With so much in our lives now merged into one, provide encouragement to try and make time to unwind. Establishing new norms in your house may be necessary.



### 4.) BE INFORMATIVE AND APPROACHABLE

Make sure you provide an opportunity to listen, and let your personnel know all of the available resources.

[www.militaryonesource.gov](http://www.militaryonesource.gov) / [www.afpc.af.mil/eap](http://www.afpc.af.mil/eap)



### 5.) UNDERSTAND THAT STRESS CAN LOOK DIFFERENT

The fear or worry about your own health or the health of others, difficulty sleeping, changes in eating patterns – are all ways your people may be reacting. Encourage your team to reach out to one another, sometimes knowing you are not alone or helping others can reduce personal stress.