



AMC: We Care...We Connect

Topic: We Are ENGAGED

GOAL: Active involvement in the wellbeing of coworkers/organization.

FACILITATOR NOTES

TOOLS TO PREPARE YOURSELF

1. Now more than ever as we continue to navigate through current transitions and challenges, "checking in" and "engaging" to maintain connection with each other is essential.
2. This conversation tool is designed to allow supervisors the flexibility in facilitating this important discussion topic. The discussions and concepts can be incorporated into individual conversations, office meetings (virtual or in-person) or a short group chat using ZoomGov or MS Teams.
3. Remember to demonstrate good listening skills during this discussion. One of the easiest ways we can create connections and trust is by showing our team they are valued and heard.

THE EXTRA MILE

ADDITIONAL RESOURCES

1. Work as a group to learn how to actively listen. NOTE: See back for recommendations on effective listening.
2. Help them understand that active listening makes them better Airmen, better at their mission, better wingmen, better friends and healthier family men/women.
3. Consider sharing how active listening helped you solve a problem that might not have been solved otherwise.

MISSION PLAN

HOW TO EXECUTE

FRAMING THE CONVERSATION

Engagement is not just about talking to people. The key component of active engagement is taking the time to know your peers well enough to be able to identify when something is wrong. It is important that we actively look out for the wellbeing of each other. Being observant can help us identify potential problems and encourage early help seeking.

Good listeners take the time to understand the needs of those around them and find ways to effectively interact. Sometimes what people need most is just an ear to listen. Don't take for granted that small interchanges like "good morning" or "how are you" can sometimes be the most important opportunities to build trust. In taking the time to interact with someone not just during crisis, but through every day moments, you have opened an opportunity for connection.

SUGGESTED DISCUSSION POINTS:

1. How do you get to know the people you work with?
2. Share something about yourself that would surprise your coworkers.
3. What are some strategies we can use to become better listeners?
4. How can learning to be a better listener help you identify when a coworker is experiencing stress?
5. Share a time when you noticed someone needed help and stepped in. Share a time when you needed help and someone was there for you.

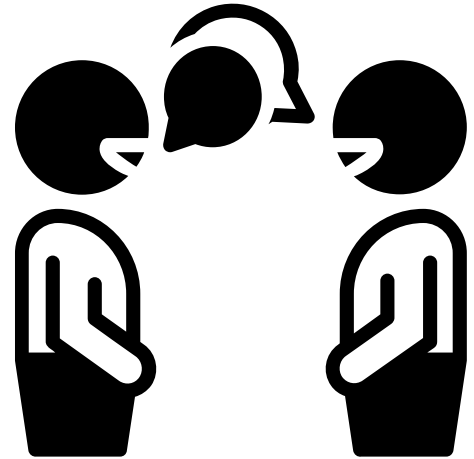
MISSION CHALLENGE HOW TO APPLY THE LESSON

Have your team watch this short video titled, "What does it mean to be a Wingman (1:02) <https://www.dvidshub.net/video/375688/chiefs-corner-wingmanship>.

Then have the group share examples of situations which show good Wingman behaviors. Discuss if those behaviors are seen in and out of the workplace? How do we create a workplace that encourages more active listening and engagement with each other?

the goal is to make someone feel safe in speaking to you

WITH GOOD OR BAD NEWS



The ABCDE's of Good Listening:

ATTEND with genuine interest

BE responsive to what is said

CARE about the other person

DON'T interrupt

ENCOURAGE the person to say more

(Source: Cacioppo, Reis, & ZAUTRA, 2011)



For more resources, contact:

Community Support Coordinator (CSC): Your installation CSC can provide additional resources on Good Listening, Constructive Responding, and other resilience skills.

Military OneSource: Available to military members and their families at www.militaryonesource.mil / 800-342-9647

Air Force Employee Assistance (EAP) Program: Open to civilian employees and their family members, contact www.afpc.af.mil/EAP / 866-580-9078
