



# AMC: We Care...We Connect

## Topic: Be Intentional

**GOAL:** Foster *Inclusion* & Build Connections Through *Intentional* Interaction

### FACILITATOR NOTES

#### TOOLS TO PREPARE YOURSELF

1. This conversation tool is designed to allow supervisors flexibility in facilitating an important discussion on perspectives. 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.
2. Remember to demonstrate good listening skills, ask for input from all group members, and be intentional with your words and actions throughout the discussion.
3. Emphasize being intentional and attempting to consider the potential impact we intend so that we can convey our message in the most effective and productive manner.

#### THE EXTRA MILE:

#### Additional Resources

1. Work as a group to discuss how good communication skills listening, non-verbal, stress management and emotional control create more effective communication.
2. Discuss how acknowledging bad news or celebrating good news builds better connections.
3. As a team, talk about the types of listening (active/inactive/selective) and how each can either enhance or hurt communication and impact relationships.
4. Using the statements on the following page, demonstrate and discuss how physical, perceptual, and emotional barriers affect your communication.

### Mission Plan

#### HOW TO EXECUTE

#### FRAMING THE CONVERSATION

Being intentional with our words and actions is essential to effective communication. Communication is a process of using words, sounds, signs, or behaviors to express or exchange information or to express our ideas, thoughts, and feelings to someone else. We use four types; verbal, nonverbal, written and visual communication to convey our messages. Simple, right? Typically, we assume we are providing clear and understandable messages with others, but are we? How do we know the message received was the one we intended? Is it possible nonverbal cues, written words, lack of tone, or the actions we took while we delivered the message clouded our intent and potentially had an adverse impact? It is a fact that often our nonverbals speak louder than words. Words alone do not provide the meaning behind the message; people provide the meaning based on how they receive and perceive it. The way a person receives our message may also be subjected to many barriers or filters. Physical barriers such as the environment, noise, objects, distance, temperature, and physical health could affect how the message is received. In addition to those, each person will have their own set of perceptual barriers based on past experiences, hidden agendas, stereotypes and their own emotional barriers that alter our intended message. Emotions are part of being human and are one of the greatest barriers to open communication. Often times, we convey information or react to it based on our feelings rather than the intended message. Misunderstanding and misinterpretation can wreak havoc on the intent of our message and have a damaging impact on communication. For this reason, we should always be intentional with our words and actions.

#### SUGGESTED DISCUSSION POINTS:

1. What are some nonverbal cues that affect our communication?
2. Describe a time when a barrier clouded a message you received?
3. Share a time when your intent of delivering a message did not have the right impact.

#### MISSION CHALLENGE: HOW TO APPLY THE LESSON

Visit the site <https://www.seerinteractive.com/blog/the-johari-window-a-simple-exercise-to-improve-your-one-on-one-meetings/> and read the article: The Johari Window: A Simple Exercise to Improve Your One-On-One Meetings (see pic below). As a group, develop a list of adjectives that will be used as descriptors for individuals. Include both positive adjectives along with those that indicate areas of potential improvement. In groups of two, take a few minutes to complete the exercise to identify your strengths, weaknesses, and blind spots. By the end of the exercise, you will have awareness of your Arena, Blind Spot, Facade and Unknown, allowing for some self reflection, increased, awareness and potential for growth.

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***The Extra Mile Activity:***

***Discuss how the statements below can have an unintended impact? Bonus: Discuss various ways to reframe.***

That presentation was actually pretty good!

You shoot really good for a female!

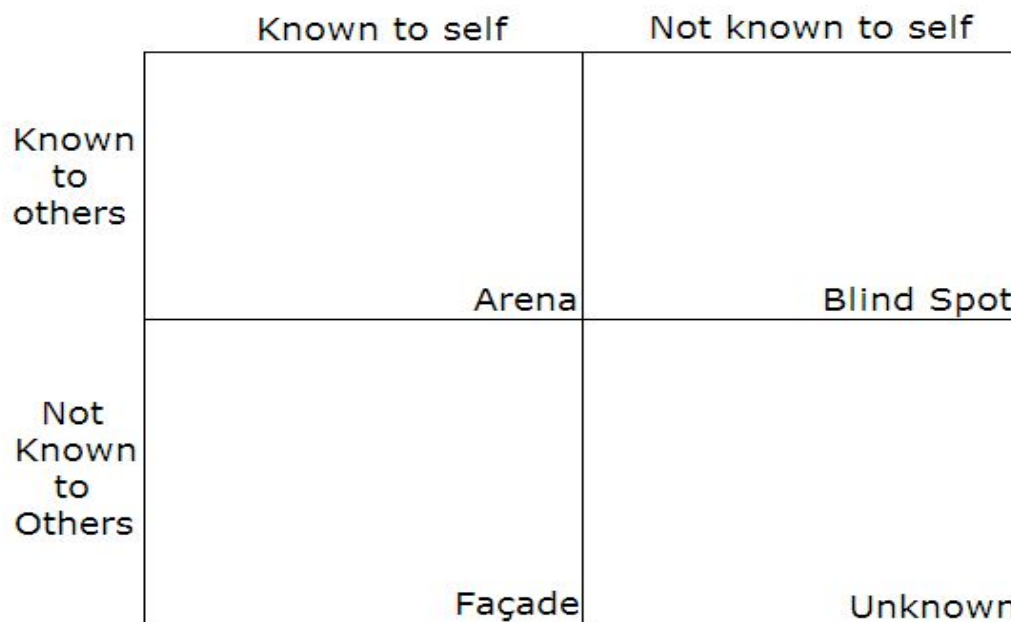
I am sorry you feel that way.

Calm down.

I don't see color.

***Have the group explore other examples where intent of the statement did not match the impact***

**Johari Window**



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**For more resources, contact:**

**Community Support Coordinator (CSC):** Your installation CSC can provide additional resources and classes, i.e. True Colors, EQ, PDP and resilience skills training, to enhance your ability to switch lenses and view various perspectives.

**Installation/Wing Diversity & Inclusion (D&I) Leads:** Your installation D&I Leads can provide additional resources on current D&I efforts and a forum for you and your Airmen to bring ideas and concerns regarding diversity and inclusion, so that we can work toward embracing diversity to foster a culture of inclusion , connectedness and trust.

**Equal Opportunity (EO) Office:** Your installation EO office is the subject matter expert on discrimination and can assist in facilitating small group discussions and is a valuable resource for you with regard to fair and equal treatment of all Airmen.

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