



# We Are: **ENGAGED** ∫ **AFMC Connect**

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

## FACILITATOR NOTES

### TOOLS TO PREPARE YOURSELF

1. Now more than ever as we continue to transition to our new normal, "checking in" to maintain connection with your personnel is essential.
2. This tool has been tailored to allow supervisors the flexibility in facilitating this month's discussion topic. Some suggested methods include incorporating concepts into individual conversations, office meetings (virtual or in-person) or consider the development of a group chat using Microsoft Teams.
3. 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

August 2020

### HOW TO EXECUTE

#### FRAMING THE CONVERSATION

Engagement is not just about talking to people, but rather the importance 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 seek help early.

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

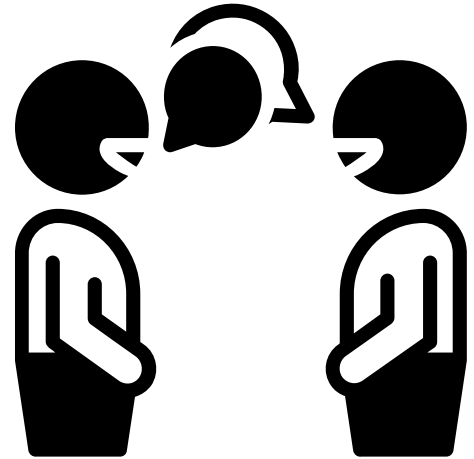
Have your team watch this short video titled, "What does it mean to be a Wingman (1:02)" <https://www.dvidshub.net/video/375688/chiefs-corner-wingmanship>.

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?

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

WITH GOOD OR BAD NEWS



**The ABCDE's of Good Listening:**

**A**TTEND with genuine interest

**B**E responsive to what is said

**C**ARE about the other person

**D**ON'T interrupt

**E**NCOURAGE the person to say more

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



**For more resources, contact:**

Air Force Employee Assistance (EAP) Program

Open to civilian employees and their family members

[www.afpc.af.mil/EAP](http://www.afpc.af.mil/EAP) / 866-580-9078

Military OneSource

Open to military members and their family

[www.militaryonesource.mil](http://www.militaryonesource.mil) / 800-342-9647

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