

## **ARMY FAMILY ACTION PLAN (AFAP) CONFERENCE WORKBOOK**

### **WHAT IS IT? WHAT AM I DOING HERE?!!!!**

Thanks to the AMC AFAP, a model for an Army Family Action Plan Workbook has been adapted and provided for local use. It is being made available to assist in training all participants including Work Groups, Delegates, Facilitators, Subject Matter Experts (SME's), Observers, Recorders, Transcribers, and Issue Support Persons for the individual's role in the process. This will help everyone concerned to understand where the process is taking us and make the conference run smoother. It is important for everyone to take the assigned role seriously. Every individual can affect the quality of life for the total military family locally and at higher levels by participation at some level in the AFAP.

This workbook may be a valuable resource for the conference, especially if the participant has not been involved in a previous conference. It has been prepared to meet conference objectives. It includes information on working in the group, writing clearly stated issues and submitting to McAlester Army Ammunition Plant (MCAAP) Command Steering Committee for directing local action or moving forward to the AMC Conference for solution.

Training of job roles is required for those participating. Every participant will review this AFAP material prior to attending the conference so they can assume the proper role. The conference should run smoother. Everyone will understand their assigned roles, other participant's roles and what the facilitator is trying to accomplish with the group.

### **Work Group Goal:**

- To identify the most critical quality of Life issues for local Army and present those issues to SW Leadership.

### **Work Group Objectives:**

- To prioritize the five most valuable services (see worksheet)
- To prioritize and develop three to five issues to brief during a final "Report Out" session
- Of the conference. (worksheet provided.)
- To vote on the –most important active issues

### **Work Group Compositions:**

The AFAP work group includes:

- Delegates to achieve the purpose of the work group
- A facilitator to guide the work group
- An issue support person to ensure that the issues are written clearly
- A recorder to record the proceedings on charts.
- Subject matter experts to provide information A transcriber to prepare information papers, briefing slides and an electronic record of the group discussions
- Observers who will audit the proceedings because they have a professional or organizational interest in the issues to be discussed by the work group.

### **PURPOSE**

- The purpose of the work group is to:
- Review issues submitted from local military / civilians
- Select three to five issues important to the well-being of the Army family
- Provide creative solutions that are low-cost and high pay off
- Identify and prioritize five services that the delegates consider most valuable
- Review the status of issues surfaced from past conferences.

### **Work Group Norms**

Work Group Norms are general guidelines for the individual and the group these are the norms of this conference

- Focuses on issues that affect McAlester area Army of the entire Army, isolated situations are referred to the installation or MSC levels.
- Be concise and specific about issues
- Validate issues through facts and the effect on MCAAP or the entire Army
- Recommend realistic and attainable solutions
- Participate and be open-minded and respectful of others
- Treat everyone in the work group as an equal: do not use military rank

## **DELEGATE**

### **ROLE:**

- Represent the Army Family.
- Prioritize issues and recommend solutions

### **TECHNIQUES:**

- Discuss implications and ramifications with group.
- Obtain information from Subject Matter Expert (SME) in group.
- Keep the SME neutral and non-defensive
- Keep the Facilitator and Issue Support Person neutral and out of the discussion of content.
- Ensure ideas are recorded accurately.
- Focus energy on the purpose of the work group.
- Respect and listen to other individuals.
- Stay objective; keep an open mind.

### **CAUTIONS:**

- Be positive, not negative.
- Organize your thoughts and logically present your ideas without being defensive.
- Wait until the other person has finished speaking. Ask for clarification if needed.
- Let the SME do their job. Do not assume their role.

## **FACILITATOR**

### **ROLE:**

- Manage the work group process to achieve the goals.
- Serve as the neutral steward in the group.
- Direct the activity of the group.
- Stimulate group discussion.
- Ensure concise and precise working of proposed issues and recommended solutions.
- Help bring out the ideas of others, but do not evaluate ideas.
- Focus energy of the group on a common task.
- Suggest alternate methods and procedures when appropriate.
- Protect individuals and their ideas from attack.
- Encourage everyone to participate.
- Help the group find win/win solutions.

### **Techniques:**

- Clearly define group participant's roles.
- Get agreement on these roles before beginning.
- Spend 2/3 time listening and 1/3 time talking (enforcing rules, clarifying, summarizing).
- Ask helpful questions
- Boomerang questions back to group members
- Be positive; compliment the group on their efforts.
- Let the group carry the content and pay attention to the flow of discussion.
- Support and keep Records and SME's in their roles.
- Be flexible.
- Help the group understand the group process.

### **CAUTIONS:**

- Do not evaluate or contribute ideas.
- Listen as least twice as much as you speak.
- Be positive, no defensive.

## **RECORDER**

### **ROLE:**

- Capture basic ideas on paper in full view of the group.
- Use the words of the speaker.
- Record enough of the speaker's ideas to be understood.
- Remain neutral
- Support facilitator.

### **TECHNIQUES:**

- Listen for key word.
- Try to capture basic ideas – the essence.
- If you lag behind, stop the group and ask individuals to repeat or slow down.
- Abbreviate words.
- Make corrections non-defensively.
- Print/write an inch and a half inch.
- Vary colors: use colors to highlight. Divide ideas, underline.
- Vary size of printing.
- Use stars, numbers, dots, etc.
- Number all sheets.

### **CAUTIONS:**

- Do not evaluate or contribute ideas.

## **ISSUE SUPPORT PERSON**

### **ROLE:**

- Monitor the group's development of issues.
- Ensure that issue development standards are followed.
- With facilitator, guide group to write clear, concise issues.
- Offer suggestions when necessary to make issues stronger and clearer.
- Ensure issue is not currently being worked at DA level
- Report on issues currently being worked.
- Is the authority on AFAP issues?

### **TECHNIQUES:**

- Use current AMC and DA AFAP Issue Update Book to ensure group does not duplicate an existing AFAP issue.
- Reassure the group that a well-written issue paper has a greater chance of being understood and resolved.
- Ask helpful questions to guide the group. Encourage delegates to "say it more clearly".
- Draw attention to issue development if group appears to be creating a "mega issue" – goal is to prioritize.
- Compliment the group on their efforts.
- Review DA Issue Update Book.

### **CAUTIONS:**

- Do not contribute ideas or suggestions during issue discussion.
- Do not write the issue. The issue belongs to the group
- Be positive and encouraging, not authoritarian.
- Seek assistance when necessary.
- Remember that issues that have been closed at the DA level cannot be resubmitted for three years.