



Volume 1, Issue 4  
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Kirtland Air Force Base

# Helping Agencies Newsletter

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### Who are the Kirtland AFB Helping Agencies?

- We promote individual and family wellbeing, resilience, and mission readiness.
- We collaborate to communicate resources to enhance wellbeing across the mental, social, spiritual, and physical spectrum.
- We're here for you!

## What have you done lately for your spiritual resiliency?

Here are a few suggestions:

- Take a walk somewhere you can enjoy the natural beauty all around us. Focus on what is beautiful and how the sun feels on your skin.
- Participate in a religious activity: worship service, prayer meeting, scripture study. This can be done in person or on-line.
- Call someone whom you care about and share what is happening in your life and ask about their life.
- Find a place where you won't be distracted and take 5 – 15 minutes to reflect upon some of the blessings you have in your life.
- You can also contact the chaplain's office (505-853-5000) and set an appointment to see a chaplain. We will be happy to listen, encourage, and offer suggestions to help you in your spiritual fitness.



Permission granted to repost by CMSgt Denise Taylor, article on "Intent vs Impact" from AFGSC DEIA Newsletter.

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September  
2022



# AFGSC DEIA

DIVERSITY, EQUITY, INCLUSION & ACCESSIBILITY

Issue  
#1

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### "Intent vs Impact"

Misunderstandings are a part of life. Everyone has a different perspective, lived experience, and set of biases that drive their actions — whether that's their approach to grocery shopping or how they handle conflict with a co-worker.

People often try to explain their actions based on their intentions, but others may have a very different perception of the overall impact of those actions.

At best, this can lead to a harmless mix-up. In other cases, though, these disconnects between someone's intent and the actual impact of their actions can lead to major conflict.

While the issue of intent versus impact often comes up in conflict management and trauma-informed care, it also makes frequent appearances in everyday conversations and conflict.

[Video: Intent vs Impact](#)

[intent vs impact - YouTube](#)

This video describes the difference between intent and the impact on people around you. Strikers should believe this is an important skill in leadership as well as all our communication.

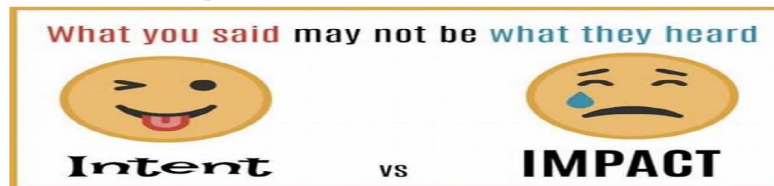


Sometimes what you meant was not how it was received

Center for Creative Leadership

*"The only way to know what someone intended is to ask them — and the only way to let a person know their impact is to tell them."*

## The scoop:



### Some examples of situations that you might find yourself in

- Your partner makes a joke that upsets you. You know that they didn't mean any harm, but it still stings. Their **intent** was lighthearted, but the **impact** is that your feelings are hurt.
- A friend comes to you to talk about an issue they're having at work. You offer them advice, but your friend is defensive and ends the conversation. You later learn that they felt like you were telling them they handled the situation poorly. Your **intent** was to offer an action plan, but the **impact** was that they felt judged.
- Your supervisor institutes a new policy at work under the guise of improving the culture, but the staff feels like it's just more work and surveillance, exacerbating the lack of trust in the office. Your supervisor's **intent** was to add processes for efficiency, but the **impact** is a decrease in morale.
- Your teen brings home a report card that has grades lower than what's typical of them. You sit them down to have a conversation about the importance of doing their best, and they shut down. Turns out, they feel like your words are coming from a place of disappointment, not love or encouragement. Your **intent** was to foster a conversation about the future, but the **impact** is that your teen feels judged.

### Here's how to get things back on track

- Listen with the goal of understanding where they're coming from, not with the goal of defending yourself. It can help to use the active listening technique of repeating back exactly what you hear.
- Center their feelings, not yours. It's normal to feel a little prickly when someone tells you that you did something wrong, and you disagree. But take a beat and a deep breath, and know that you can talk about your feelings later.
- Genuinely apologize or acknowledge the impact that your actions had on them. Steer clear of "I'm sorry if," "I'm sorry you," or "I'm sorry but," as these all lack accountability and put the blame on the one who was hurt. A simple "I'm sorry for doing that, and I'll do better next time" can go a long way.

[Intent vs Impact: Meaning, Examples, & Which Matters More \(healthline.com\)](#)



# STRIKERTALK

## Healthy Relationships

### StrikerTALK Overview and Importance

The nature of our relationships is foundational to our mental and emotional health, and our health has a direct impact on our ability to perform. It is for that reason being a healthy professional requires that the important relationships in your life are healthy as well. This StrikerTALK small group discussion tool focuses on how to both ensure we are healthy in our own relationships and to recognize when someone may be struggling with issues related to their personal relationship(s).

**Cohesive teams built on trust and synergy are more effective**

### Chat Reminders

- **Based on feedback from the field:** August 2019 resilience tactical pause feedback told us our teammates overwhelmingly want continued, sustained and consistent opportunities to talk with their leaders.
- Keep group size small (less than 20)
- Discussion should last no more than one hour
- Everyone is encouraged to participate
- Shared opinions are valued in and out of the group time

**Above all else...  
Demonstrate respect for  
human dignity**

This flyer is adapted from ACC Bridge Chat October 2021

### AFGSC Strategic Plan Focus Area: PEOPLE

Goal: Build Resilient Airmen, Civilians, Families and Organizations

StrikerTALK Purpose: Align with Air Force leadership direction for Airman's Time and Enlisted Force Development Action Plan to "Prioritize time at the unit level to elevate connection, belonging, and enhance the well-being of Airmen while building unity within the team".

### Getting the Conversation Started

**VIDEO:** Watch this video from OneLove on signs of healthy and unhealthy relationships: <https://vimeo.com/398516251> (3:32)

**"The DoD will never spare support for its people, and will protect the safety, health, and welfare of service members and their families, and civilian employees."**

– Lloyd J. Austin III, Secretary of Defense

### Suggested Discussion Questions

1. Consider your closest relationships. What aspects make them "healthy" relationships?
2. Have you ever miscommunicated with someone? What happened and were you able to make it right?
3. How do your relationships influence your mental and emotional state and your ability to perform well at work?
4. What are the qualities of a good and healthy romantic relationship?
5. As a proactive bystander, how can you detect and help friends or coworkers who may be having relationship problems?
6. If you or a coworker needed assistance with a relationship, where can you go for help? (Discuss Service Provider Matrix and provide a copy to all participants)

**"It's harder to connect with colleagues while working from home, or when interaction outside of work is discouraged because of the pandemic. That puts the onus on commanders to get to know their airmen so they can learn to ascertain how someone's day is going."**

– General Charles "CO" Brown, CSAF

### Related Resources

National Suicide & Crisis Line (call, text or chat)	988
Veterans Crisis Line (text)	838255
DoD Safe Helpline	877-995-5247
Military OneSource	800-342-9647
AF Employee Assistance Program	866-580-9078

Duty chaplain available via Command Post



# STRIKERTALK

## Implementation Recommendations

### GENERAL FORMAT/SCHEDULE:

- StrikerTALK discussions will occur once per month, suggest 30-45 minutes
- Conduct during existing gatherings (staff meeting, roll call, guard mount, shift turnover, PT etc.) or as separate monthly meetings, at the Commander's discretion; however, group size should be no more than 20
- Topics will be coordinated and delivered down the chain of command. Remember, this isn't training—these are conversations, led by supervisors, who know their Airmen best
- The personnel makeup of each individual small group can be maintained or changed from month to month—this decision is left to unit commanders; however, groups should be made up of personnel from within the same unit whenever possible
- Group norms and expectations:
  - Encourage everyone to participate in the discussion
  - Shared ideas and opinions are valued without negative judgment
  - Group members honor conversations in and outside of the group
  - No one, including the group leader, dominates conversation
  - The group leader is responsible to move the group positively forward

### FACILITATOR DELIVERY PREPARATION

Messenger skills matters! StrikerTALK worksheets are designed to be delivered by all leaders. Discussions will be most effective if leaders spend time understanding the intent of the topic & how best to deliver the message.

Below are some easy facilitator tips:

- Be willing to share your personal stories when appropriate. Airmen report hearing directly from their supervisors as the most effective form of communication. They want to hear your why!
- Be genuine when conversing, coaching, and mentoring
- Be prepared for potential questions & how you may respond; questions should generate productive discussion
- Be engaged even with difficult groups or moments. Consider asking certain members of the group for input on questions to aid the conversation

### EVERYONE HAS A RESPONSIBILITY

- Be a Leader – Own the air space within your sphere of influence
- Be a Wingman – Get to know your Airmen & be their support through everything. One Team, One Fight
- Persevere– Improve physical fitness, innovate better methods & develop a resilient mindset
- Grow Daily – Use resources, discussions & other material to grow daily as a professional Airman and leader
- Accomplish the Mission – Realize your part in accomplishing the mission & do it to the best of your ability. Push your teammates to set goals and work towards them
- Remember Who You Are – Remember your Air Force values, heritage, and remind your Wingman

## Helping Agencies— Local & National



150th Special

Operations Wing Airman &  
Readiness Programs 505-853-  
5668

Agora Crisis Center Line 505-  
277-3013

Air Force Wounded Warrior  
Program 505-846-0741

Airman & Family Readiness  
Flight 505-846-0741

Alcohol & Drug Abuse Preven-  
tion & Treatment 505-846-  
3305

Alcohol/Substance Abuse  
<http://www.samhsa.gov>

American Red Cross 505-265-  
8514 or 1-877-272-7337 or  
480-313-1296 or 505-262-6162

Area Defense Counsel 505-  
846-5553

Blue Grit Podcast

<https://www.resilience.af.mil/Highlights-and-Events/>

Chaplain Services 505-853-  
5000

Child Development Center and  
Youth Center 505-846-1103 or  
505-853-5521 or 505-853-5437

Civilian Health Promotion Ser-  
vices 505-853-1522

Command Post 505-846-3777

Community Support Coordina-  
tor 505-846-6427

Depression/Suicide Lifeline Chat  
<http://www.suicidepreventionlifeline.org>

Diversity, Equity, and Inclusion 505-  
846-1041

Domestic Abuse Victim Advocate  
(24/7) 505-445-7100

Domestic Violence Shelter—Safe  
House 505-247-4219

Employee Assistance Program 1-866-  
580-9078

Equal Opportunity 505-846-5369

Exceptional Family Member Program  
505-846-3244

Family Advocacy Program 505-846-  
0139

Health Promotion 505-846-1186 or  
505-846-1483

Inspector General 505-846-2411

Kirtland Against Drunk Driving 505-  
238-2070

Kirtland Spouses' Club [kirtland-  
spousesclub.com](http://kirtland-spousesclub.com)

Mental Health Clinic 505-846-3305

Military Crisis Hotline 1-800-273-  
8255 (Press 1)

Military Family Life Counselors  
Adult: 505-415-4027 or 505-440-2481  
or 505-730-0080 Child & Youth: 505-  
350-6762 or 505-280-9016 or 239-896-  
4076 MFLC at 150 SOW ANG 505-  
920-3473 MFLC at Sandia Elementary  
School 505-639-3524

Military OneSource 1-800-342-9647

National Suicide Prevention Lifeline  
1-800-273-8255 or 988

New Mexico Crisis and Access Line  
1-855-662-7474 (Crisis) or 1-855-466-  
7100 (Peer Support)

New Mexico Poison Control Center  
505-272-2222

Nurse Advice Line (Tricare) 1-800-  
874-2273

Personal Financial Counseling 505-  
846-0741

Public Affairs 505-846-5991

Rape Crisis Center of Central New  
Mexico 505-266-7711

Recovery Care Coordinator, AF  
Wounded Warrior Program 505-846-  
3289

Resident Advocate 505-846-1100

Retiree Activities Office 505-846-  
1536

School Liaison Program 505-494-  
0020 or 505-846-6477

Sexual Assault Response Coordinator  
505-846-7272

Sexual Assault Response Coordinator  
for 150 SOW Air National Guard  
505-241-9791

True North Program 505-846-4117 or  
505-846-4484

Vets4Warriors Peer Support 1-855-  
838-8255

Victims' Counsel 202-763-5494 or  
202-731-3192

Violence Prevention Program 505-  
846-0288

Workplace Bullying Institute  
<http://workplacebullying.org>

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## Military Caregiver Virtual Forum—6 October and 27 October

We would like to extend an invitation to your Active Duty, recently retired, National Guard, and Reserve Military Caregivers to participate in a Military Caregiver Virtual PEER forum on Thursday, 6 October, 2022 at 11:00AM EST (8:00AM PST).

During this forum, Military Caregivers will have the opportunity to connect with their peers, share best practices, learn about new resources for Active Duty, recently retired, National Guard, and Reservist families, and encourage others.

The audio capabilities will be through a teleconference line; the phone number for participants to join will be provided to caregivers once RSVPs are received.

To confirm attendance, we are asking Military Caregivers to RSVP to: [osd.caregiver@mail.mil](mailto:osd.caregiver@mail.mil) and provide us with their current location.

Any participants that may be willing to provide assistance with language translation services please include this information in your RSVP.

We appreciate your opinion and look forward to engaging with you virtually. We welcome feedback prior to, during, and after the forum. Please also feel free to send us feedback via email on alternative days and times that will encourage additional participation in future Virtual PEER Forums.

The date and time for the second forum will be Thursday, 27 October 2022 at 2:00PM EST (11:00AM PST).

For a complete list of hundreds of caregiver resources, please Visit <https://nrd.gov/misc/crdDownload> to gain quick access to our directory of resources or contact Dexter Peggins Jr. for more information.

Dexter Peggins Jr.  
Peer Support Coordinator (Caregiver Support)  
Defense Health Agency, Recovery Coordination Program  
Region 3: LA, NM, TX  
**C:** 571.969.8363 | **E:** [PegginsDJ@magellanfederal.com](mailto:PegginsDJ@magellanfederal.com)

Follow us on social:

Facebook: <https://www.facebook.com/WarriorCare/>

Twitter: <https://twitter.com/warriorcare/>

Flickr: <https://www.flickr.com/photos/warriorcarephotos/>

Youtube: <https://www.youtube.com/user/warriorcare/>

Linkedin: <https://www.linkedin.com/company/department-of-defense-recovery-coordination-program-operation-warfighter/>





# EFMP

Exceptional  
Family Member  
Program

## Exceptional Family Member Program (EFMP) - Enroll When Specialty Care is Needed

The role of the Exceptional Family Member Program (EFMP) is to ensure required specialty care is readily available at your current duty location as well as future duty locations. Enrollment in EFMP is mandatory for active duty service members who have dependent family members with ongoing medical, mental health, or special educational needs.

Don't wait until it is time to PCS! Enroll now if you have any family member requiring more than one specialty care appointment per year, needing a medical assist device or receiving special education services in school. Specialty care includes any long-term medical, physical, psychological or educational conditions that require treatment.

Contact EFMP with questions or to make an appointment by calling 505-846-3244, or by emailing [usaf.kirtland.377-mdg.mbx.377-mdg-efmp@health.mil](mailto:usaf.kirtland.377-mdg.mbx.377-mdg-efmp@health.mil).



# AF RESILIENCE

LEADERSHIP TOOLS FOR CRISIS PREVENTION, INTERVENTION, & POSTVENTION



**Self-care is essential to serving effectively and to our ability to create a culture in which Airmen and families thrive.** Balance is often elusive in the face of the demands of personal and professional commitments and responsibilities. However, research is clear that as stress increases, our ability to cope with stressors decreases and often unhealthy behaviors increase. When we don't take care of ourselves, we place ourselves in jeopardy of making poor decisions and performing less effectively. Here are some actionable steps you can take to practice and model self-care:

**2-8/10-5-7:** Aim for balance each day: 2 hours of "me time", 8-10 hours of work, 5 hours unplugged/social/family time, and 7 hours of sleep. While this may not be achievable every day, this formula helps guide daily balance efforts.

**Self-Assessment:** Take an honest assessment of your physical, mental, spiritual and social health and seek help when needed. Choose a mentor that exhibits strong well-being and be a well-being mentor for others. Your self-care is contagious and will motivate and inspire others' self-care.

For more tools visit [www.resilience.af.mil](http://www.resilience.af.mil)



## **Military & Family Readiness Flight Resources**

### **Spouse employment is a critical element impacting family resilience, financial readiness, quality of life, retention, and mission success**

This program connects spouses with resources at the local installation level on employment, entrepreneurial efforts, and/or educational opportunities; and through partnerships with the Department of Labor (DOL), Hiring Our Heroes (HOH), Military Spouse Employment Partnership (MSEP), DoD's Military OneSource, and Spouse Education and Career Opportunities (SECO).

25-27 October 2022, Military Spouse Employment Partnership (MSEP) Annual Event in Arlington, VA.

The annual event inducts new partners to MSEP who are committed to recruiting, hiring, training, and retaining military spouses. MSEP connects corporate, federal, and non-profit organizations with military spouses representing all military services.

New Partners, Enduring Partners, Installation Service Providers, military community members, government leaders, and Senior DAF Leadership are invited to join the U.S. Department of Defense and MSEP for three exciting days of celebration, along with workshops and networking.

This year's event will induct more than 70 partners to the existing 580 partners.

The final day will host the first-ever, in-person Military Spouse Hiring Fair for MSEP employers and local military spouses in the National Capitol Region.

### **PERSONAL FINANCIAL READINESS (PFR)**

**PFR provides Airmen, Guardians, and families information, skills, and resources to complete required financial literacy training and make informed decisions about their financial future.**

As part of the continuing efforts to strengthen economic security, Department of Air Force (DAF) members now have access to a Financial Well-Being Assessment (FWBA) on the DoD Office of Financial Readiness website FINRED ([usalearning.gov](https://usalearning.gov)).

PFR provides a score and targeted resources that enable DAF members to evaluate and improve their financial well-being now and in the future.

First-line supervisors/financial counselors are encouraged to use the FWBA as a conversation starter with DAF members and families about their financial journey and where to locate needed resources.

FINRED developed leader cards, for use by supervisors, to help spur conversations on financial readiness (<https://finred.usalearning.gov/SPL/Training/LeaderCard>).