



Better Opportunities for Single Soldiers

Annual Training

Pacific Directorate

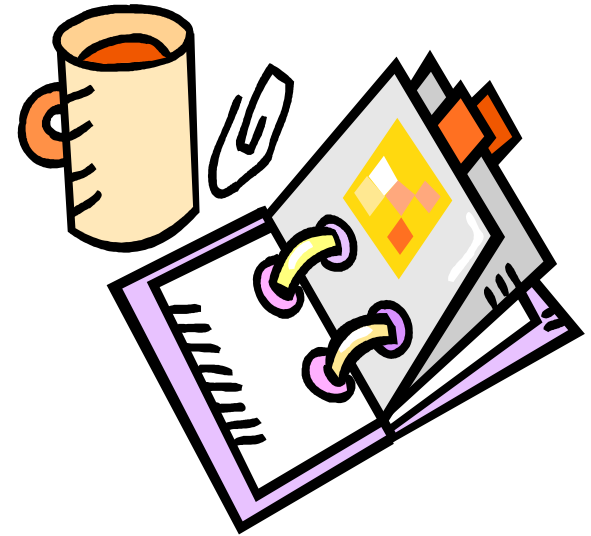
Installation Management Command integrates and delivers base support to enable readiness for a globally-responsive Army

We are the Army's Home

Serving the Rugged Professional

Agenda

Time	Topic	Facilitator
0800-0820	Introductions and Expectations	Perry / Individual
0820-0830	Break	Individual
0830-0850	What and Why BOSS	Perry / TBD
0850-0910	What are the Pillars of BOSS	Perry / TBD
0910-0920	Break	Individual
0920-0940	Garrison BOSS Team Roles	Perry / TBD
0940-1000	Team Building Group Exercise Introduction and Setup	Perry
1000-1010	Break	Individual
1010-1030	Group Breakouts	BOSS Presidents, Senior Military Advisors, MWR Advisors
1030-1115	Groups reform and discussion	All
1115-1130	Morning Recap – Break for Lunch	Perry
1130-1300	Lunch	Individual
1300-1320	BOSS Strong	Perry / TBD
1320-1340	Life Skills	Perry / TBD
1340-1400	FY18 Training	Perry / TBD
1400-1415	Break	Individual
1415-1600	Roundtable Discussions - Advisors/BOSS Presidents; CSMS less than 1.5hrs w/ 2 10 minute breaks	Advisors/BOSS Presidents; CSMS
1600-1700	Bring it In	All



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Training Objectives

- Learn about BOSS, why it exists and how it's structured
- Define the BOSS Demographic
- Define the roles of BOSS team members
- Learn to maximize garrison resources to deliver BOSS services
- Learn basic financial management of BOSS
- Learn to implement team concepts to plan and execute BOSS services
- Increase professional & life skills in team building, project planning, and “selling ideas”

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Break



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The Single Soldiers' Voice

MISSION

The mission of the BOSS program is to enhance the morale and welfare of single Soldiers, increase retention and sustain combat readiness.

VISION

Program of choice for single Soldiers' perspective, ideas, feedback and input for all levels of Army planning.

Serve as a “targeted telescope” for the Commander.



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The History of BOSS

- Community Family Support Center (CFSC) was tasked to develop programs for single Soldiers (1989)
 - BOSS was developed with an emphasis on **Recreation**
- BOSS program expanded in 1991 to include more aspects of a Soldier's life, including
 - **Quality of Life**
 - **Community Service**

“With all the emphasis on family programs, have we overlooked the single Soldier?”

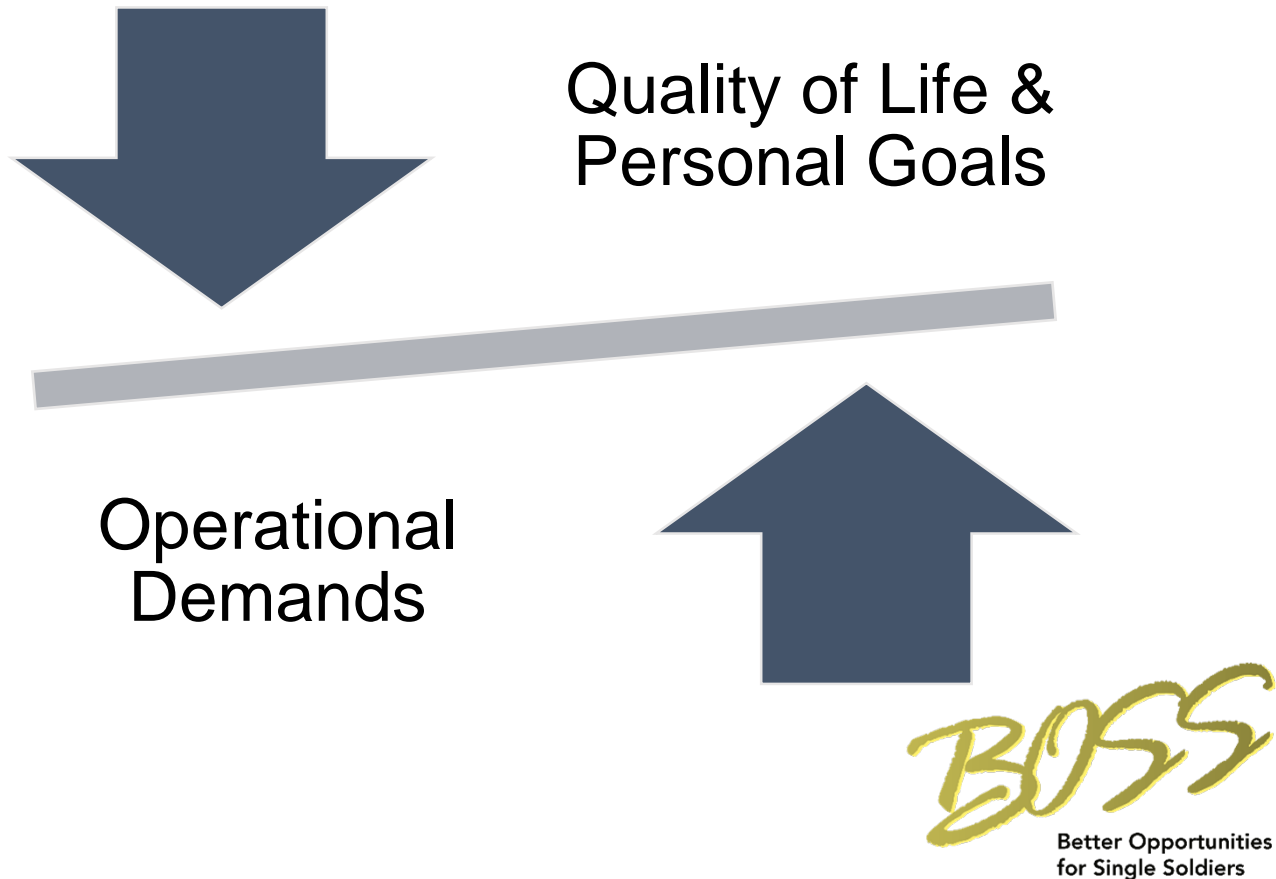
–SMA (ret) Julius Gates

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Why does it exist?

Life can get out of balance



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Building Future Leaders

ACTIVE & CONSTRUCTIVE SOLDIER



HAPPY SOLDIER



HIGH MORALE



RETENTION & RE-ENLISTMENT



COMBAT READINESS

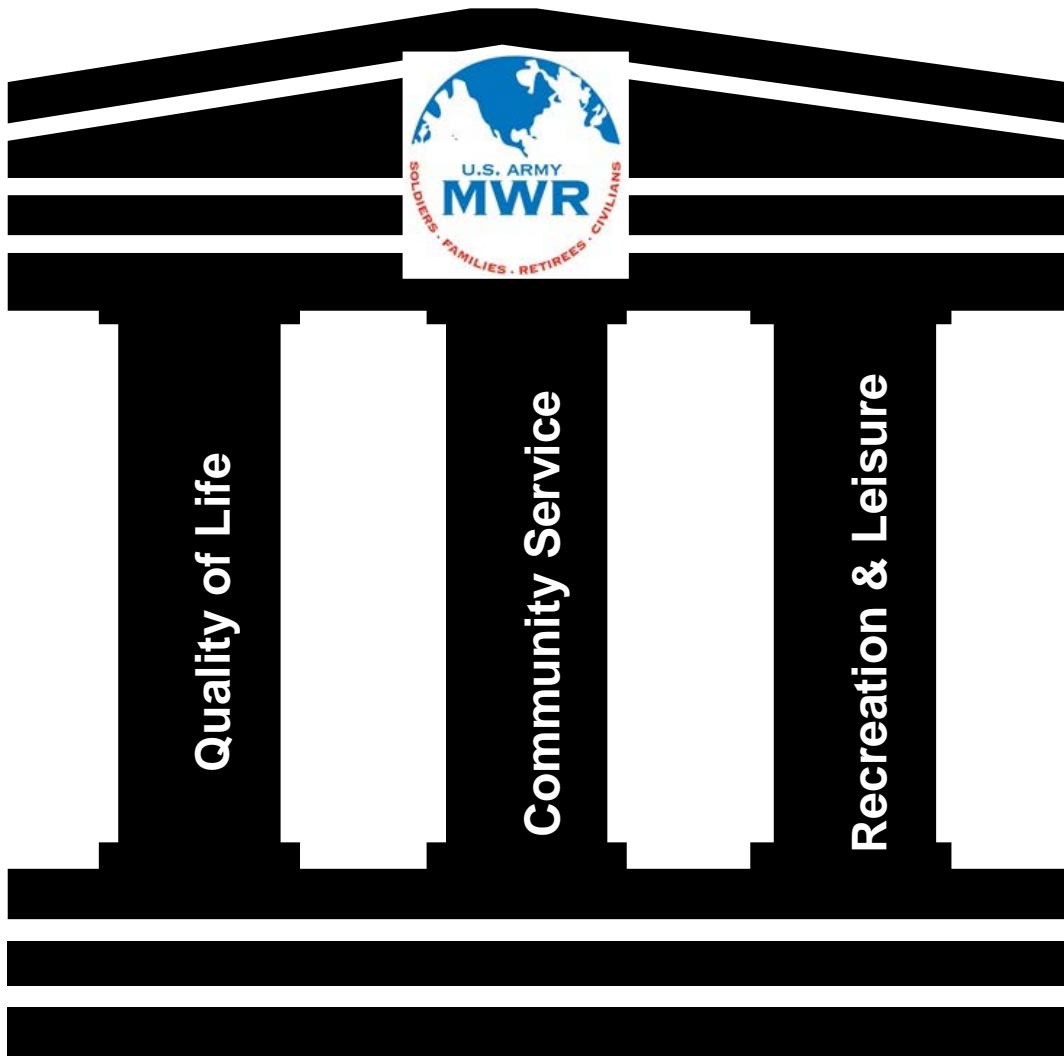


So, why are you attending this training?

- To learn how to become an active and constructive member of the BOSS team which translates to a happier Soldier.
- To learn the skills necessary to help the Army achieve BOSS goals of high morale, retention, re-enlistment and combat readiness for single Soldiers.
- To improve your professional skills in the areas of
 - Learning how to evaluate work & work in professional teams
 - Communication in a work environment
 - Planning and implementation of events
 - Management of event finances
- Learn more about Family and MWR and how the processes work



The 3 Pillars of BOSS



The BOSS program is facilitated through its three core components aimed at maintaining a balanced life: leisure and recreation, community service and quality of life. BOSS affords Soldiers the opportunity to assist in planning and execution of recreational activities for single Soldiers and provides direction for Soldiers interested in performing military and civilian community service-related projects. Community service projects provide Soldiers valuable experience, skills and a sense of community pride and ownership.

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Quality of Life Pillar



Quality of Life

- Quality of Life includes those issues that Soldiers can directly or indirectly influence to enhance their morale, living environment, or personal growth and development. Issues raised during BOSS meetings will be directed to the appropriate command or staff agency for resolution on the installation. Army-wide issues are forwarded to the Army Family Action Plan Conference for possible DA resolution.
- Quality of Life issues are identified and raised during installation BOSS meetings and reported to the installation Headquarters for resolution.
- Soldiers' life issues resolved at the lowest level
- Issues that can't be resolved will be coordinated through IMCOM Regions to IMCOM HQ G9 DA BOSS Office.
- Issues include
 - Barracks improvements
 - Life skills

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Quality of Life Pillar



Quality of Life

- Issues that concern the installation single Soldier rather than a few individuals
- Resolving issues contributes positively to the Army goal of readiness and retention of quality Soldiers.
- Resolution is considered attainable, weighing fiscal and manpower requirements against available resources.
- Working well-being issues
 - Research
 - Recommend
 - Document **DA 7380-R**
- Take a look at the form on the next slide

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Quality of Life Pillar



INSTALLATION QUALITY OF LIFE ISSUE				
For use of this form, see DA circular 808-05-1; the proponent agency is ACSIM				
1. ISSUE			2. DATE	
3. SCOPE				
4. RECOMMENDATION				
5. ACTION TAKEN				
6a. BOSS PRESIDENT			6b. BOSS PRESIDENT PHONE NUMBER	
7. INSTALLATION CSM		8. MWR ADVISOR		
9. EXTERNAL COORDINATION (if necessary)				
a. ACTIVITY	b. CONCUR		c. INITIALS	d. DATE
	YES	NO		
10. DCA				
11a. CG RECOMMENDATION			11b. DATE	
<input type="checkbox"/> Approval <input type="checkbox"/> Disapproval <input type="checkbox"/> Other				
12. AFAP (if necessary)				

DA FORM 7380-R, MAR 97

DA 7380-R



Quality of Life Pillar



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DA FORM 7380-R, MAR 97

DA 7380-R

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Quality of Life Pillar



Quality of Life

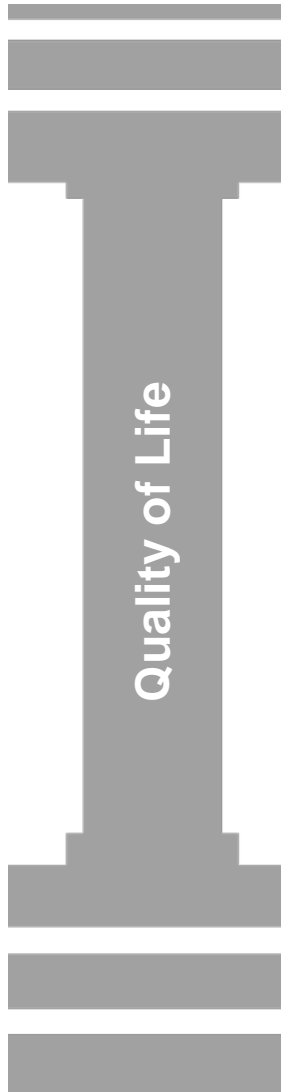
Selecting issues to work on

- What kinds of issues are most relevant to the BOSS mission?
- **Does the issue affect one Soldier or many?**
 - The most important affect many Soldiers
- **Is anyone working on this issue already?**
 - How will you know?
 - If they are, ask for assistance from people who are already aware
- **Has it gone through the Chain of Command?**
 - Have they been given time to react and respond?
 - Keep the Chain of Command informed of progress

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Quality of Life Pillar



Communicating issues

THIS WAY

- The bathroom toilet runs constantly. It's leaking onto the floor and destroying the tiles. It's been like that for 3 days.

NOT THIS WAY

- I am tired of going to the bathroom and having to walk through 3 inches of water, because the toilets will not stop running. Why hasn't this been fixed? If I was married and living in Family Quarters, it would have been done already.

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Quality of Life Pillar



Quality of Life

Involve the council in Installation committees such as:

- Real Property and Planning Board
- DECA Council
- DPW Work Order Meeting
- ACS Advisory Council
- AFAP Conference
- Command and Staff
- FMWR – DS Meetings
- Community Health Promotion council (working groups)
- AAFES Council
- DFAC Council
- BOSS Meeting
- AFAP Steering Committee
- CSM Meeting
- FMWR Directorate Meeting

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Community Service Pillar

Community Service

- BOSS makes a difference by volunteering in community projects and events. This is always voluntary in nature, and Soldiers find this to be personally rewarding.
- **Why community service?**
 - Builds a rapport with the community by supporting existing volunteer programs
 - Provides 'positive' visibility to the BOSS program and the installation
 - Gives Soldiers an opportunity to give back to the community, which increases Soldier morale
 - Demonstrates to the Chain of Command a willingness to build a good working relationship with the community
- **Potential rewards to the Soldier**
 - Volunteer certificates, medals and/or coins
 - A sense of self-esteem and increased well-being
 - Volunteer work helps build critical competencies, knowledge, and skills and can provide valuable training and experience to the Soldier and the Army.

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Community Service Pillar



Community Service

How we can support local communities

- Besides the intrinsic value, community service brings credibility and helps show the value of the BOSS program. Some examples include:
 - Community Clean-up events
 - Mentoring school children, Read in the Schools, English tutoring
 - Visits to veteran's/ nursing homes
 - Visits to hospitals to support wounded Soldiers
 - Valentines' Day
 - Soldier's Against Drunk Driving (SADD)
 - Coaching and refereeing
 - Networking
 - Local organization partnerships
 - Care packages to deployed Soldiers
 - Participation in the Special Olympics
 - Big Brothers/Big Sisters programs
- **Measure, measure, measure!**



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Recreation & Leisure Pillar

Recreation & Leisure

- Fun activities are planned by the BOSS council working in conjunction with the MWR Advisor and CSM. These events are geared towards the desires of the Single Soldiers on that Installation.
- Customer Focused and Demand Driven
 - Soldiers identify, organize and plan events of choice
- Integrate and Maximize use of Facilities
 - Co-sponsor events with existing Family and MWR programming schedules



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Recreation & Leisure Pillar

Recreation & Leisure

Recreation & Leisure Events

Some great ideas from the past

- Holiday and theme parties
- Sporting events
- Fitness challenges
- Outdoor activities
- Trips to major cities
- Concerts/amusement parks
- Fishing trips
- Camping trips
- Comedy shows
- Video gaming tournaments
- High Adventure – Life Skills Activities (Could be tied to QOL)
- BOSS Fear Factor
- Single Soldier Appreciation Days
- BOSS Awareness Drives (picnics)



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Recreation & Leisure Pillar



Recreation & Leisure

- What type of activity would BOSS like to offer?
- How many Soldiers would participate?
- Survey your Soldiers at BOSS meetings
- Conduct focus groups (work w/MWR Marketing)
- Consider the single Soldier demographics
- Consider the local Soldier population
- Consider surrounding communities/areas and facilities

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Recreation & Leisure Pillar



Recreation & Leisure

Getting activity ideas from your BOSS Soldiers

- Brainstorm all activities
 - Consider all ideas—crazy things are fun and can lead to good ideas
 - Build on a good idea
 - Get all the ideas and then evaluate
- Then
 - Check the Installation Master Calendar
 - Check the training Calendar
 - Check the MWR Calendar

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Recreation & Leisure Pillar



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Recreation & Leisure Pillar



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Break



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The Garrison BOSS Team Roles

The garrison BOSS team:

- Is managed by a Senior Enlisted Advisor, MWR Advisor and a BOSS President
- Plan and organize events and community service
- Attend BOSS meetings
- Attend BOSS functions
- Family and MWR Advisor brings BOSS President to staff call and various councils

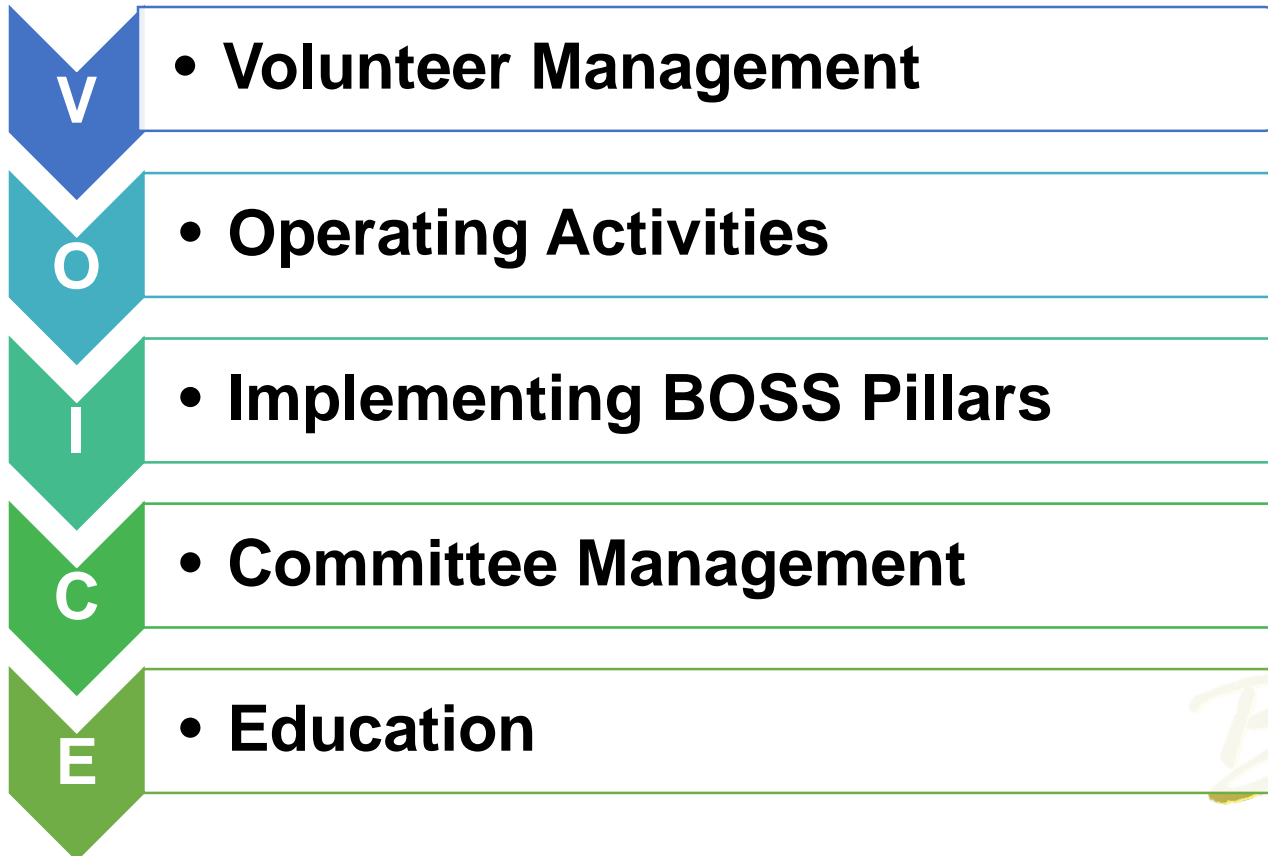


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The Roles of the BOSS President

As the President, use your **VOICE**



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The Roles of the BOSS President

- V - Volunteer Management:** BOSS President oversees the Soldier volunteer hours to maintain records in accordance with accordance with Army regulations.
 - Standards for tracking volunteer hours include
 - 1) Ensure all BOSS volunteers register and maintain records in accordance with AR 608-1, Chapter 5. (Army Community Service Reg)
 - 2) Track all volunteer hours using A4162 Volunteer Service Record form
 - 3) Reconcile all BOSS volunteer hours with Army Volunteer Corp. Coordinator (AVCC) monthly compiling the A4713 Volunteer Daily Time Record forms.

- O - Operating Activities:**
 - 1) Becomes an active liaison between the BOSS committee and the chain of command, Family and MWR Directorate and other outside agencies.
 - 2) Ensuring Soldier well-being issues are tracked and reported in accordance with Army Records Information Management System, AR 25-400-2 (Para 3-4).
 - 3) Sustaining a BOSS Continuity Book.
 - 4) Maintaining a BOSS Ledger tracking revenues and expenses.
 - 5) Serving as a workgroup management team member and/or delegate for the Garrison, Region and HQDA Army Family Action Plan (AFAP) conference.

- I - Implementation of BOSS Pillars:** Implementing BOSS Pillars requires budget and calendar planning along with marketing of special events and programs. Keen observation and coordination concerning the trademark of BOSS logos, managing marketing efforts such as bulletin board advertisements and kiosk displays, and budget and calendar planning considerations.
 - Event and programming standards include:
 - 1) Planning of events in accordance with the Three Pillars of BOSS and Army BOSS regulations
 - 2) Annual budget and calendar planning
 - 3) Proper use and display of trademarked BOSS logos
 - 4) Timely and accurate display of information broadcasting BOSS news and events

- C - Committee Management:** BOSS Presidents are in charge of the overall installation of BOSS committee meetings. Duties include planning, facilitating, and initiating installation meetings, maintaining meeting minutes, and recording attendance.
 - Standards for committee management include:
 - 1) Plan and facilitate installation level meetings.
 - 2) Participate in (or designate someone to attend) recurring Garrison meetings such as Army and Air Force Exchange Service (AAFES) Defense Commissary Agency (DECA), Dining Facility, Family and MWR, etc.
 - 3) Maintain meeting minutes, attendance figures and forward to FMWR Advisor for review and Senior Military Advisor for approval and signature.

- E – Educate:** Performing outreach and educating the committee on the BOSS program is mission essential. BOSS Presidents, BOSS representatives, and participating Soldiers will communicate consistent messages about the installation BOSS program, remembering “One message, one voice.”
 - As part of BOSS outreach and education, you will:
 - 1) Complete BOSS online training within 60 days of becoming BOSS President.
 - 2) Become a subject matter expert (SME) on your installation BOSS program.
 - 3) Inform and train BOSS committee members on BOSS responsibilities how they relate to overall BOSS operation.
 - 4) Communicate the BOSS committee the importance of partnering with other Family and MWR programs.



The Roles of the BOSS Senior Military Advisor

- Serve as the senior enlisted advisor for the BOSS program.
- Meets with the BOSS President and MWR Advisor regularly.
- Ensures the executive council is trained.
- Attend/Monitor BOSS meetings and events.
- Ensures BOSS submits an annual operating budget.
- Communicate the BOSS program throughout the installation.
- Educate, inform and update the NCO support channel on the BOSS program.
- Review meeting minutes and provide feedback on quality of life issues.
- Invite the senior mission command sergeant major to BOSS meetings.
- Market and advertise the BOSS program; ensure proper branding.
- Ensure the BOSS President is allowed to access garrison level meetings, for example, IPB, DPW, AAFES, DECA, AFAP Steering, etc.

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Soldier Unit Representative

- Attend all scheduled meetings
- Raise appropriate concerns, issues, interests from their units
- Disseminate BOSS information to units
- Serve on committees and sub-committees
- Participate in community service activities, and recreation and leisure events
- Actively report any well-being issues



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Team Success and Synchronization

Purpose of exercise: Multi perspective, foster group discussion among BOSS leadership triad

Break up into respective groups i.e. BOSS Presidents, Senior Military Advisors, MWR Advisors

20 minutes to outline on presentation board (by group), 1) tips for success, 2) completes the sentence, “I wish you would...”, for all three groups (including your own) and, 3) BOSS issues from your “lens”

Statements should be open ended, thought provoking and clear; stay on topic

Divide your board or do one sheet per group. Complete the following for each group:

1. Tips for your success
2. I wish you would...
3. BOSS issues from your “lens”

Group discussion 45 minutes

- Tease out themes and patterns in the discussion.
- Involve less confident participants.
- Deter overzealous members of the roundtable and keep the discussion moving in a relaxed but purposeful way.

Alternate group perspective e.g. present / discuss specific group for 15 minutes each painting a picture where to strengthen team success and synchronization



Lunch Break



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BOSS Strong

- Results
- How did it work?
- What worked well?
- What did not work well?
- How can we make it better?
- Associated funding
- Competition insight
 - - 08/09 Sep - Team departs for the Finals in San Antonio, TX
 - - 11 Sep - BOSS Strong Championship begins (competition is 11-24 Sep)



BOSS  **STRONG**
TEAM CHALLENGE

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Life Skills

Concept: Life skills are abilities for adaptive and positive behavior that enable humans to deal effectively with the demands and challenges of life. The Life Skills Program teaches primary learning objectives to improve a Soldier's resiliency. Additionally the program contributes to growth of five primary areas: personal and character development, earning skills, health and nutritional wellness, physical strength, and emotional stability.

- Directorate update
 - Since Starting in 3rd QT 16; Okinawa, Zama Japan, Red Cloud, Wainwright, Yongsan, JBER, Camp Stanley, Fort Greely, Hawaii, Humphreys, K-16, Hawaii, Alaska, Daegu, Camp Casey, and Suwon.
 - 100 planned Life skills programs to date equate to approximately \$130k going back to the Garrisons.
 - Wainwright in the lead for greatest number of Life skills with over 30; also, provided valuable input in process (Life Skills Template)
- Garrison Update
 - What worked well?
 - What did not work well?
 - How can we make it better?
 - Associated funding
- Life Skills dos and don'ts
 - Best Practices
 - What not to do
 - Expense dos and don'ts



Life Skills

The Life Skills Program consists of five (V) phases; Phase I (Gather Data), Phase II (Develop Plan), Phase III (Educate the Garrison), Phase IV (Implement the Plan) and Phase V (Evaluate).

- **Phase I (Gather Data).** Gathering information to better understand what currently exists on the installation, what resources are needed for the program, program cost analysis, customer demographics and their interest.
- **Phase II (Develop Plan).** With the aid of the MWR advisor, the BOSS council plans in tandem with the mission of the installation command to ensure cohesiveness. BOSS works in conjunction with other Family and MWR programs such as entertainment, recreation centers, auto skills, and outdoor recreation (ODR).
- **Phase III (Educate the Garrison).** Identify appropriate personnel to be briefed (e.g. BOSS Council, Garrison Commander, Command Sergeant Major, Program Managers) on the program. Prepare for and conduct program briefing to include; purpose, life skills definition, costs, measurable expectations, and timeline.
- **Phase IV (Implement Plan).** Execute the approved life skills activity.
- **Phase V (Evaluation).** Conduct analysis and feedback of the life skills activity by preparing an after action report and ensuring all activity participants complete the life skills survey immediately following.
The life skills survey is located at
<https://www.imcomsurveys.com/se/724B3387172B84E8>.



Round Table Discussions

1. Facilitators: BOSS Presidents and MWR Advisors (1 each); CSMs Schmidt plus 1
2. Facilitators professed ignorance of topic in order to engage in dialogue
3. Establish Scribe to periodically summarize key points in writing
4. Break up into respective groups i.e. BOSS Presidents/MWR Advisors, Senior Military Advisors
5. Go around the table and discuss / document discussion questions
 - Pose significant questions that provide meaning and direction to the dialogue
 - Follow up on participants' responses
 - Ask probing questions
 - Periodically summarize in writing key points that have been discussed
 - Draw as many participants as possible into the discussion
 - Let participants discover knowledge on their own through the probing questions the facilitator poses



BOSS Presidents / MWR Advisors

Discussion Questions

- How does BOSS Team track single Soldier participation in BOSS and FMWR programs?
 - Do you even care
 - Why is this important
- How does BOSS Team handle incoming requests for support?
 - Does BOSS receive requests for support
 - What's the process for declining/accepting requests
- How does BOSS Team get the word out on BOSS and FMWR?
 - Marketing/Staff Calls/Newcomer's/Formation
- How does BOSS Team interact with Partners (DeCA, PX, ACS, etc)?
 - Do they come to you or you to them (under what circumstances)
 - Do you provide "Thank You" notes
 - Do you invite them to speak at BOSS meetings
- Problem Solving
 - Getting Soldiers to show up to meetings
 - Getting/retaining Soldier volunteers
 - Getting leadership buy-in
 - Touting your successes/value
- How will you incorporate what you've learned into your BOSS program
 - Immediate
 - Short-term
 - Long-term
- Running Meeting – Why is it important
 - Planning
 - Training/Program/Location
 - Minutes
- How the Annual Operating Budget is constructed
 - Budget Process
 - Program Plan = Budget Plan
 - Development/Execution
 - How Program Plan is Developed
 - List programs/activities
 - List impact on Soldiers
- How is the BOSS Annual Operating Budget Briefed
 - Before/after budget approval



CSMs

Discussion Questions

- How is leadership utilizing BOSS on Army topics
 - SHARP, Suicide, etc
 - Formal directive
- How does leadership measure whether or not BOSS is “value added”
 - Projects completed
 - QOL fixes
 - Financial
 - Soldier participation
- How does leadership track BOSS pillars
 - Formal briefing
 - ACRRO
- How does leadership assist BOSS Presidents in their duties
 - BOSS Team on orders
 - Coach/Teach/Mentor
- How does leadership account for unit representation (or lack thereof)
 - Require sign-in roster
 - Hold unit commanders accountable
- How does leadership support BOSS
 - Show up to meeting
 - Recognize deserving Soldiers
 - Volunteer service at community events
- Does leadership receive copy of meeting minutes, sign and forward to GC
 - Shows interest in program
- Does leadership require review/analysis of BOSS financials (monthly, quarterly, annually)
 - Does BOSS President/Treasurer provide prompt briefings
- Does leadership attend BOSS meetings (listening mode)
 - Regularly/intermittently
- Region CSM Topics:
 - TBD
 - TBD



Bring it In

- Soldier Comments (take away)
- Advisor Comments (take away)
- Garrison CSM Comments (take away)
- Individuals to compete in directorate fitness challenge on the 12th





IMCOM G9 BOSS STRONG Challenge



END OF BRIEF

