



Interchange

The Personnel Department's Forum for the Interactive Interchange of News & Ideas

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SPRING HAS SPRUNG

by Gregg Trask, DC-P

Spring has sprung. The weather is warmer, the water is soft again and every red-blooded American is thinking about being in the outdoors enjoying their favorite past time.

What a great time for us in the Personnel Services field!

Now is the time to grab those folks that are not yet members but are thinking of boating. Just think. They are longing to get out on the water or finally get to that project they have been planning to do on their boat. Here we come offering them a chance to hang out with people doing the same thing. As an added bonus, we offer them free education or the opportunity to share their already considerable skills. Add in our community service and flexible time terms and we have a package that is unique for a volunteer.

To help get your juices flowing, take a look at the web site of the Department of Personnel located at www.auxpdept.org. There you will find all sorts of good information, including a tool box of helpful items for you

to use in your home area to help you recruit. This is just a start. All of you are creative, imaginative people and I know that you will have plans of your own, (please consider sending your particularly effective plans to us, so we can add them to the tool box.)

As an added incentive, keep watch on this tool box in the next couple of weeks. I will soon be sending the DSOs-PS some information on a campaign for June that should be fun. This new campaign will be a little different than ones that we have done before. I won't reveal anything more here but, I will say this: "Watch for the duck!"

Spring is also, a great time to think of the fellowship events you intend for the next several months. Maybe this is a good time to think about shaking things up a bit. If you always have the same event at the same time in the same place, perhaps this is a good time to have a different event, in a different place, at a different time. Maybe do something different at that annual event. For instance, I know of a division that is planning on shaking up its annual division picnic with a

chili cook off. Each flotilla will be sponsoring teams of members that will cook chili from scratch at the picnic. A tasting panel will judge them. Bragging rights for the year is the prize. People that have fun are more likely to stay in the Auxiliary.

This is also a good time of year to plan some training. Check with your members, see what their great burning desire is to attain in the Auxiliary – whether they are new members or members that have been around forever! Once you know what they want, help them get to the member training officer and launch them on their new career. Happy members get involved and involved members do not leave!

Yes, spring has sprung and opened up all sorts of possibilities for all of us in the PS Department.

PS Department Pirates, keep up the good work, stay safe and do not lose sight of the fact that you should also

have some fun.

IMPORTANT FACT:

Funding for the Coast Guard Aux. Association comes from 3 main sources, Member dues, Sales of Aux uniform accessories & equipment, Grants and Donations

What is an Ombudsman

by Manuel Martinez, BC-PHF



Manuel Martinez, OMBUDSMAN
OIC Mark Lewis

Don't know? Not many Coast Guard Auxiliarists do. As a matter of fact, some Coast Guard Officers are unsure what an Ombudsman is or what role they can play in supporting Team Coast Guard.

An Ombudsman is a volunteer who serves as a link or liaison between Coast Guard Command units and its active members and their families. This volunteer can be a spouse* of a unit member, a Coast

“An Ombudsman is a volunteer who serves as a link or liaison between Coast Guard Command Units and its active members”

an important resource that the Command can utilize to pass along information to

Guard Reservist, or a Coast Guard Auxiliarist. Yes, Coast Guard Auxiliarist.

An Ombudsman is appointed by the Commanding Officer or Officer In Charge and becomes

unit personnel and their families. The Command may ask the Ombudsman to perform certain tasks such as contacting new and incoming unit members or prepare a “Welcome Aboard” package for them.

Unit personnel and their families are encouraged to approach the Ombudsman to discuss “real life” issues that are very important to them. These discussions remain confidential, except for instances of illegal activity or family abuse, which get reported directly to the Commanding Officer immediately.

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What is an Ombudsman (con't)

by Manuel Martinez, BC-PHF

The Ombudsman don't try to solve these issues but listens and refers the individuals to the service that can provide the most assistance. Some of the services include career development, financial management services, child care assistance, tuition assistance, special needs and many other family support services.

An Ombudsman must report to the Command periodically, usually monthly. During these discussions, no specific names or situations are mentioned to the Command,** only the services that were referred. This enables the Command to be aware of unit specific issues that are important to its members and families.

As you can see, the role of an Ombudsman to a unit is very important and very sensitive. It requires a special individual who can dedicate the time, become a valuable resource, and support Team Coast Guard in a very unique and

rewarding way.

To find out more about the Ombudsman Program refer to Commandant Instruction 1750.4D – Ombudsman Program and the Ombudsman Handbook 24 July 2006.

*Ombudsman cannot be the spouse or family member of the Commanding Officer, Officer In Charge, Executive Officer, Executive Petty Officer, or Command Master Chief. Source – Ombudsman Handbook 24 July 2006.

**** *Illegal activity or family abuse is always reported to the CO / OINC immediately.***

Primary Sources of this article: Commandant Instruction 1750.4D – Ombudsman Program and Ombudsman Handbook 24 July 2006.

IMPORTANT FACT:

The Coast Guard Aux Association's traditional sources of income have been decreasing in recent years due to the impact of significant declines in Auxiliary membership...

Protocol

by Gus Formato, BC-PXP

In the area of Protocol, a new pamphlet-style handbook is currently being developed to remove some of the mystery from military protocols.

The handbook will be geared towards the newer Auxiliarist addressing such issues as:

- Flag etiquette on a Military Installation;
- Flag etiquette aboard a Military Vessel;
- Wardroom etiquette;
- Saluting.

The handbook should also prove helpful to those Auxiliarists without prior military service.

The New UDC Website

by Bob McHugh, BC-PXL

<http://www.uscg.mil/uniforms>

The UDC's new web site can be accessed by all personnel. This website is well organized and is designed to satisfy all your UNIFORM needs.

When you get the UDC welcome page login and complete the "Request/Change Login and Password", complete the form in it's entirety. This will make things easier for future transactions. The various methods of placing orders are easy to follow and provide access to key telephone numbers and a quick reference to required forms. Personnel at the UDC stand ready to provide any needed assistance.

Source: BC-PXL, UDC Liaison, Woodbine NJ.

NEW MEMBER MENTORING PROGRAM

by Derene "Dee" Watt

There has been much discussion regarding the benefits of "**mentoring**" versus "**coaching**" our new members, (**Auxies**), who have raised their hands to volunteering their time, knowledge and support of our Auxiliary.

Coaching is an approach used for intensive training requiring a well defined goal. It is designed to improve specific skills and performance.

Mentoring is effective gentle guidance in career development. It facilitates problem solving by, assisting members in setting and achieve goals.

Simply, Coaching is to quantitative performance as Mentoring is to qualitative personal growth in a position. It is appropriate and even the status quo for the **coach** to be in the **Auxie's** immediate chain of leadership.

Conversely, a **mentor** is most effective when they are out of the **Auxie's** direct chain.

Mentoring can be formal, as well as informal, with Mentoring methods encompassing formal and informal circumstances. There are so many methods with names like, peer mentoring, reverse mentoring, cascading mentoring etcetera, it

can be daunting.

I am in the process of designing an Auxiliary "**New Member Mentoring Program**" which will be recommended to you, for you to disseminate to the Division via the SO-PS and to the Flotilla via the FSO-PS, but I am getting ahead of myself.

Why is mentoring so important to the Auxiliary? In exploring why things do not go the correct way, I have observed in my duties as a PS officer, the stages a new member goes through as they begin to lose interest in the Auxiliary.

Meetings are the bellwether of a member losing interest. They begin by missing one meeting here and there, then they are missing multiple meetings in a row. Then other activities are held and these members are not in attendance. Within one to two years they have not been seen or heard from and they become, one of the missing. Finally, they fail to pay their dues and are no longer member, they lose and we, the Auxiliary, lose.

In examining the circumstances, I realized that nobody encouraged them to learn and participate or to set goals. We did not discuss with them, their personal wants and needs. We

did not discuss with them how they want to contribute, or what they wish to receive in return for, serving as an Auxiliarist.

We must start by lowering the attrition rate of new members. We can accomplish this by immediately training and setting career goals, supported by good guidance (Mentoring) with the **Auxie**. Mentoring also benefits our long time members that carry the yoke of mentoring the **Auxie**. Mentoring keeps our long term members actively involved, they set their own goals and learn new things.

Given a proper PS officer sponsored **New Member Mentoring Program**, we will have an effective solution to curbing early attrition. The program is designed to benefit both the Auxie and the Mentor. The Mentor's goal is to facilitate the new members self development within the Auxiliary. The Program will include, having a mentoring dialogue with the new member. The **Auxie** is encouraged to ask and answer questions such as:

- Where am I relative to the Aux. and its organizational structure;
- What do I strive to be within the Auxiliary;
- How do I get there;
- Am I progressing toward my goals.

Mentoring develops an alliance between the mentor and the Auxie. This alliance creates a place for dialogue that results in reflection, action, learning and accomplishment.

We assist the "**Auxie**" in making informed decisions, setting goals, strategies and finally the implementation of their plan.

We must make it easy for our **Auxies** to commit their time in order to realize their accomplishments. We must give them recognition and appreciation, This will create an atmosphere where our Auxies will be committed, goal oriented, active members with, vision and follow through.

When this Mentoring program is introduced. We need you to apply it to your way of doing business in your Divisions and Flotillas.

You will reap the rewards of greater fellowship and increased member retention resulting in, better prepared members to assume leadership roles. You have also created, a stronger, more effective, efficient and accountable Auxiliary, ever supportive and ever ready, which benefits all of us.

-Semper Paratus-

From the Desk of a Division Chief-

Joseph O'Leary DVC-PH

Welcome DC's, Deputy's and Division Chiefs.

I am opening this section up to all above. It is a chance to address the membership with issues crossing missions. In Personnel Services we work with every mission. We bring in the new member and introduce them to a world of auxiliary possibilities. We help them build on their strong points and eventually they are on their own and doing the same to help

the newer members.

I need every ones help retrieving articles that benefit our cause. Be it news, a fellowship activity that made the event worthwhile, or what ever you think is news print worthy.

Please get the word out, spread our news and help to contribute.

It's a way to have your questions addressed and answered. *

Please don't miss reading the

Ombudsman Article, the article really explains this vital role of the Auxiliary working with the regulars at the personnel level.

Don't forget to support the CG Auxiliary Association with Shop Auxiliary, and the use of the search engine for web based information

"Good Search" at <http://www.goodsearch.com/Default.aspx>

IMPORTANT FACT:

You can help the Aux, Association by doing everything you can to support your flotilla's PE and Membership drives.

A Ship in a Foreign Port - A Fable

Once there was a sailor who went on a voyage. He carefully prepared his craft, charted his course, monitored the weather, made all the logistical and regulatory preparations, and set sail on a favorable tide. His destination? A port never visited, in a foreign land.

As he finishes his voyage and comes within sight of the docks, his anticipation of a great adventure grows. What will he find in this new port? What new sights, sounds, and experiences?

He carefully maneuvers his sleek craft alongside the dock, hoping that, like at his home slip, someone will be there offering to catch his line and lend a helpful hand in tying up. There are people on the dock, as it is the middle of the day during fine weather, but they

just look oddly at the stranger, and offer no greeting, much less offering help.

Puzzled, the lone sailor manages to secure his boat deftly, while the onlookers continue to throw suspicious looks his way. The sailor finds this very puzzling, as this is not the first foreign port he has visited, just his first time in this country. In his other travels, he has never experienced such a greeting, or should we say, lack of greeting.

Even after tying up and going ashore to secure a berth for his vessel for a few days, the natives (who do at least speak his language to some extent), curtly answer his questions, but are anything but helpful. It is obvious to him that they are disturbed by his presence, wish he hadn't come,

and will be glad when he is gone. There is no place in their "world" for this traveler, even for the brief time he will be visiting. Similar treatment waits for him in the dockside restaurant, ships store, and other local businesses. The sailor had planned to stay for a week at least, depending on weather, but decides to cut short his stay as soon as he can get his vessel re-supplied for the trip home, and has favorable weather. Have you ever had a voyage, or even a trip like this? If so, then you can empathize with the story that a fellow Auxiliarist recently shared with me. However, the sad part of this story is that this "fable" did not describe an actual voyage that he had taken, but his experience during his years of

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America's
Volunteer
Lifesavers

A Ship in a Foreign Port - A Fable continued from previous page

membership in the US Coast Guard Auxiliary.

In his tenure of over 4 years, he has never been asked to serve as a flotilla staff officer, been approached by a nominating committee, nor has a serious effort been made to get him involved in any numerous program from Instructor for Public Education, (IT) to Crew. He generally sits with the same couple of persons who initially greeted him when he became a member, and with each Change of Watch, hopes that the climate in the flotilla will change. However, he confided to me that he would probably not bother to renew his membership when this membership year is over.

Before we reach the end of the article and reveal the moral of the fable, let me explain that while this story was written primarily to promote diversity (the member in question is a minority) the questions that need to be asked apply to all members and all flotillas.

If you are part of the leadership team of a flotilla, do you create an atmosphere that is encouraging and involving for ALL members? Do you actively seek to find ways to involve new members, or members who may be new to the boating community, or come from different backgrounds than the majority of the membership? The only leadership that works is to lead by doing, not by just talking about it.

If you are a flotilla staff officer, look around for members that need to find a job or a place to fit in. Make them part of your team, mentor their training, and at the end of the process you will find that you not only have extra help, but also probably have gained a new friend.

If you are a member who is either a minority, female, or who has a different background than the majority of members in your flotilla, don't wait for the first hand to be extended. Jump in and get involved. Don't necessarily assume that the lack of interaction equals a hostile environment. Many times human nature and force of habit take over, and your fellow members may just be the victim of being in the rut of sitting in the same seat, doing the same thing, and talking to the same people at

the first move. You will probably find that both of you will have enjoyed the experience.

The moral of this fable is obvious:

“Reach out to a new member or to someone who doesn't look like you.”

When we stay in our comfort zone, we may inadvertently run the risk of creating that “hostile port.”

When you reach out to someone in the Auxiliary, not only will you and that person be glad but, Our Auxiliary will be a stronger more cohesive organization, because of your efforts.

OFFICIAL BUSINESS

**UNITED STATES COAST GUARD
AUXILIARY
DEPARTMENT OF PERSONNEL
GREGG TRASK, DC-P**

Submit articles and comments via email or to:

The INTERCHANGE

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DISTRIBUTION:

Personnel Department Web Page for all interested
USCG Members and via email to DSO-PS.

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