



MEDICAL READINESS COMMAND, EAST

OFFICE OF THE INSPECTOR GENERAL



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My son and I are baseball fans. Living in the National Capital Region, we cheer for the Nats who, admittedly, did not fare so well this past season. My son also loves playing the game and I enjoy coaching and watching him grow as an athlete. As the coach, I often ask “who’s up or who’s got first base”, when the kids need prompting to ensure they are focused on the game. Of course when I ask “Who’s on first” It reminds me of the classic Abbott and Costello routine, if you are unfamiliar with the act, here is one link to it <https://www.youtube.com/watch?v=2ve20PVNZ18> . In this comedy skit, Lou Costello wants to know the names of the players on the team. Bud Abbot replies, “Who’s on first, What’s on second, and I Don’t Know is on third.” The misunderstanding stems from the odd players names combined with the direct response to what is being asked makes for a somewhat humorous situation. In real life, misunderstandings and miscommunication can create frustration leading to complaints. As unbiased fact finders, your IG team is ready to field your questions and assist in clearing up misunderstandings through our four functions of Assistance, Teach and Train, Inspections and Investigations. Please reach out to us and we’ll do our best to resolve your complaints and find out once and for all – Who is on first.

THE THREE C’S OF COMMUNICATION TO NAVIGATE TOUGH CONVERSATIONS

From the Army Resiliency Directorate:

Disagreements are bound to happen in any relationship. Learning to navigate tough conversations is part of having healthy relationships. The difficulty is that differences in opinion can sometimes lead to strong negative emotions--such as anger, resentment or disgust--that have the potential to derail discussions. We may start to yell to get our point across, attack the other person (instead of talking through the issue), or shut down altogether.

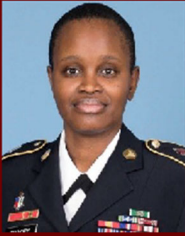
When tensions rise, it is important to use the three C’s of communication—confidence, clarity and control—as well as other skills learned from the Master Resilience Training course.

Communicate Confidently: Believe in your ability to handle the situation and stay composed.



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**SFC TAMARA
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Reference:

• [https://
www.milsuite
.mil/book/
docs/DOC-
1191936](https://www.milsuite.mil/book/docs/DOC-1191936)

THE THREE C'S OF COMMUNICATION TO NAVIGATE TOUGH CONVERSATIONS Cont'd

Before engaging in the conversation, take time to fully understand the problem and why it matters to you. Reflect on the following:

What is my motivation for engaging in this conversation?

Do I have an accurate interpretation and understanding of the issue?

We may interpret a disagreement as the other person being against us, not caring about us, or not valuing our opinion. Use these statements to show that you haven't lost your composure:

"I care about you and our relationship."

"I know we are arguing right now, but I value you."

Communicate Clearly.

Paraphrase or repeat back what the other person said. This demonstrates that you are actively listening and allows the other person to reflect on what they said and clarify, if necessary, or to expand on what they originally expressed.

Control Your Responses: Adjust your communication style based on the situation or the person.

Acknowledge your thoughts without judgment, notice what you are thinking. Identify your current emotional and physical state, such as your heart rate, breathing, or any tension points in your body. For example:

I feel like I'm not being heard.

I feel frustrated.

I feel tightness in my chest.

Pause the conversation, if necessary, saying something like:

"Hey, I think we need to stop this discussion for now"

You and the other person should then agree on a time to resume talking and resolve your differences.

Use deliberate breathing, focusing on your breath for two to five minutes. Breathe deeply, using your diaphragm. Concentrate your attention on inhaling for five seconds and exhaling for five seconds.



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Guidance on Army Directive 2022-13 (Reforms to Counter Sexual Harassment/Sexual Assault in the Army)

•On 20 September 2022, the Secretary of the Army released Army Directive 2022-13, updating policies related to the Sexual Harassment/Assault Response and Prevention (SHARP) Program.

•This new directive applies to Regular Army, Army National Guard/Army National Guard of the United States, and U.S. Army Reserve Soldiers.

Reference:

- AR 2022-13 (Reform To Counter Sexual Harassment/ Sexual Assault in the Army)

Effective immediately:

*If sufficient information exists to permit an investigation, commanders will appoint investigating officers (IOs) from outside the subject's assigned brigade-sized element to conduct sexual harassment complaint investigations under AR 600-20, chapter 7.

*IOs must meet the qualifications specified in chapter 2 of AR 15-6.

*For all sexual harassment and sexual assault complaints, the first O-6 in the subject's chain of command will implement mechanisms to protect complainants of sexual harassment and victims of sexual assault.

*As soon as possible, but not later than 6 hours after determining a Military Protective Order (MPO) is warranted (such as the presence of a threat of physical harm), the first O-6 commander in the subject's chain of command will ensure that the subject's commander has issued and served a DD Form 2873 (MPO) to the subject Soldier.

Commanders will:

*Follow all procedures outlined in AR 27-10.

*Ensure, to the maximum extent practicable, complainants, victims, and subjects avoid contact in accordance with the MPO.

*Inform complainants and victims that MPOs may not be enforceable by non-military authorities and that complainants and victims can seek a temporary restraining order (TRO) and/or civilian protective order (CPO) issued by a judge, magistrate, or other authorized civilian official.

*Initiate involuntary administrative separation proceedings for all Soldiers against whom there is a substantiated complaint of sexual harassment unless the Soldier is otherwise punitively discharged or dismissed from the Army as part of a court-martial sentence.



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Guidance on Army Directive 2022-13 (Reforms to Counter Sexual Harassment/Sexual Assault in the Army)

Cont'd

*Ensure that Soldiers, DA Civilians, and Family members who seek assistance with any Army agency requesting SHARP services receive a direct handoff to a SARC or VA.

*Ensure that SHARP policy memorandums and a list of victim services are posted on unit bulletin boards and all high-traffic locations, including dining facilities.

*Brigade commanders (or brigade-equivalent commanders) will notify the Soldier-complainant within two business days of receiving the final outcome of any judicial, non-judicial, or administrative proceedings.

Substantiated complaints, involuntary separation proceedings will be initiated after the Soldier's appellate rights have been exhausted as they relate to an administrative investigation substantiating a sexual harassment complaint.

Additionally, the first O-6 commander in the subject's chain of command will make a determination (in conjunction with the servicing judge advocate) as to whether a substantiated sexual harassment complaint is minor. Rehabilitation will include the following components: sexual harassment refresher training, individual corrective counseling, and behavior monitoring for a period of time. Substantiated complaints wherein the offender attempted or engaged in quid pro quo behavior, sexual touching offenses where the offender was the superior in a superior-subordinate relationship, or substantiated complaints involving repeat offenders are not appropriate for rehabilitation.

Guidance on Personal Social Media Use

On 12 August 2022, the Secretary of Defense released DODI 5400.17, establishing the first department-wide social media policy.

In addition to outlining guidance on official social media accounts, this policy also provides guidance on personal social media use by DOD personnel.

While personnel are authorized to have *personal social media accounts, they must adhere to the following rules:

Maintain a clear distinction between personal and official accounts:

- When initially activating an account, personnel should use personal contact information (email/telephone).

Reference:

- AR 2022-13 (Reform To Counter Sexual Harassment/ Sexual Assault in the Army)
- Department of Defense Instruction 5400.17 "Official Use of Social Media Affairs Purposes"
- Section 2635.702 of Title 5, CFR
- <http://www.army.mil/socialmedia/>



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Guidance on Personal Social Media Use Cont'd

- All personal social media accounts must be clearly identified as personal.

- Personnel are encouraged to include a disclaimer, such as, *“views and opinions expressed herein are those of the author and do not necessarily represent views of DOD or its Components.”*

- Personnel can forward, like, or link to official information, provided it does not imply DOD endorsement.

Reference:

- Department of Defense Instruction 5400.17 “Official Use of Social Media Affairs Purposes”
- Section 2635.702 of Title 5, CFR
- <http://www.army.mil/socialmedia/>

Do not disclose non-public information:

- Personnel are prohibited from disclosing non-public information to further private interests or others’ private interests.

- Personnel must adhere to operations security and unit-level directives (also while deployed).

Do not conduct official business on personal social media accounts:

- Personnel cannot use personal accounts to conduct official DOD communications.

- Personnel cannot use personal social media accounts so friends, followers, or private contacts can gain access to DOD programs or seek action from DOD officials.

Do not accept compensation for any activity relating to one’s status as a DOD Civilian Employee or Service member:

- Personnel cannot use their official position or public office for personal financial gain, or the endorsement of any product, service, or enterprise. Use of one’s official position includes use of official titles, photos displaying a connection to one’s DOD status (photo in uniform/wear of lapel pin or lanyard).

- Personnel cannot use their official position for the private gain of friends, relatives, or persons.

Do not engage in prohibited political activity, as defined in applicable law and regulation.

- Personnel cannot engage in political activity on their personal social media while in the Federal workplace or while on-duty (telework included).

- Political activity is defined as an activity directed toward the success or failure of a political party, candidate for partisan political party, or partisan political group.