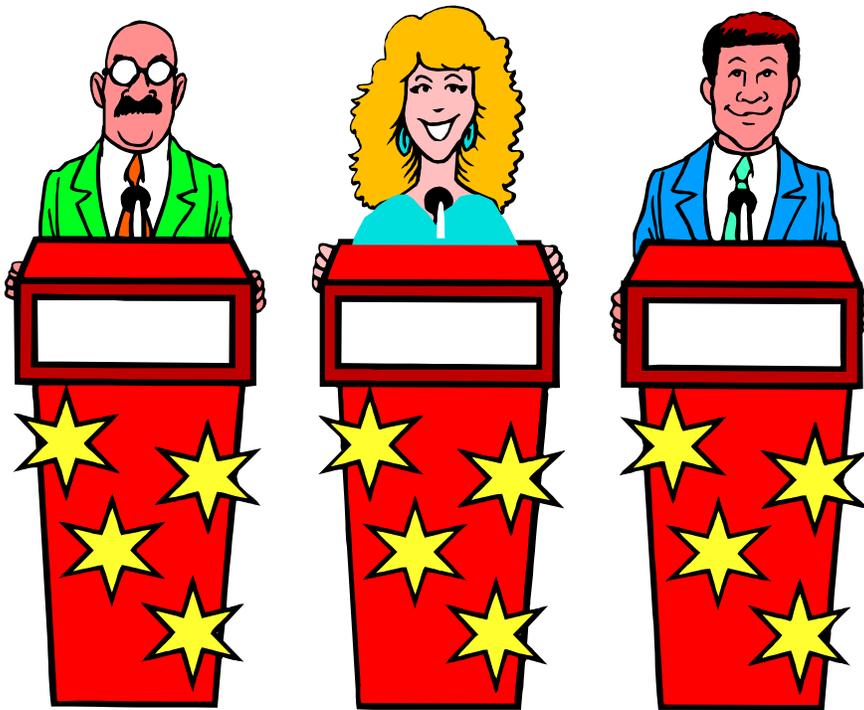


Presenter's Guidelines



in the
HEART LINK: Spouse Orientation
Program

Presenter Guidelines

Purpose of these Guidelines

These guidelines will help you prepare for your presentation in the Spouse Orientation Program at your base. Everything you need to do to prepare to present your session is discussed in these guidelines. Follow them closely, especially the Presenter's Checklist, and you will be very successful. Be sure to add your script to these guidelines, if it is not already provided.

You are not alone in your presentation. You are a member of a team. You are one of a number of presenters. Work closely with the Administrator and the Master of Ceremonies (MC). *You are not expected to do everything by yourself.*

Your Role as a Presenter

You have a critical role in this Program. You will be addressing a group of approximately 20 spouses, male and female, as part of a day long Program. The Heart Link program provides them the information they need to be effective members of the Air Force team. You are part of a fun-filled day consisting of presentations, music, interactive discussions, team competitions, and lunch. Your support team includes the MC, the Administrator, the Wing Commander and his/her spouse, and other presenters like you from the agencies on the Community Action Information Board/Integrated Delivery System (CAIB/IDS) team.

Most of the work is done in the months, weeks, and days leading up to the actual Program presentation date. The Administrator will take care of all the administrative and logistical planning for the Program. You will be notified in advance whenever there is a Program scheduled.

The information in these guidelines will give you the necessary background knowledge to make sure your presentation is tailored to the right audience.

Purpose of the Heart Link Program

The objective of the Heart Link Program is to strengthen military families and enhance mission readiness. The Program goals are to:

- Increase spouse awareness of the AF mission, customs, traditions, protocols, and available resources and services.
- Enable spouses to capitalize on the availability of on- and off-base community resources.
- Help spouses acclimate and feel they are an important part of the Air Force community.
- Help families be healthier physically, emotionally, and spiritually.

Achievement of these goals should help enhance personal and family readiness and increase retention.

Program Outcomes

The program is focused on these specific outcomes:

- Increased awareness of AF mission and how one fits in.
- Awareness of customs, traditions, rank, and protocol.
- Knowledge of entitlements and benefits.
- Increased awareness of resources and services available.
- Improved communication between spouses, sponsors, and families.
- More self-referrals to support services and programs.
- Increased ability to cope with change.
- Less separation anxiety (fewer early returns from deployments, TDY, or remotes).
- Increased healthy parenting.
- Decreased self-defeating behavior.
- Improved preparedness in the event of a casualty or fatality.
- Less anxiety during natural disaster and mass casualty situations.
- Increased awareness of healthy lifestyle.

The Audience

The content of the Program is oriented to people who have been Air Force spouses for five years or less. For many spouses, this may be their first experience at learning the details of how the Air Force works and how their sponsors participate in fulfilling the Air Force mission.

Number of Attendees

The average attendance at Heart Link should be 20 spouses plus the presenters. The program is conducted quarterly, or more frequently as needed. Expect higher attendance in the summer and lower attendance in the winter as personnel moves increase and decrease over the year.

Format for the Program

The program is a full day of fun and activities for the spouses and the presenters. The foundation for the day is a mixture of presentations by the Wing Commander and experts from many of the base agencies that make up the CAIB/IDS. Interactive games and exercises are interspersed throughout the day to help make the learning enjoyable. Each activity is linked to specific program outcomes. You must maintain a high level of energy throughout your presentation and motivate the audience to relax and have a good time while they learn about their role as an Air Force spouse and the various agencies that make up the Air Force Team.

**Suggested
Schedule**

The Heart Link Program is approximately six hours long. It is divided into an introduction session and six different activities, with one activity spanning the lunch period. The activities vary from 20 to 60 minutes. The agenda for the day is:

0800-0830	Introduction
0830-0910	You and the Air Force — Where You Fit In
0910-0920	BREAK
0920-1025	Introduction to the Air Force Family
1025-1035	BREAK
1035-1120	Tool Kit for Preparedness
1120-1230	Communicating Within the Air Force/LUNCH
1230-1330	Healthy Families
1330-1340	BREAK
1340-1400	The Vital Importance of the Air Force Family

The suggested schedule is from 0800 to 1400. Your base may want to start earlier or later and end later or earlier. The Administrator will be contacting you about the location, times, and set up for the Program.

Location

The environment for presenting Heart Link should be conducive to group activities, with the spouses around tables and sitting where they can interact with each other. There will be space for the panel of six to eight presenters in Activity 5 and enough room during the lunch period for two people to conduct skits in the front of the group as part of Activity 4.

The Program will usually be conducted in places like the:

- Chapel annex
- Officer/Enlisted/NCO clubs
- Family Support Center
- Community Center

Support Equipment

The basic equipment suggested to support the Program is:

- One PC computer
- One CD-ROM player for the music
- One LCD projector (projector to display the PowerPoint presentation from a laptop computer) with a screen, power strip, and extension cord
- One VCR (with TV if it cannot be played through the LCD projector)
- A microphone system that provides a lapel microphone for the MC and presenters and a table microphone for the panelists and skit members during the lunch session
- Tables with table cloths and chairs for all the attendees, panelists, guests, and presenters
- A podium for the MC and the presenters

Contact the Administrator if you have any other equipment needs to support your presentation.

Presenter's Checklist

Refer to the checklist at the end of these guidelines to help you prepare for your presentation. The Administrator will take care of the logistical support for your presentation. Please let him/her know of any other needs that are not in these guidelines. The Master of Ceremonies will introduce you prior to your presentation. You will be given a piece of the Heart Link logo puzzle to be placed on the puzzle board at the end of your presentation.

How to Present Heart Link

You should review the scripts and slides in this document until you are comfortable with the material. You will need to provide the script to go with the slides if it has not already been written. Some of the scripts will be base-specific so they have not been prepared in advance. The slides will form the foundation for your script. When you are confident with the material, you can rely on the points in the PowerPoint slides to guide you through the presentation. Please use the standard slide format in the program CD-ROM when preparing any new or additional PowerPoint slides.

Your Job Responsibilities

The major responsibilities of a Presenter are as follows:

1. Become familiar with the entire Program. Know how your presentation fits in the day's activities. Look for ways for the group to have fun and have as much interaction as possible during your presentation. Be energetic, upbeat, and motivating. You will set the tone for your presentation. You will have a significant impact on the ultimate success of the Program.
2. Work with the Administrator to ensure that all of the administrative and logistical requirements for your presentation have been taken care of in a timely manner. Let the Administrator do his/her job.
3. Check out the location for your presentation. Make sure it does not present any obstacles to the success of the presentation. Stand at the front of the room, facing the spouses. Maintain eye contact while giving your presentation. Ask questions of the spouses, involve them.
4. Make sure you are prepared for your presentation.
5. Arrive at the Program site at least 30 minutes prior to your scheduled presentation time. This will give you a chance to get set up, get to know your audience, and listen to the end of the presentation preceding yours.
6. Look for opportunities to improve your presentation. Make on-the-spot changes if something is not going well or can be improved. Use a pointer (laser or other) when discussing your slides. Explain terms/phrases that they may not know. Do not assume that spouses know what these are. Avoid using acronyms and brevity codes. Consider your audience, it won't help to explain if they don't know what you are talking about.
7. Refer to the specific page(s) in the Spouse Handbook when talking. Ask the spouses to go to that page.
8. **Be flexible and have fun.**

The Program Components

The program is activity based, with emphasis on spouse participation rather than just observing and listening. The program should be exciting and dynamic. At the end of the day spouses should be able to say “Wow! What a neat experience. I can't wait to tell my friends about this Program.”

All of the spouses should feel that they are each an important part of the Air Force team and are respected for their contributions to the health, welfare, and morale of their sponsors, families, and ultimately, the effectiveness of the Air Force.

As you saw in the agenda, there are six major activities in the program. Beginning on the next page is a brief thumbnail sketch of each of the activities. This sketch will give you an idea of what will be said before and after your presentation.

Evaluation

The ultimate success of this Program is linked directly to the quality and consistency of the evaluation conducted in support of the Program. The Program cannot be effectively and efficiently improved without an effective evaluation strategy. The following evaluation instruments should be used as part of the Program:

Program Comment Form—Each spouse will be asked to complete this form at the end of the Program. Self-addressed and stamped envelopes will be provided for those spouses who choose to mail the form to the Administrator. The feedback on this form will be used to improve the quality of the Program. The Administrator will provide you with any comments about your presentation.

Presenter Feedback Form—You will be asked to complete this form after your presentation. The Administrator will use your comments to ensure the quality of the support provided to you and the rest of the presenters.

Follow-Up Telephone Survey—The Administrator will call Program graduates 6-8 weeks after their Program date. The results of the survey will be used to improve the quality of the Program.

A copy of the *Presenter Feedback Form* is in the back of this guide. The Administrator and MC will discuss the evaluation results with the CAIB/IDS as part of the Program Lessons Learned review.

♥ *Introduction to the Heart Link Program*

Activity Number 0:

The first few minutes of the Heart Link Program sets the tone for the day. The “WOW” factor should begin the moment the spouses walk into the room. The MC will set this tone.

Upbeat, uplifting, inspiring, and motivating music should start playing before the first spouse arrives and at least 15 minutes before the Program begins. A Spouse Orientation Course video is also provided for use in the background as spouses register and enter the room.

The spouses will register at a desk at the entrance to the presentation area. They will receive a tote bag containing program materials as well as a name tag.

They will each receive a different piece of the Heart Link logo puzzle. The pieces will be returned at the end of the day and used to form a large image of the Heart Link logo. Each piece of the puzzle symbolizes the important role the spouse plays in the family, community, and Air Force. Together, the pieces symbolize the critical importance of all participants in the Spouse Orientation Program. Presenters are also given a piece of the puzzle to place in it when they complete their presentation.

♥ *You and the Air Force – Where You Fit In*

Activity Number 1:

In this activity, the Wing Commander will be introduced. The spouse of the Wing Commander is also encouraged to attend the program. The Wing Commander will welcome the spouses to the Air Force and the Command. He/she will also brief the spouses on the missions of the Air Force, Expeditionary Aerospace Force (EAF), Aerospace Expeditionary Force (AEF), Major Command (MAJCOM), the Wing, and the importance of the spouse and family to the Air Force and community team.

♥ *Introduction to the Air Force Family*

Activity Number 2:

This activity addresses customs, traditions, rank, rules of protocol, and entitlements. They will become familiar with the basics of military pay and allowances. Representatives from Protocol, Personnel, and Finance will make presentations followed by a question and answer session. The game “Spouse Jeopardy” is conducted during this activity.

♥ *Your Tool Kit to Preparedness*

Activity Number 3:

This activity is on resources and services. The session starts with the Air Force song in the background, turned off when everyone has taken their seats. A representative from the CAIB IDS team presents information in a PowerPoint presentation on resources and agencies available to spouses for supporting their family, or instead of the slides, you may use the game "Who Wants to be a Mighty Spouse."

♥ *Communicating Within the Air Force*

Activity Number 4:

This activity is presented in conjunction with lunch. The objective of the activity is to help spouses identify barriers to effective communication with Air Force agencies, thereby giving them greater empowerment within the Air Force culture. They will learn how to access the various services provided by MAJCOM and the Air Force.

♥ *Healthy Families*

Activity Number 5:

The purpose of this activity is to help spouses identify and respond appropriately to mental and physical health problems in their families. It builds on effective communication techniques presented in the previous session.

♥ *The Vital Importance of the Air Force Family*

Activity Number 6:

This is the closing activity. It is led by the Wing Commander who recaps the events of the day and re-emphasizes the critical role of the spouse in individual sponsor preparedness, the community, and mission and family readiness. This is the last opportunity during the Program for the Wing Commander to promote the Air Force as a family and to make the spouses feel they are an important part of the team.

Printer/Software Compatibility The computer files for the Heart Link Program are prepared in MS Word 97 and PowerPoint 97. The sound files are in the WAVE format and video files are in MPEG.

Attachments The Presenter's Checklist is attached to these guidelines followed by a copy of the Feedback from Presenters form.

Presenter's Checklist

CHECK  TO MAKE SURE...	<p>Check to make sure you have done everything you can -- before, during and after your presentation, to make it as effective as possible. First impressions last. Even experienced presenters need a reminder now and then. Use this checklist to help you with your presentation.</p>
Before the presentation:	<ul style="list-style-type: none"><input type="checkbox"/> Find out everything you can about your audience.<input type="checkbox"/> Specify the objective for your presentation and why it is important from the spouses' point of view.<input type="checkbox"/> Include relevant examples, stories, demonstrations, and practice.<input type="checkbox"/> Prepare any additional supporting visuals, handouts, examples, etc. Keep them simple, relevant, and include lots of "white space" (not a page full of words).<input type="checkbox"/> Organize your handout(s) so it follows the sequence of your presentation.<input type="checkbox"/> Plan time for questions and answers.<input type="checkbox"/> Check out the location for your presentation in advance. Make sure everything you need is there and set up the way you want it. Make sure the Administrator has the latest version of your handouts.<input type="checkbox"/> Check your PowerPoint slides for readability from the back of the room. Make sure it is the most current version.<input type="checkbox"/> REHEARSE, REHEARSE, REHEARSE! (even if you think you are really good.) Practice using the audio-visual equipment.<input type="checkbox"/> Check with the MC about introducing you. Provide the MC with a short biography.

Continued on the next page.

<p>During the presentation:</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Arrive at least 30 minutes prior to your scheduled presentation time. Observe the audience, get a feel for their tone, spot active and responsive members. <input type="checkbox"/> Take 5 minutes (with no distractions) to gather your thoughts before you start. <input type="checkbox"/> Introduce yourself in terms your audience will understand. Include something interesting and personal about yourself. <input type="checkbox"/> Clearly state the objective of your presentation. <input type="checkbox"/> Make it interesting. Involve your audience. Don't just lecture. <input type="checkbox"/> Use your visuals to reinforce critical points. <input type="checkbox"/> Be enthusiastic, clear, and relevant. <input type="checkbox"/> Respond to the spouses' questions. <input type="checkbox"/> Encourage your audience to participate; make them feel comfortable doing so. <input type="checkbox"/> Explain any jargon or acronyms.
<p>After the presentation:</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Quickly gather up your materials, visuals, notes, etc. because the next presenter will only have a few minutes to get ready. <input type="checkbox"/> Review the Program Comment Forms. Take note of strengths and developmental opportunities. Make any necessary changes to your presentation. <input type="checkbox"/> Follow up on any promises you made to the spouses to answer questions or provide additional materials, handouts, etc. <input type="checkbox"/> Thank the Administrator and Master of Ceremonies for assisting you. <input type="checkbox"/> Fill out the Presenter's Feedback Form and give it to the Administrator or Master of Ceremonies. <input type="checkbox"/> Give the Administrator an electronic and paper copy of the latest version of your presentation script. <input type="checkbox"/> Modify these Presenter Guidelines and checklists, as needed, based on the lessons learned from your presentation. <input type="checkbox"/> Obtain a copy of the attendee list for use in your agency.

Script and Slides for Your Presentation

A copy of the script with slides for your activity begins on the next page. There are only slides in some cases. You may have to fill in the details of the script.