



HEADQUARTERS NORTH CAROLINA WING
 CIVIL AIR PATROL
 UNITED STATES AIR FORCE AUXILIARY
 3520 Alamance Road
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NC Wing Education and Training Newsletter August 2021



Our first newsletter was published in July 2020. We hope you have enjoyed this past year's newsletters that have been full of information about the Education and Training Program, helpful tips, and items in the "How Do I" section as well as the opportunities that are listed in the Other Training section.

Please be sure to read the great article Lt Col Valerie Brown prepared on Maintaining Balance. It is at the end of this newsletter. This will give you a brief review of the value of learning and management skills to balance your CAP Education and Training.

Please let us know what you would like to see in upcoming issues or questions you may have.

Maj Kathy Nicholas, NC Wing Director of Education and Training

Education and Training Awards

Congratulations to the following members on completing Education and Training Program Levels and earning awards in July.

Level I Member – NC-022 SM James McVey



NC-007 SM Eric Goodin

NC-023 SMs Virginia Cutler, Jesse Komrs, Steven Reichert II

NC-111 SM Kristine Waide

NC-126 SM James Heath Jr

Level II Davis – NC-082 1st Lt Cody Matthews

NC-107 2d Lt Mara Snyder

NC-126 2d Lt Tammy Taylor

NC-305 2d Lt Arlinda Taylor

No Davis Award Ribbon - Leadership Ribbon for Tech rating

Level IV Garber – NC-107 1st Lt Brent Wooters



Yeager Award – NC-048 2d Lt William Wilson



NC-145 SM Christopher Kreske

NC-162 SM Randy Hill

NC-170 1st Lt Heather Endre

Congratulations to members who earned Specialty Track Ratings in July

Aerospace Education Senior Rating – NC-301 Capt Jason Witte

Cadet Programs Technician Rating – NC-082 1st Lt Cody Matthews

Emergency Services Senior Rating – NC-022 Capt Roger Williams

Heath Services Senior Rating – NC-126 2d Lt Tammy Taylor

Logistics Senior Rating – NC-170 1st Lt John Mattel

Personnel Technician Rating – NC-305 2d Lt Arlinda Taylor

Public Affairs Technician Rating – NC-171 1st Lt Sherry Floyd

Education and Training Program

Plan Now for Civil Air Patrol's National Conference

The dates for the Virtual Civil Air Patrol's National Conference are Thursday, August 12 - Saturday, August 14, 2021.

During this three-day event, you will have an opportunity to learn from subject matter experts and fantastic outside speakers about our proud past (and present of course!) and connect with fellow members to envision the future. Don't miss out, **REGISTER TODAY!** [REGISTER HERE](#) You will need the access code - 1941history2021.

Please note that if you attended the 2020 Virtual National Conference the system still has your account. You need to log in with the credentials you used last year. Don't worry, if you can't remember your password for the site there is a "forgot password" link. If you are attending for the first time you will set up an account on the system.



How Do I...

The "How Do I" section contains items and tips that will help members navigate eServices, find information and provide "I didn't know that" items.

How Do I Access the Civil Air Patrol National History Program Website?

This is the 80th Anniversary of Civil Air Patrol. Read about CAP members who served before us by taking time to review the many documents in the Civil Air Patrol National Archives and Historical Collections. Click on [Civil Air Patrol National History Program](#) to go to the website. There are national newsletters, photographs, annual histories, resources, and more. Share this information in your squadrons and include our history in your upcoming open houses and announcements that you send out.

Are you looking for 80th Anniversary graphics and applications? Click on [80th Anniversary Resources](#) to go to CAP's webpage for information and graphics you can download and use (scroll to the bottom of the page).



How Do I Properly Create CAP Letters, Memorandums, Reports, Etc.?

The CAP Guide to Effective Communication



Have you ever reviewed [CAPP 1-2 The CAP Guide to Effective Communications](#)? Did you know there are specific guidelines for using letterhead and the preferred font is Calibri, especially if you anticipate the document being viewed online? Also, according to page 20 in the pamphlet "The CAP seal is used on the memorandum style letter. For all other correspondence, the CAP seal, CAP emblem, unit patch/emblem, or other distinctive decoration may be printed on the letterhead as long as it is in good taste (Refer to CAPR 900-2, Use of Civil Air Patrol Seal and Emblem; Use and Display of the United States Flag and Civil Air Patrol Flags, for instructions on use and illustrations of the CAP seal and emblem)".

The Air Force "Tongue and Quill" is a great resource and reference for correspondence. It can be found on CAP's [Other Publications](#) webpage. Check out the [Publications Templates](#) webpage on CAP's website for templates for Letters, Papers, Operating Instruction, and other items.

Be sure to attend the National Conference to hear about CAP's new Vision-Mission statement. There will also be changes to websites, membership cards, business card templates, and more. This article was designed to help bring awareness to CAPP 1-2 and where to go to access templates. Some templates will not change and others will with the CAP logo.

Other Learning and Training Opportunities

This section lists other training resources inside and outside of Civil Air Patrol that will increase your knowledge and enhance your skills.

CISCO Networking Academy



Civil Air Patrol has partnered with [Cisco Networking Academy](#) (NetAcad) to make cybersecurity support, training, and curriculum resources available for free to all 55,000 CAP members. [Check out the announcement](#) (PPTX) and [read the full story](#) on this exciting partnership between Cisco Networking Academy and CAP!

The partnership with Cisco was announced at CAP's 2020 National Conference to benefit CAP cadets, many of whom are already involved in cyber defense education and competition, and also generate excitement among senior members interested in cybersecurity. The Cisco NetAcad courses will be released in quarterly cohorts to help encourage completion and to help with recruiting new members to join CAP. Quarter 3 2021 will run from 1 July 2021 - 30 September 2021.

This course is self-paced but units can work on the course together. Students completing the course will earn a badge that can be shared on social media. 1 July 2021 - 30 September 2021 enrollment: <https://www.netacad.com/portal/web/self-enroll/m/course-620980>

Maintaining Balance

By Lt Col Valerie Brown

Balance is a great subject in any discussion about CAP and our volunteers because the concept applies in so very many ways. As an organization we balance our three missions, trying to keep an overall focus that provides for all. As individuals, we balance our professional and family lives with our volunteering efforts for CAP, or at least I hope you do. For so many of you who take on multiple responsibilities, you must also balance the needs of each of those "jobs". So, balance and focus are both important to us all.

My focus here is directed more specifically to the balance of leadership skills with management skills. Since I certainly don't have all the answers on these two subjects, let me share a few viewpoints.

Management is doing things right; leadership is doing the right thing. Peter Drucker and Warren Bennis (1985) On Becoming a Leader

Management is about doing stuff, the day to day operations needed to the tactical things to get done. Leadership, on the other hand, is about people. It's less about what you're doing and more about who you're being. Simon Sinek

Volunteer University module in Level 3, Leading People and Managing Stuff

While I acknowledge both significant differences and many overlapping qualities to both leadership and management, I would like to highlight here the importance of the management tasks we all need for effectiveness and efficiency, in order to accomplish our roles in CAP. In addition, I'd like to suggest some training to help acquire the skills needed.

In "Leading People and Managing Stuff" (Volunteer U module) it suggests effective leaders operate with the best interests of our volunteers at heart. Let's consider that as our starting point. As an analogy, that's the fabric of our leadership umbrella, included under that umbrella are all of our activities and the service we contribute. But the fabric of any umbrella would not be nearly so useful if it weren't for the ribs, the framework, the moving parts and the handle which enable that fabric, as an umbrella, to protect when needed. Those various parts are like the management functions, supporting the leadership of CAP.

I was reminded recently of the importance of all those management functions in just keeping us functional every day. Most of us, as staff and support personnel, provide these management functions. To set our stage for understanding, there are various models that describe the original 5 management functions of Henri Fayol, or 4, or the 7 of Luther Gollick. I'll narrow our focus a bit here with some simple concepts. I've

incorporating material available electronically from Harappa and Lumen Learning. You can check out those sources or others to learn more.

The Management cycle begins with a **Planning** function, driven by (organizational) goals, planning *defines our performance goals*. In simple terms, *what should happen*. The next step in the management cycle is **Organizing**, the beginning of the action. Responsibilities are defined and assigned (sometimes also called staffing). The next step I will refer to as **Coordinating**. It is often also called directing, not the best term with volunteers. Even more confusing, it's also sometimes called leading. For a manager, it means *communicating and motivating* to produce results, and the real world result of coordinated efforts is called Teamwork, when it works. When it doesn't work, we call it room for improvement or an opportunity for learning. Which then leads us to the final part of the cycle, often called **Control**, probably again not the best choice with volunteers, although it's really about *having controls in the process*, rather than control of people. This includes items like budgeting and processes for reporting results. In essence, we monitor, measure and modify as needed to get the job done. Management stabilizes. The process is both as needed and ongoing; planning, building, achieving, and adjusting.

We've talked about the what, who, and even the how and when of management functions. Now here's **why it's important**. These are all of the things we do all the time so that CAP functions, so that our units function and so we are able to meet the requirements of our missions. It doesn't matter whether you are authorizing the use of funds, delivering supplies or cadets, with a van, responding to an urgent missing aircraft search, teaching or filing the "paperwork", Risk Assessment or after action reports; each one is contributing to the missions. **We are the who and the what and the when and the how of CAP functioning**. We share the resources of CAP and we care for the resources of CAP. We gather and analyze and share information to enable good decisions. We achieve the goals of CAP and NCWG and our units.

Of course you want to know how to be effective and efficient. Of course you and I want to use our time and resources wisely. In order to do that, we need to understand our duties and responsibilities. **The tool for learning your job is a Specialty Training Pamphlet**. It contains the references for applicable regulations and requirements. It tells you about the "paperwork" and tasks, and the reporting processes for your job including the deadlines to meet. Your Specialty begins at the unit level. You have a chance to train and build your confidence right at your unit. Your Education and Training officer is a resource to help you build your future in CAP.

Your Specialty expands as you do. It shows you how to grow your capabilities and your responsibilities, as you are ready for more of each. As you become more knowledgeable and confident, you can take on larger and more complex activities, if you want. To master your Specialty, you might need to serve outside your squadron, in fact, it's almost certain you will. Sometimes you can serve temporarily in order to achieve the tasks. Perhaps you can "intern" with a higher echelon staff member. To be a Master, you need to be able to see a bigger picture.

Technology and evolving systems have accelerated our rate of change, so it's critical to verify that your information is current and reliable. Create a system for yourself to stay up to date. Share information. Step back from a situation or challenge to seek out the perspective of another member, maybe your Subject matter expert, maybe the Chaplain, to see alternatives or to navigate conflict. Share your tools with your team, with the others doing the same work you do. Make it easier.

We recognize that customers count on us, whether it's CoVid or hurricane response for the state, providing aircraft instruction to our cadets for the USAF, learning about the Cyber/Tech world to help prepare our cadets for tomorrow, we know others count on us outside of CAP. Please remember *we also count on each other inside CAP*.

Get trained. Get educated. Be counted.

Please forward any questions you have about this newsletter and Education and Training to Maj Kathy Nicholas knicholas@ncwgcap.org