



OPTIMIZING GOLDEN TRIANGLE CALLS: A QUICK GUIDE FOR LEADERS

This Quick Guide highlights ways that Leaders can optimize Golden Triangle Calls to put People First.

The Fundamentals of Golden Triangle Calls

Soldier readiness is a function of the Golden Triangle, which is composed of three elements: (1) the Soldier's Family and Next of Kin, (2) the Soldier's friends, and (3) the Soldier's Leader.



- **What are Golden Triangle Calls?** Golden Triangle Calls are a part of III Corps' People First Initiative, and are designed to expand connectedness with supervisors, the most influential people in a Soldier's life while strengthening Soldier wellbeing. Leaders are expected to conduct a Golden Triangle Call with one family member of each Soldier they directly supervise. Family members can include a parent, Spouse/partner, sibling or other individual in a close familial relationship with the Soldier.
- **Who is supposed to make a Golden Triangle Call?** First-line Leaders at every level up to and including General Officers are responsible for making these calls.
- **When should Leaders make a Golden Triangle Call?** Start making the calls now and then be sure to make a call within 4 weeks of any new Soldier joining your team.
- **How often should Leaders make a Golden Triangle Call?** Every six months.
- **How long is a Golden Triangle Call?** Call lengths will vary; consider planning for 5-15 minutes.
- **Who do you call?** Let your Soldier select the person to call; inform your Soldier when you will be calling.

How Do I Make a Golden Triangle Call?

Make a plan: Know what key points you want to cover.

Make the time: Find a good place to make the call; be sure you aren't distracted and that you can focus.

Remember the key point: These calls are less about content and more about **strengthening connection**.

Keep acronyms to a minimum: The family member may not understand military-centric language.

Hit the highpoints:

- (1) Introduce yourself (such as "My name is [*First and Last Name*] and I'm your Soldier's supervisor at Ft Hood").
- (2) Explain that the Soldier works for you (such as "[*First Name*] is a part of my team").
- (3) Briefly describe the Soldier's contribution to the team (such as "Our team is a critical part of an infantry platoon, and your Soldier is a part of that effort; your Soldier provides medical support" or "We provide vehicles for our Company, and your Soldier helps keep the vehicles in good, working condition").
- (4) Make the reason for the call clear (such as "I want to make sure every Soldier on my team has a family member who knows who I am. This way, in case you have a concern about your Soldier, you know that you can contact me").
- (5) Ask a simple, neutral question to support the connection (such as "Have you ever been to Ft Hood?" or "How familiar are you with the Army?" Or "Do you have any questions for me?").
- (6) Make sure they have your number and thank them for their time.

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Know Who Your Soldier Identifies as Friends

In accordance with the III Corps Leaders Book and the Counseling Guide, first-line Leaders will use the Golden Triangle to help understand the most influential people in their Soldiers' lives. Friends may be in other units, may be in the local area, or back at the Soldier's home. Knowing who these friends are will open up lines of communication and reinforce connectedness, in the event a Soldier is not performing as expected, or in emergency circumstances.



Frequently Asked Questions

- **Is this an invasion of a Soldier's privacy?** When Soldiers join the Army, they join the Army team. These calls are a way to proactively connect the Soldier's personal family and the Soldier's Army family. Keep in mind that the Soldier gets to pick who they want you to call—so if they are estranged from a family member, they can select a different family member or friend to receive the call.
- **What if you don't speak the same language?** Ask the Soldier what they recommend—would they want another family member or friend to translate? Ask if the Soldier can translate
- **Should I text first?** Texting first might be a good way to set up a time for the Golden Triangle Call. Some people screen their calls and if there is an unknown number, they might not pick up. Ask the Soldier if the number is a cell number or a landline so you know if texting is an option.
- **What if I'm not comfortable making calls?** Some people are more comfortable with phone calls than others. If you are uncomfortable, it might help to practice with someone or write out a script for yourself so that you can feel more ready.
- **Do I have to say the Soldier is a great Soldier if I'm not sure they are?** Be polite, be authentic, and focus on the positive. If a Soldier is strong, you can emphasize how much they contribute; if you aren't sure of a Soldier's skills, you can emphasize that you are looking forward to working with them, looking forward to helping them develop, or that you appreciate their willingness to serve.

Are Golden Triangle Calls Effective? Yes, Soldiers Think So.

Survey results from more than 20,000 Soldiers show that Golden Triangle Calls may help Soldiers feel closer to their immediate supervisor.

54% of Soldiers who did not report that their immediate supervisor made a Golden Triangle Call said that they would feel comfortable reaching out to their immediate supervisor if they had a problem

vs.

74% of Soldiers who reported that their immediate supervisor made a Golden Triangle Call said that they would feel comfortable reaching out to their immediate supervisor if they had a problem

These results mean that Soldiers who say that their leaders have made a Golden Triangle call trust their leaders more. The calls help build trust.

**Golden Triangle Calls Can
Serve You in Your Role as a Leader**

OPERATION

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