



The “Golden Triangle”

Pre-Call reminders:

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.

Making the Call:

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's job is to be part of a highly trained 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.

III Corps Phantom Warriors



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