

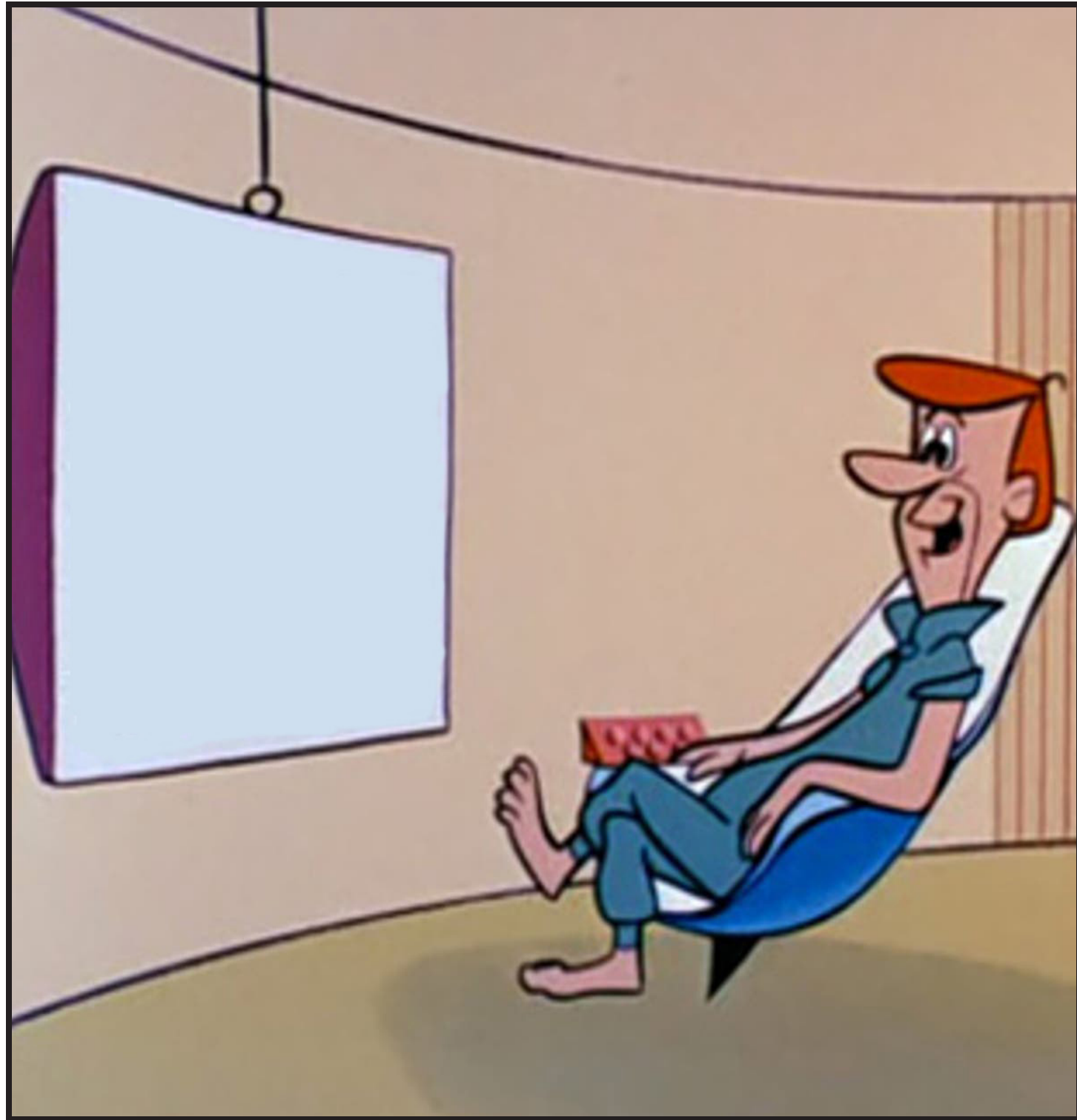


**2021**

**IMCOM NAF Contracting**

***VIRTUAL  
SYMPOSIUM***

***User Program***



**WELCOME TO YOUR**  
**2021 NAF CONTRACTING VIRTUAL SYMPOSIUM**  
**TAKE A SEAT AND LET'S SHOW YOU AROUND!**

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# PARTICIPATING OFFICES



**AFRC-Edelweiss**

**AFRC-Dragon Hill Lodge**

**AFRC-Hale Koa**

**AFRC-Shades of Green**

**Analytics & Productivity**

**HQ Acquisition**

**ID-Europe**

**ID-Pacific (Alaska / Hawaii)**

**ID-Pacific (Japan)**

**ID-Pacific (Korea)**

**ID-Readiness**

**ID-Sustainment**

**ID-Training**

**Policy & Compliance**

# SCHEDULE

## DAY 1

TUESDAY, FEBRUARY 23

## DAY 2

WEDNESDAY, FEBRUARY 24

## DAY 3

THURSDAY, FEBRUARY 25

### SESSION 1

EUROPE	1400	1730
CONUS: ET	1800	1130
CONUS: CT	0700	1030
ALASKA	0400	0700
HAWAII	0300	0600
KOREA/JAPAN	2200	0100

WELCOME - Ms. ROHLER

**EMPLOYEE  
ENGAGEMENT**

GUEST SPEAKER

**UTILIZING  
PERSONAL  
STRENGTHS**

**MANAGING  
COMPETING  
PRIORITIES**

CLOSING - Ms. ROHLER

### SESSION 2

EUROPE	1800	1900
CONUS: ET	1200	1300
CONUS: CT	1100	1200
ALASKA	0800	0900
HAWAII	0700	0800
KOREA/JAPAN	0200	0300

**UNISON  
UPDATE v7.5**

*will be recorded and  
posted for OCONUS*



### SESSION 3

EUROPE	2000	2330
CONUS: ET	1400	1730
CONUS: CT	1300	1630
ALASKA	1000	1330
HAWAII	0900	1230
KOREA/JAPAN	0400	1730

WELCOME - Ms. ROHLER

**MANAGING  
COMPETING  
PRIORITIES**

WELCOME - Ms. ROHLER

**EMPLOYEE  
ENGAGEMENT**

**UTILIZING  
PERSONAL  
STRENGTHS**

CLOSING - Ms. ROHLER

### SESSION 4

EUROPE	2400	0330
CONUS: ET	1800	2130
CONUS: CT	1700	2030
ALASKA	1400	1730
HAWAII	1300	1630
KOREA/JAPAN	0800	1130

WELCOME - Ms. ROHLER

**EMPLOYEE  
ENGAGEMENT**

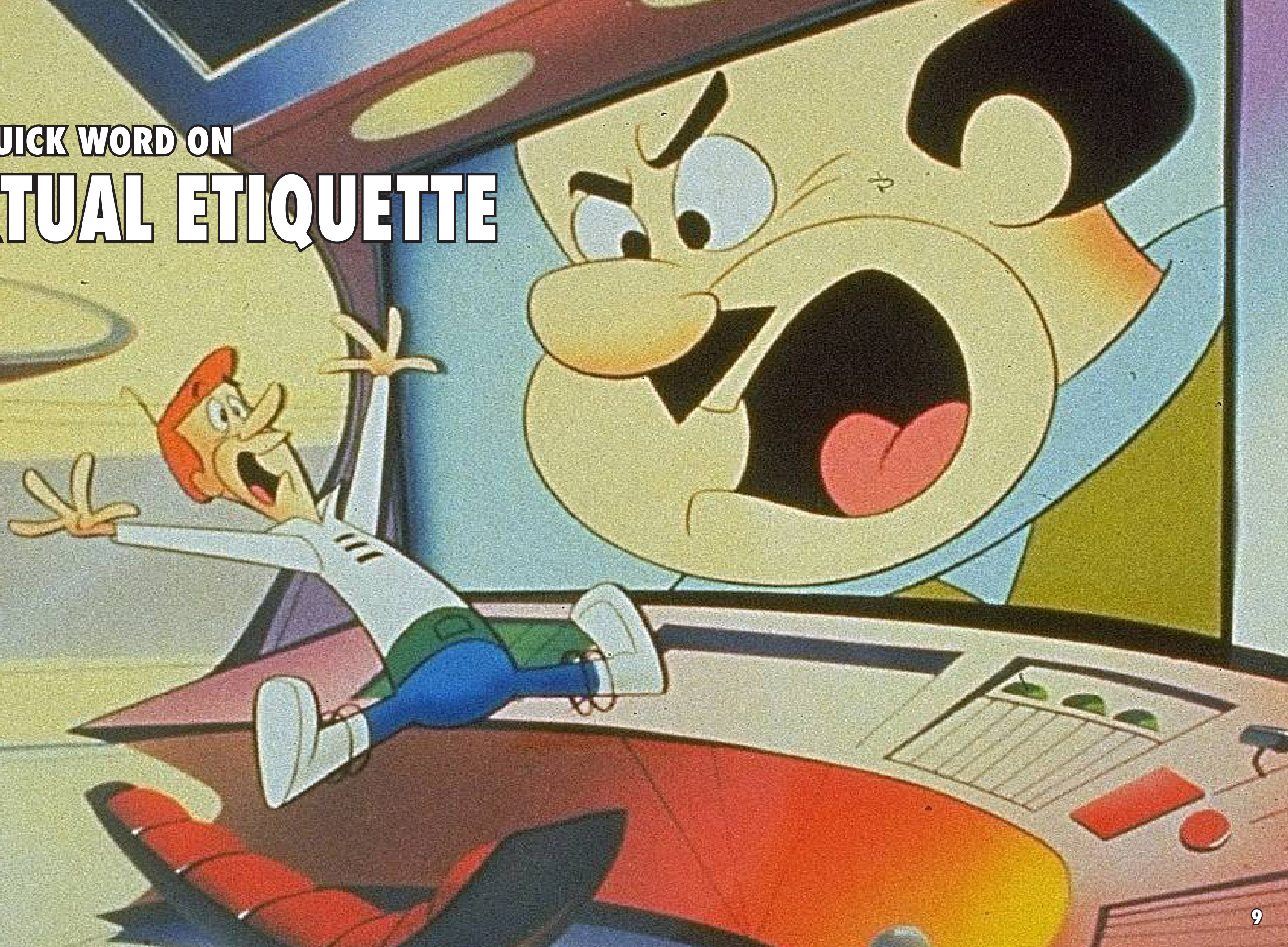
GUEST SPEAKER

**UTILIZING  
PERSONAL  
STRENGTHS**

**MANAGING  
COMPETING  
PRIORITIES**

CLOSING - Ms. ROHLER

**A QUICK WORD ON  
VIRTUAL ETIQUETTE**



## **COMMUNICATE & COLLABORATE**

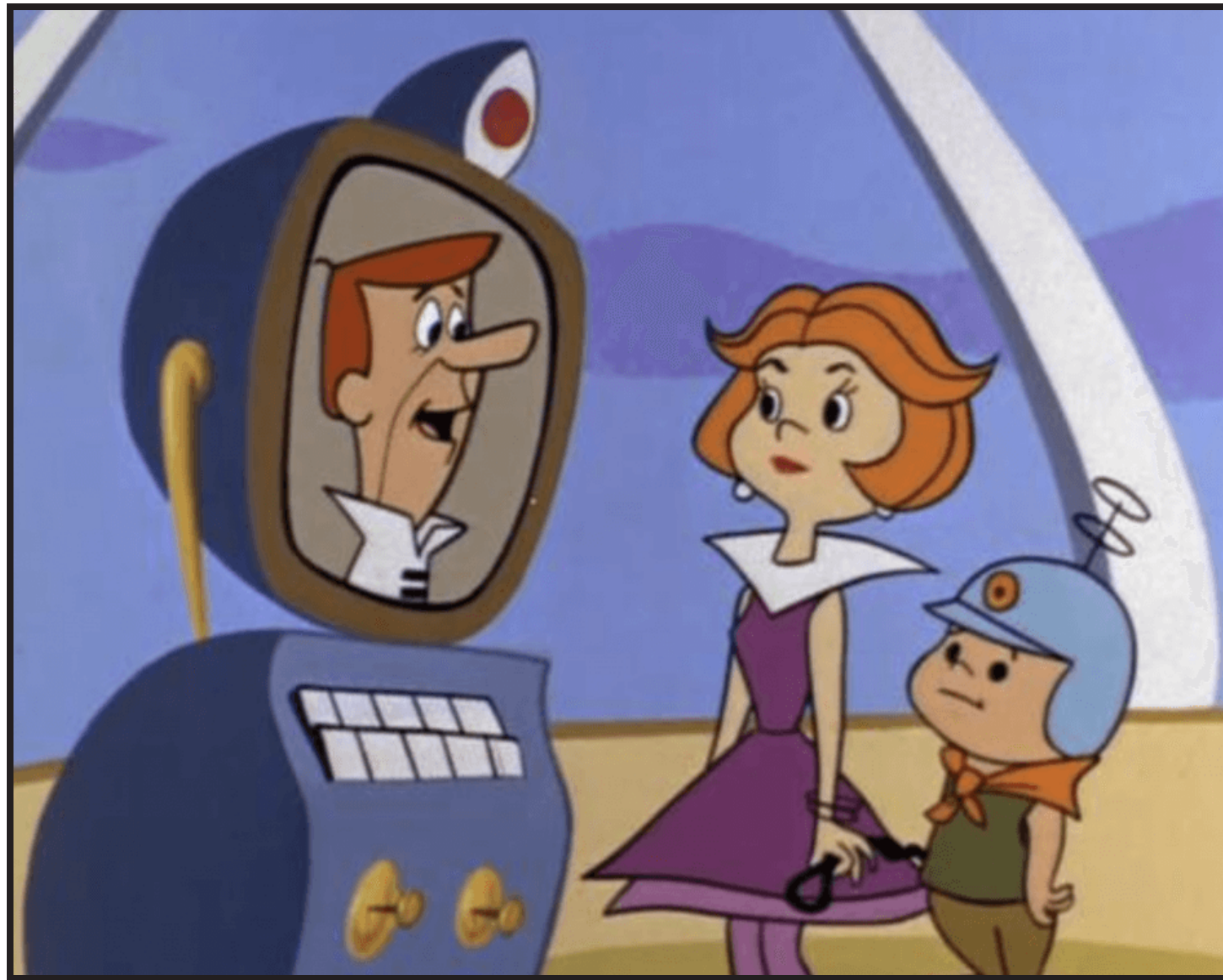
**PLEASE BE SURE TO USE:**

- **Clear and concise language**
- **Make posts and comment on topic**
- **Avoid generic replies, i.e., "I agree"**
- **Respect the opinions of others**
- **Express differing opinions non-critically**
- **Remain present and engaged**

## **RESPECT & TECHNOLOGY**

**PLEASE BE SURE TO ALWAYS:**

- **Return from breaks on time and at the start of class**
- **Mute your microphone when not speaking**
- **Ask questions & communicate in the "chat" feature**
- **Use the "raise hand" feature to ask questions**
- **Express patience and have fun!**



**LET'S MEET OUR INSTRUCTORS**  
**JOINING US FROM THE**  
**READY AND RESILIENCE (R2)**  
**PERFORMANCE CENTER**



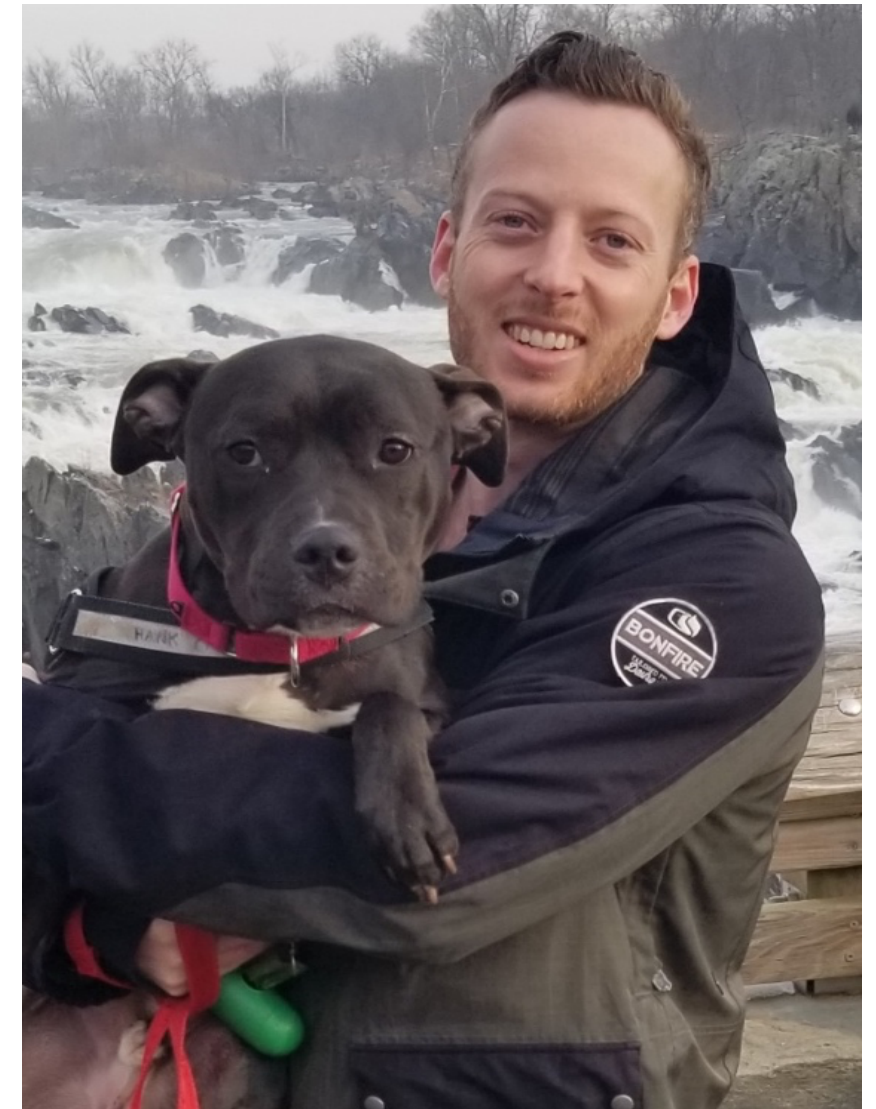
**ALEXANDRA**  
**DE FELICE**

**ALEXANDRA DE FELICE** (she/her/hers, M.S. Ed., MPhilEd) is a Performance Expert in the National Capital Region. Di Felice was exposed to mental acuity in performance early in her career as an athlete. She has received her Masters of Education in Counseling and Mental Health Services, and her Masters of Philosophy in Professional Psychology from the University of Pennsylvania. Before joining the R2 Program, Di Felice spent one year working with the Sport Performance staff at the University of Pennsylvania, and three years working in the Sport Psychology Department for the Philadelphia Union Soccer Academy. Di Felice specializes in applied MRT skill training, applied performance training, leadership and goal setting development, and youth sport performance for military and dependents.



## HEATHER GATTEN

**HEATHER GATTEN, M.S.**, is a Performance Expert in the National Capital Region and resides in Laurel, MD. She hails from Kansas City, MO (Go CHIEFS!) and got her bachelors degree at the University of Missouri. Heather wanted to be warmer so she packed up her dog to attend Florida State University for her Masters and is currently completing her PhD at FSU as well. Heather got into the field of sport psychology because she recognizes how big a role our mind plays on our performances. She helps performers of all areas reach their full potential in their personal and professional life. As soon as Heather heard the Army utilizes sport psychology consultants, she knew she wanted to work with soldiers and help them with their unique performances. Outside of work, Heather enjoys being outdoors with her family and playing with her two dogs.



## HENRY JONES

**HENRY JONES (M. Ed.)** spent his earlier years growing up abroad due to his parents working for the state department/foreign service - however, Northern Virginia was always home base. He attended Boston University for his masters in Counseling and Performance psychology. He got his start in the mental health field as a licensed professional counselor and quickly realized the important crossover and application of therapeutic principles in the performance realm and has since pursued opportunities to assist individuals to develop mental skills to harness their potential. He enjoys spending time working out and trying to train his stubborn dog.







**AND JOINING US FROM THE**

**IMCOM G7**

**TRAINING DIVISION**

## Jennifer Miller Burns

Training Instructor, School for Family and MWR



Raised in the Midwest living in the states of Illinois and Iowa prior to working as an Army Civilian. Introduced to the Military community while working with the Iowa National Guard as a Camp Purple Program Coordinator in the summer of 2010. By January 2011 relocated to Fort Wainwright, Alaska to start a career.

Duty Highlights: Currently a Training Instructor for the MG Robert M. Joyce School for Family and MWR supporting 7 Installations ranging from the Pacific coast to the Midwest.

### **Career Chronology:**

Previously held several positions with Child and Youth Services to include CYS Training Specialist, and Child Development Center Assistant Director at Fort Lee, VA and Fort Wainwright, AK.

### **Education**

Bachelor of Science in Child and Adult Family Services with a Minor in Family Finance, Housing, and Policy from Iowa State University; Course work for a Master in Business Administration and a Master of Science in Leadership from Grand Canyon University.

### **Professional Certifications**

Army Management Staff College Intermediate course. Approach to Service Excellence from Disney Institute. Training and Development Diploma, with Langevin Learning Solutions. Diploma includes certifications in Instruction/Facilitation skills, Training Designer/Developer, Performance Coaching, and Virtual Training. Faculty Development Program 1 with IMCOM Training Center.

### **Family**

Married with two young children and two extra-large dogs. Hobbies are gardening and yarn amigurumi.

## Rebecca Strawn

Training Instructor, School for Family and MWR



Rebecca Strawn has served as a Training Instructor for Service Culture in the Army Family and Morale, Welfare, and Recreation Customer Service program from its inception in 2010. During her time working for the Army, Rebecca has worked on multiple training design and development projects. Most recently this work includes the development of the Operation Excellence and Operation Excellence for Leaders curriculums for the rollout of the Service Culture Initiative throughout IMCOM, as well as the Train the Trainer courses for APF facilitators.

### Career Chronology:

- Supervisory Training Instructor, IMCOM School for Family and MWR, June 2019 -Present
- Training Instructor, IMCOM School for Family and MWR, January 2010 – June 2019
- Child Development Homes Director & Child and Youth Programs Training and Curriculum Specialist, Naval Support Activity, Naples, Italy
- School Age Childcare Program Director, Naval Support Activity, Naples, Italy
- Youth Activities Director, Naval Station Great Lakes, IL
- Program Development Director, Girl Scout Council of Savannah, GA

### Education

Rebecca has a Bachelor of Science in Recreation Administration from Middle Tennessee State University; Master of Business Administration from University of Phoenix; and is completing her dissertation for her Doctorate in Higher and Adult Education at the University of Memphis.

### Professional Certifications

Crucial Conversations Certified Facilitator, Vital Smarts, 2019; Change Style Indicator and Change Navigator Certified Facilitator, MHS, 2018; Workplace Conflict Resolution Certified Trainer, MTI, 2018; CES Advanced Course, AMSC, 2018; Situational Leadership II Certified Facilitator, Ken Blanchard, 2017; Approach to Service Excellence, Disney, 2017; Training and Development Diploma, Langevin, 2016; Performance Consultant Certification, Langevin, 2016; Master Trainer Certification, Langevin, 2015; Instructional Designer/Developer Certification, Langevin, 2015; Faculty Development Program 1, CIM, 2015; Facilitating Synchronous Learning, ASTD, 2014; Consulting Skills Certification, ASTD, 2013.

### Family

Rebecca and Gil Strawn live in Savannah, Georgia, have been married for 9 years, and have a puppy named Wynnie

## Patricia Morález Villareal

Training Instructor, School for Family and MWR



Patricia Morález Villarreal is currently a Training Instructor for the MG Robert M. Joyce School for Family and MWR Service Culture Branch. She supports USAG Fort Riley and USAG Leavenworth with training, coaching and professional development. Patricia has over 20 years of experience with Family and MWR programs and began her career at the Marketing Office at Fort Bragg in 1999. Her most recent assignment was at IMCOM HQ at Fort Sam Houston as a Training Instructor for Family and MWR Core Training Branch where she assisted in the re-design of functional training in NAF Internal Controls and NAF Financial Management for MWR Program Managers.

### Career Chronology:

- Supervisory Training Instructor, IMCOM School for Family and MWR (Fort Riley), June 2019 – Present
- Training Instructor, IMCOM School for FMWR (Fort Sam Houston, IMCOM HQ), June 2015 – June 2019
- Strategic Planner/Management Analyst, Fort Bragg
- Marketing Research Analyst/Customer Service Coordinator, Fort Bragg

### Education

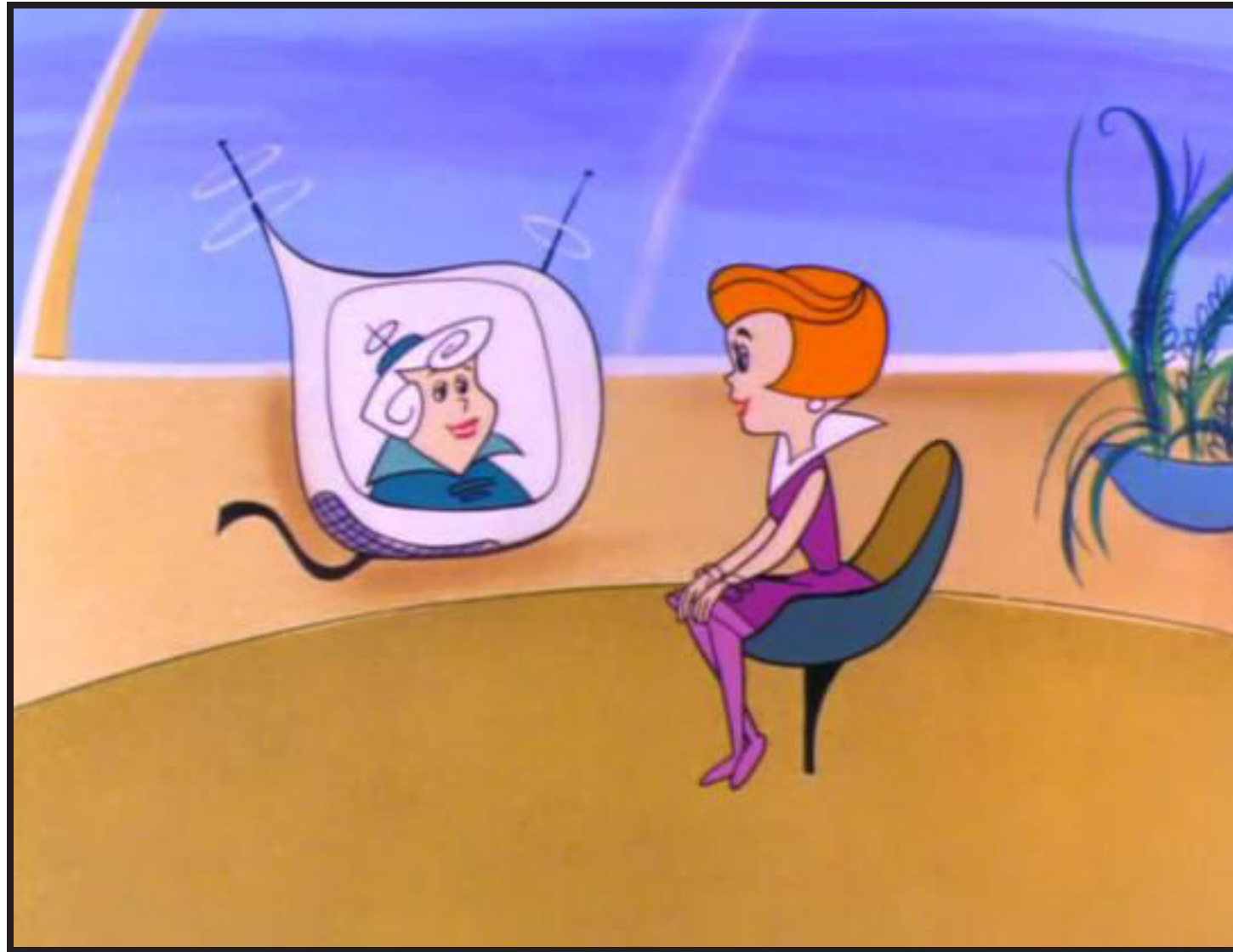
Patricia has a Bachelor of Arts degree in Biology from Texas A&M University – College Station and a Master of Public Affairs degree from The LBJ School of Public Affairs at the University of Texas – Austin.

### Professional Certifications

Emotional Intelligence Certified Trainer, MHS 2018; Workplace Conflict Resolution Certified Trainer, MTI, 2018; Situational Leadership II Certified Facilitator, Ken Blanchard, 2017; Test Design and Development, ASTD, 2017; Approach to Quality Service, Disney, 2017; Tom Peter's WOW! Project Management Certified Trainer, 2017; Performance Consultant Certification, Langevin, 2016; Myers-Briggs Type Indicator Certified Trainer, 2016; Faculty Development Program 1, CIM, 2016; Facilitating Virtual Learning, ASTD, 2016.

### Family

Patricia is a native Texan who is currently living in Fort Riley, Kansas with her active duty husband of 22+ years and their 3 Army brats.



**IT IS OUR HONOR TO HOST  
THE 2021 VIRTUAL SYMPOSIUM  
GUEST SPEAKER**

**Mr. JOSH GWINN**



**DEPUTY DIRECTOR  
IMCOM, Family & Morale, Welfare, and  
Recreation G9**



# Biography

Department of the Army



## Joshua P. Gwinn

**Deputy Director  
Family and Morale, Welfare &  
Recreation G9, Installation Management  
Command Joint Base San Antonio  
Fort Sam Houston, TX**

### CAREER CHRONOLOGY:

- **APRIL 2018 – PRESENT:** DEPUTY G9/FAMILY AND MORALE, WELFARE & RECREATION, US ARMY INSTALLATION MANAGEMENT COMMAND
- **FEBRUARY 2014 – APRIL 2018:** CHIEF, SOLDIER AND COMMUNITY RECREATION, US ARMY INSTALLATION MANAGEMENT COMMAND
- **MARCH 2014 – OCT 2014:** CHIEF, CHILD, YOUTH AND SCHOOL SERVICES & SOLDIER AND COMMUNITY RECREATION, US ARMY INSTALLATION MANAGEMENT COMMAND
- **AUGUST 2012 – FEBRUARY 2014:** DIRECTOR, FAMILY AND MORALE, WELFARE AND RECREATION, US ARMY GARRISON FORT CARSON
- **AUGUST 2009 – AUGUST 2012:** DIRECTOR, FAMILY MORALE, WELFARE AND RECREATION, US ARMY GARRISON VICENZA
- **JULY 2008 – AUGUST 2009:** DEPUTY DIRECTOR, SOLDIER AND COMMUNITY RECREATION, US ARMY FAMILY, MORALE, WELFARE AND RECREATION COMMAND
- **JANUARY 2007 – JULY 2008:** DIRECTOR, FAMILY MORALE, WELFARE AND RECREATION, US ARMY GARRISON FORT A.P. HILL
- **MARCH 2005 – JANUARY 2007:** DIVISION CHIEF, RECREATION/BUSINESS DIVISIONS, US ARMY GARRISON FORT HUACHUCA
- **MARCH 2002 – MARCH 2005:** GENERAL MANAGER – PINES GOLF COURSE, US ARMY GARRISON FORT EUSTIS
- **OCTOBER 2001 – MARCH 2002:** RECREATION PROGRAM MANAGER, US ARMY GARRISON FORT EUSTIS
- **SEPTEMBER 1999 – OCTOBER 2001:** BUSINESS MANAGER, US ARMY GARRISON FORT EUSTIS

### COLLEGE:

- U.S Army War College, Carlisle Barracks, PA Master's of Strategic Studies
- Christopher Newport University, Newport News, VA Bachelor of Arts, Recreation and Leisure Management

### SIGNIFICANT TRAINING:

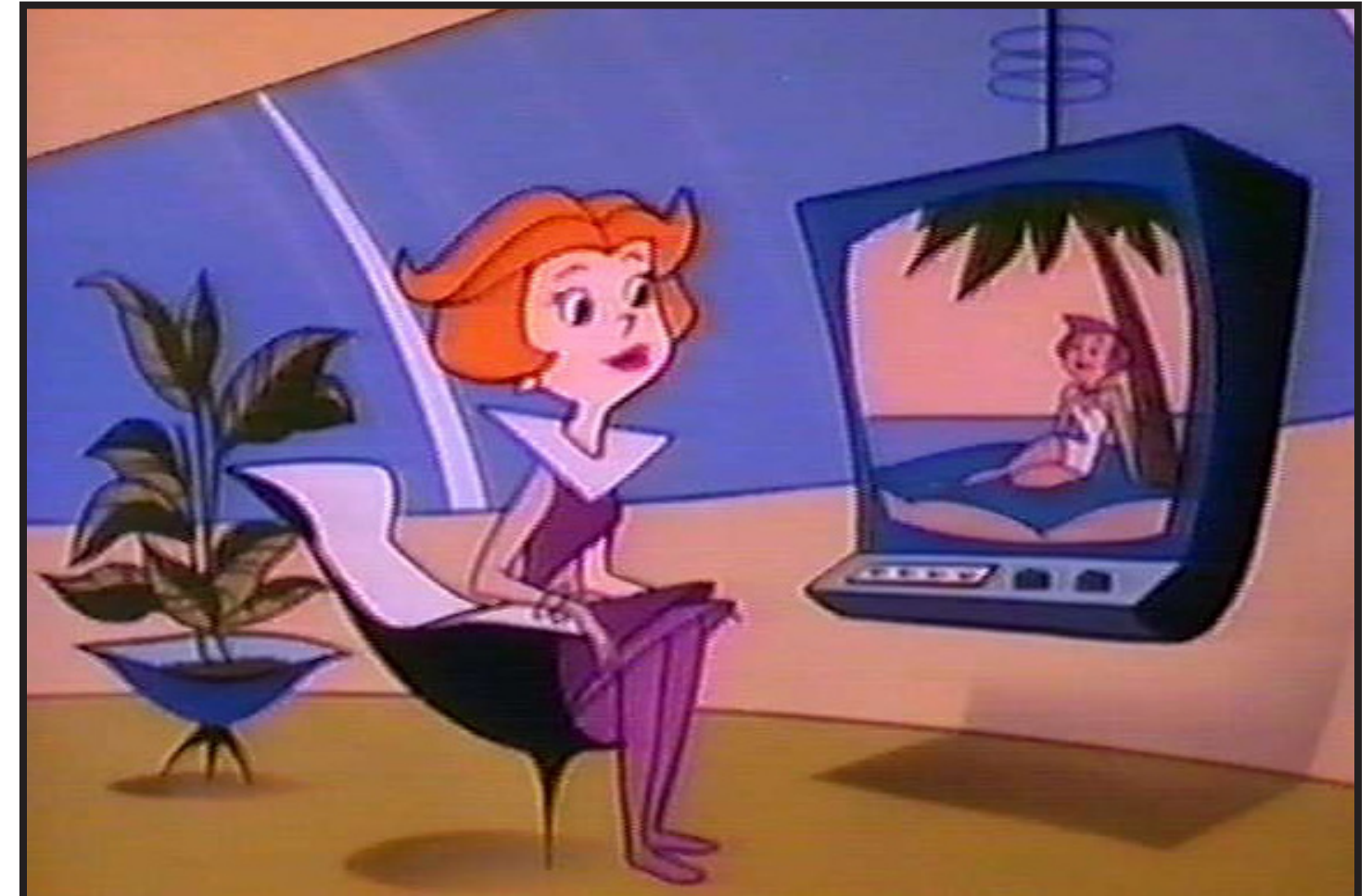
- Civilian Education System Advanced Course
- Executive Development for MWR Directors
- Disney Customer Service Leadership Training

### AWARDS AND HONORS:

- Award for Superior Civilian Service – 2012, 2014
- Commanders Award for Civilian Service – 2007, 2008, 2010, 2015

### PROFESSIONAL MEMBERSHIPS AND ASSOCIATIONS:

- National Recreation Parks Association
- Texas Parks and Recreation Society



# THE AMAZING PHRASE

Each participating office has buried a key word somewhere in their Virtual Booth - it may be repetitive, it might be colorful, but you'll know it when you see it.



Once you have all 14 words, arrange them in the correct order to reveal the AMAZING PHRASE!

Use the opposite page to unveil your answers.

AFRC-Edelweiss \_\_\_\_\_

AFRC-Dragon Hill Lodge \_\_\_\_\_

AFRC-Hale Koa \_\_\_\_\_

AFRC-Shades of Green \_\_\_\_\_

Analytics & Productivity \_\_\_\_\_

HQ Acquisition \_\_\_\_\_

ID-Europe \_\_\_\_\_

ID-Pacific (Alaska/Hawaii) \_\_\_\_\_

ID-Pacific (Japan) \_\_\_\_\_

ID-Pacific (Korea) \_\_\_\_\_

ID-Readiness \_\_\_\_\_

ID-Sustainment \_\_\_\_\_

ID-Training \_\_\_\_\_

Policy & Compliance \_\_\_\_\_



# DAILY REFLECTION JOURNAL

**THE POWER IN LEARNING** comes from the action of performing a particular activity. In the context of receiving information, personal reflection can help harness this same power of “doing”, through the action of articulating the thoughts and feelings you experienced during the receipt and engagement of the information.

In this virtual environment where we are physically separated and we miss out on the immediate opportunity of discussing what we have learned and experienced with our team member sitting next to us, or a close colleague at the next break between sessions. Personal reflection provides us the necessary bridge within the learning process: concept and content learned to the application of that content within our daily lives and our career development.

Over the course of the Symposium and to ensure you receive full possible CLPs, please complete the following daily reflection journal pages and final action plan.

Actions plan (not your journal pages) should be submitted to your respective office supervisor or chief by February 26<sup>th</sup>.

## DAILY REFLECTION JOURNAL – DAY 1

**BECAUSE IT IS THE FIRST DAY** and we are all just getting into the groove, let's keep it simple!

1. Describe the highlight of your day at the Symposium.

2. What was an "a-ha moment" for you during the instructed course content, one of the leadership articles, or other presentation material? Describe why is this an "aha moment" for you?

## DAILY REFLECTION JOURNAL – DAY 2

**MUSIC PLAYS AN IMPORTANT ROLE** in our everyday lives. It pumps us up with energy to get through a task or goal – perhaps exercising or house work. It soothes us during moments of stress. It brings us comfort during uncertain times. It can even bring us back to a specific moment in time to recall a fond memory or person. Each of our responses and engagement with a song and/or its lyrics is unique to each of us. The same holds true for today's symposium content – we each had unique experiences based on our individual personalities and backgrounds. Today, we're going to have some fun and tie the two together – our Symposium experiences/feelings to the music of our lives!

**Step 1.** Write down all the feelings you experienced throughout the day as you participated in the different offerings of the Symposium – your selected course, virtual booths, articles, and interaction with other Symposium attendees.

**Step 2.** For each feeling that you experienced and wrote down above, write down a song (or a set of lyrics) that accurately describes your feelings experienced today. For example, if you are feeling inspired by a particular course segment – write down the lyrics of a song that describes that feeling. If you were feeling happy based on an interaction with a team member – write down a song/lyrics that always makes you happy when you hear it. If you were feeling like you wanted to get up and dance – write down a song/lyrics that you just can't help dancing to every time you hear it! If you were bored, well, there must be some song/lyrics that bores you every time you hear it. So, write it down!... and better luck with tomorrow!



## DAILY REFLECTION JOURNAL – DAY 3

DAY THREE and we are done...well, almost!

1. Describe a significant event that occurred as a part of your participation in the Symposium today.

2. Why was this event significant for you? How do you see this influencing you in the future?

3. How do you see this influencing you in the future?

## ACTION PLAN

PART OF THE GOAL for the Symposium was to offer an opportunity to Learn, Network, and Grow! Time to analyze all those thoughts and feelings from the last three days and put them into ACTION for your own future benefit and growth!

1. Identify three of the concepts that resonated with you or impacted you the most over the course of the last three days of the Symposium. These could have been from the course material, the articles, or other presentation materials.

a.

b.

c.

2. Write down one action (for each concept) that you will take to incorporate these concepts and/or their benefit into your personal or professional life. Be **SMART**: **S**pecific **M**easurable **A**chievable **R**ealistic and **T**imely. Your supervisor can help you with the execution of these concepts, or perhaps just offer support and opportunity to help you obtain your goals! Don't forget to submit this action plan to your supervisor or chief by February 26<sup>th</sup> to secure your associated CLPs.

a.

b.

c.

ALL GOOD THINGS  
UNTIL WE MEET AGAIN!

