



CIVIL AIR PATROL INSPECTOR GENERAL THE IG AUDIENCE

Volume 3 Issue 10

June 2012

INSPECTOR GENERAL COLLEGE SPECIAL ISSUE

FORWARD > THIS NEWSLETTER TO ALL OF YOUR CHARTERS.

What You Missed by not coming to the 2012 Inspector General College!



◀ An opportunity to network with yet another group of CAP members dedicated to improving CAP. Friendships were formed that will last the test of time.

▶ An opportunity to participate in the presentation on leadership by Col Gloyd, CAP-USAF Commander, that brought the class to a standing ovation.

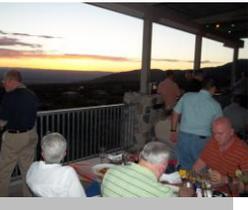


□ A first look at important changes to the IG program and methodology presented here . . . !



◀ A chance to meet the entire IG staff, to work with them, learn from them and share ideas with them.

▶ The conduct of a “real world” SUI; rather than a “No big deal!” Students and staff from the Kirtland Senior Squadron were mutual witnesses to the effectiveness and continuity of the CAP program, comparing results from Hawaii to Puerto Rico, from Washington to Texas



◀ **Enjoyment of some of the finest Southwest Cuisine to be had.**

▶ A chance to be able to dine with both the CAP-USAF Commander and the National Commander at the Mountain View Club on Kirtland Air Force Base.

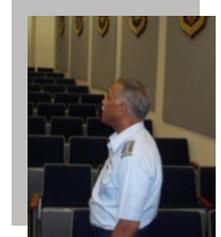


□ Coming home with experience in conducting a realistic Report of Investigation resulting from honed interviewing skills, writing exercises and clarifications one cannot get long distance or by e-mail.



◀ Not going hungry! Thanks to the efforts of folks like Norma Moreno and Gerry Rosenzweig, students and staff had plenty of nourishment!

▶ Hearing first hand from Air Force and CAP leadership, and the IG team I am lucky enough to lead, that we are on the same team; our approach to an Inspector General Program is a genuine mirror to the Air Force program.



You will now have to wait for 2 years before you can avail yourself of this opportunity again.

---Colonel Kenneth Parris, the CAP Inspector General

INSPECTOR GENERAL COLLEGE -- STUDENT PERSPECTIVE

2012 IG College - - - "Training tomorrow's leaders today!" – *Capt Eric Corn, HIWG*



Col Givens (ILWg), Lt Col Semple (MTWg),
Capt Czerwinski (WIWg)

Having completed Senior IG Course as an Assistant IG early last year, I quickly discovered huge gaps in my IG knowledgebase upon appointment as Montana Wing IG last fall. The IG College is empowering me to confidently fulfill my duties as a relatively new wing IG. Experience is an excellent teacher and hands-on experience is what you get at IG College.

Yes, there are some PowerPoint presentations; however, even those are dynamic, informative and lively. Both morning lectures and seminar time are filled with interesting real-world examples and presented by amazingly talented individuals who draw upon a wealth of knowledge and experience.

They freely share personal insights in an effort to equip the College students to go forth with a broader understanding of their responsibilities. Attending IG College has expanded my IG network immensely – establishing working relationships with numerous IGs throughout the IG System. If you work in any capacity as an IG or Assistant IG and have not attended IG College recently, I strongly suggest you plan now to attend the next IG College in 2014. I am so glad I did!

--- *Lt Col Karen Semple, MTWg/IG*



Maj Barbieri and Col Mathews

Attending Inspectors General College is simply all the things about case investigation and trial work that you **did not** learn in law school and at the same time you are serving your country. I went through the College and now it is an employment requirement at my law firm.

--- *Major Peter Barbieri, DEWg/IG*

Since it had been 4 years since I last attended the IG College, I decided it was time to return to get a refresher and learn what new techniques have been developed. A different learning structure of lecture and small seminar group was refreshing, and allowed students to obtain general information on subjects and techniques, then share and debate their ideas. Of particular interest to me was a lecture by Col (Dr.) Mathews covering general psychological behaviors and what these behavior may indicate. The guidance of the seminar leaders was invaluable, and greatly appreciated.

---*Col Maurice Givens, ILWg/IG*

When my Wing IG "suggested" I attend the 2012 IG College, I asked myself "What value will I get from going to the college?" After all, I had just completed the IG Basic and Senior courses and felt that I had a good grasp of the tools and the program. Now, as a graduate of the College, I can clearly state the value of my attendance:

- A broader, deeper and more insightful perspective on my role as part of the IG corps and the impact that I can have;
- A crystal clear understanding of what it means to be professional in the performance of my duties and why professionalism is the key to success in the IG role;
- Most importantly, my experience at the IG College provided me with an understanding and appreciation of what it truly means to be "Dedicated to Improving Civil Air Patrol" and the motivation to make a difference.

---*Capt Craig Czerwinski, WIWG/IGA*

NOTE: Due to the training staff's time commitments to the IG College in June and the National Board in August, on-line Blackboard IG Basic Courses will not be offered in those two months.

The 2012 IG College “Take Aways”

By Lt Col Ed Burns, CAP/IGTA



After an exhaustive 6-day infusion of knowledge, it's time to take pause and reflect on what just happened. You immerse yourselves in a real-life complaint and also received the invaluable experience of interviewing real people in order to get to the bottom of your Complaint Analysis and subsequent investigation. Based on your questions, you received various flavors of answers – exactly as you would in real life.

Take Away #1: It is so important to write out your questions before you interview anyone. Design your questions to allow the interviewee to do most of the talking. Stay away from 'Yes' or 'No' answers as much as possible. Also, if you are going to allow the interviewee to do most of the talking, be prepared to rein the conversation in so you stay on track.

When interviewing, you must also consider the psychological aspects, as described by Col (Dr.) Greg Mathews. This is a good way to 'size up' your interviewees and make those needed adjustments to the way you approach them. There is no one, true cookie cutter approach to dealing with people; you have to be alert and be able to pick out those subtle 'red flags.'

Take Away #2: Refresh your knowledge on a continuing basis. Don't just settle into your job as an IG thinking "now I know it all." Changes occur over time and you have to be prepared to react to those changes. Stay current.

Then came the opportunity to perform a real-life Subordinate Unit Inspection (SUI). It was an opportunity to interview people you had never seen before; people who were totally removed from any Wing philosophy to which you were accustomed. You also received a presentation from Lt Col Dave Myers of the Air Force Inspection Agency (AFIA), who let you in on a great secret: the philosophy behind the Air Force and CAP inspection programs isn't all that dissimilar (except for the nuclear weapons aspect) – the keyword is "compliance."

Take Away #3: No matter how the inspection program may change over time, an IG must still manage the oversight of his/her subordinate units. You need to be able to provide guidance and keep your units on track, making sure they correct all deficiencies. This is your job as a manager of the process.

Lastly, you functioned as a member of a seminar team. Hopefully you provided input into situations confronted by your team, which gave you an opportunity to converse with your peers and your seminar leaders. This again is how it should work on a regular basis. Revisit the first presentation you had on Sunday regarding the Core.

Take Away #4: You are not alone out there. You should now have a network of other IGs you can talk to. You now know some members of the National Staff you can also talk to. Don't be afraid to foster these avenues of communication. We are all in this together – we really can work together in harmony.

SENIOR COURSE OFFERING



General Information about signing up students for the Senior Course: We give students a pre-test conducted via <http://caplearning.blackboard.com/> for all **Senior Courses**. Once registered, our Staff-assigned course instructor gives each student a user name and password via e-mail to take the pre-test, and then download essential pre-course readings.

Common sense and budget constraints preclude the expense of course material duplication and travel for a member of the IG Staff to teach a course to only 4 or 5 members.

TO INQUIRE ABOUT COURSE or to SCHEDULE A COURSE:

CONTACT Col Larry Stys, CAP/IGT, at lwstys@wi.rr.com or 1-262-752-0489

TO REGISTER FOR SCHEDULED COURSES

CONTACT Gerry Rosenzweig, NHQ/EXS at grosenzweig@capnhq.gov or call at 1-877-227-9142, ext 228

ALERT: COURSES OFFERED IN FY13 (AFTER 1 OCT 12) MUST HAVE 15 STUDENTS REGISTERED NLT 2-WEEKS IN ADVANCE.

Please shake those bushes!

LOCATION	DATES	LOCATION	PT OF CONTACT
NAT BD MTG	21-22 Aug 12	Baltimore, MD	Gerry Rosenzweig NHQ
CAWG	28-29 Sep 12	Ontario, CA	Lt Col Craig Gallagher
NER Conf Site	11-12 Oct 12	Long Island, NY	Lt Col Ken Knightley
MTWG	20-21 Oct 12	Ft Harrison, MT	Lt Col Karen Semple
NVWG	25-26 Oct 12	Reno, NV	Lt Col Perrenot
PRWG HQ	17-18 Nov 12	San Juan, PR	Colonel Luis Cubano

All Senior Courses are two full days of class work

➡ **Day One** begins at 0730 and ends at about 1600. Students will receive a case study workbook that contains work that needs completion by student teams in quarters.

—HOMEWORK! We have to do homework? ... aaaargh!!!!

➡ **Day Two (2)** begins at 0800 and will end no later than 1730. How soon (?) depends on class size and post-test results. All students pass this post-test with an 80% correct or greater with assistance from the instructors. Plan accordingly by not making travel arrangements based on getting out prior 1730!

The Basic Course on Bb™: “Changes are Coming”

By Lt Col Ed Burns, CAP/IGTA

Basic Course in Seminar or on <http://caplearning.blackboard.com>

Changes are coming for the **online** components of the IG Basic Course. It is still too early to state what the replacement product for Blackboard™ will be, but we have been assured that we will have a new system by October 2012. The ‘in seminar’ version will be the same and you can continue to contact Mr. Gerry Rosenzweig (contact information above) for your course materials. Keep contacting me (eburns@cap.gov) if you wish to sponsor an online course just for your Wing/Region.



SUBSCRIBE to the “TIG BRIEF”

All appointed CAP IGs have been invited to subscribe. It comes out quarterly and it is free! CAP Inspectors General may subscribe to the official magazine of the Air Force Inspector General, *The TIG Brief*, first printed 63 years ago, by e-mailing tigbrief@kirtland.af.mil or online at <http://www.afia.af.mil/tigbrief.asp>

ARE YOU “ON DECK”?		
<u>Upcoming Compliance Inspections for the rest of CY 2012</u>		
Wing	Scheduled Inspection Dates	Number of Findings Still Open From Previous CI
MONTANA	21-23 JULY 2012	6
IDAHO	4-6 AUGUST 2012	26
CONNECTICUT	22-24 SEPTEMBER 2012	1
NEBRASKA	13-15 OCTOBER 2012	None
NEW JERSEY	27-29 OCTOBER 2012	None
No. CAROLINA	1-3 DECEMBER 2012	3

Note: The Editor of the *IG Audience* is Col Lawrence W Stys, CAP/IGT. Direct all submissions and corrections to lwstys@wi.rr.com

The attached flyer (next page) advertises the Rocky Mountain Region, Montana Wing-sponsored, IG Senior Level Course in October and is for you to disperse . . . and to borrow ideas from to advertise your own planned course. The Flyer was prepared by Lt Col Karen Semple, CAP, Montana Wing Inspector General.



INSPECTOR GENERAL SENIOR LEVEL COURSE



WORK TOWARD YOUR INSPECTOR GENERAL SENIOR LEVEL

This in-residence course, designed to help CAP officers better execute duties and responsibilities associated with Inspector General, Assistant Inspector General, SUI Inspector or Command and Staff positions, is also an opportunity to improve your understanding of the IG System. This is a required course for award of the Inspector General specialty track Senior level.

You also need this training if:

- You are currently serving in a command or wing/region staff position, and/or:
- You want or need a better understanding of the Civil Air Patrol Inspector General system.

Following successful completion of this training, you will receive a course completion certificate to present to your employer, which you may also use to submit for professional development units (PDUs). Many employers will pay for you to attend this course.

There is a \$30 fee that includes snacks and lunches both days. Register early to reserve your place at the Inspector General Senior Level Course (seating is limited.)

(*) In addition to the \$30, you will need to pay separately for billeting at Fort Harrison if you have a private room (from Free Troop Room to \$38.50/night), in addition to your breakfasts and suppers on the local economy. There is no dining facility available on Fort Harrison.

ENROLLMENT DEADLINE: 7 October 2012

Apply on CAPF 17 through appropriate command channels with a \$30.00 fee payable to Montana Wing (For IG Senior Level Course).

Mail Application (CAPF 17 may be emailed) and Payment to:

Lt Col Karen Semple, CAP

E-mail: IG@mtwg-cap.us

PO Box 7083

<mailto:IG@mtwg-cap.us>

Helena, MT 59604

IG Senior Level Course curriculum is in-depth and designed to help you succeed. You will receive training with meaningful and relevant assignments!

INSPECTOR GENERAL SENIOR LEVEL COURSE

20-21 OCT 2012

Regional Training
Center
Fort Harrison
Helena, MT

Curriculum Includes:

- In-depth Information
- Complaint Resolution
- Interview Strategies
- Interview Techniques
- Listening Skills
- Secure Data Entry
- Leadership
- Problem Solving
- Human Relations
- Team Building
- Compliance Inspection Info
- Subordinate Unit Inspection Info
- Excellence
- Oral and Written Communication