** **

**EOCR CLASS 22 HOTEL 69**

**50 YEAR REUNION**

**AFTER ACTION REVIEW**

**Event Reviewed:** Communication

**Reviewed By:** Jim Wilson

**Date:** 17 October 2019

**Give A Summary Of Your Area Of Consideration:**

There is a famous quote from the movie, “Cool Hand Luke” that says, “What we have here is a failure to communicate.” Perhaps the opposite of that quote is Army Leadership Principle #7 – “Keep your people informed.” Our reunion planning team made every effort to keep our classmates informed. One of the primary means of achieving that was the use of emails. We had five different email groups: (1) all former 22 Hotel graduates who had joined our email chain, (2) first platoon members only, (3) second platoon members only, (4) reunion attendees only, and (5) reunion planning team members only.

**External Communication:**

Our first emailing to create an interest in the 50 year reunion was sent on 18 March 2018 (Appendix #1). Attached to that email was a photograph showing both platoons engaged in “toting” a large log with TAC officers along for the ride (Appendix #2). Shortly thereafter a survey was sent polling members on reunion attendance, locations, and dates. A roll up of those responses is in Appendix #3). Numerous other emails are referenced in other individual reviews. A Master List of Contacts spreadsheet (Appendix #4) that gave names, platoon, mailing address, contact phone numbers and email addresses was created and used extensively. Telephone call lists for each platoon (Appendices # 5 and 6) were utilized to encourage members to attend the reunion. Our team also utilized SITREPS (Appendix #7 - 21 Jan 19 – Tours) by functional area to keep our attendees informed. Contacts with all non-classmates followed the same pattern of emails and phone calls. In one instance a FAX was sent for a signed Event Order to the Sheraton Pentagon City Hotel. As we interfaced with different entities, we created and updated a Master Points of Contact List (Appendix #8). This will be a great reference for anyone planning a future reunion. To help us maintain communications at the proper time – a Reunion Planning Calendar Timeline (Appendix #9) was also created. During the months preceding the reunion, we also emailed numerous photos and excerpts taken from both platoon’s histories. Our hope was to stimulate an interest and anticipation in reuniting in October of 2019. Our teams took one week off for Christmas, and other than that break maintained constant communication within and outside our team.

**Event Reviewed:** Communication **Page 2 of 3**

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**Internal Communication:**

Our planning team began internal communications only with emails. That system proved tedious and a bit overwhelming. With seven team members and numerous opinions on one topic – we at times had a string of 20 emails on one topic. There was the advantage of being able to print emails, but in January of 2019, we decided to try teleconferencing. One of our member’s wives, Maddie Tavares, was very technologically savvy and utilized a program called ZOOM. A ZOOM video conference was free and had the addition of communicating visually as well as by audio. That system worked well for three months but technical difficulties made us start using conference calls. Jeff Ellis had a staffer in his office set up our calls for the second Tuesday of each month at 1000 hours on Eastern Standard Time. This service was provided at no cost to the team. We used conference calls on a monthly basis to include our last “meeting” on 1 October – only two days before the reunion. An agenda was developed for each meeting (Appendix #10 – ZOOM Meeting Agenda 18 Jan 19) and minutes were recorded with corrections and approval at the next month’s meeting. (Appendix #11 – Minutes 6 August, 2019).

**What Went Well – What Were The Successes?**

All relevant and pertinent information was communicated to our reunion attendees as well as to others and our team

We had excellent feedback from our communications which directed our planning and execution

We had great interaction among attendees responding the class photos and sections of platoon histories sent to the class

The different call lists, master class contact, points of contact, and numerous other spreadsheets utilized in all functional areas were invaluable (a special thanks to Kit Kitson for developing the majority of these.)

All communication tools (spreadsheets) were updated on an as needed basis

**What Could Be Improved And How ?**

**Lessons Learned:**

In hindsight – we should have scheduled team monthly teleconference meetings from the outset

A follow-up survey could have been given to attendees with an opportunity to provide suggestions on improving communication

Keeping and maintaining files and folders in Word and Excel is a “must” in having a successful reunion

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**Recommendations:**

Emails should be sent only to target groups and not to anyone not affected (Example: only those going on the Capitol tour)

When possible and practical – telephone calls are preferred over emails

Face to face communication should be utilized whenever possible

Save on the computer all files related to communication. Keep printed copies of all email and other written correspondence with anyone and everyone

Too much communication is preferred over not enough communication

**A P P E N D I C E S**

1. [Come Together Email - 18 Mar 19](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/come_together_email_-_18_mar_19.docx)
2. [Photo - Both Platoons Booney Log Toting](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/booney-log-toting.jpg)
3. [Responses For Reunion](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/ocs_22_hotel_69_responses_for_reunion_-_final.xlsx)
4. [Master Contact List - 7 Oct 19 - Privacy](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/master_contact_list_-7_oct__2019_-_privacy.xlsx)
5. [Telephone Call List For First Platoon - Privacy](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/call_list_-_privacy_-_1st_platoon.xlsx)
6. [Telephone Call List For Second Platoon - Privacy](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/call_list_-_privacy_-_2nd_platoon.xlsx)
7. [SITREP #2 - Tours - 13 Jan 19](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/sitrep_2_-_tours.docx)
8. [Master Points Of Contact - Privacy](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/master_points_of_contact_list_-_privacy.xlsx)
9. [Reunion Time Line](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/reunion_timeline.xlsx)
10. [ZOOM Meetings - Minutes - 18 Jan 19](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/zoom_-_18_jan_19.docx)
11. [Conference Calls - Minutes - 6 Aug 19](http://www.engineers1969hotel22class.org/uploads/5/6/7/4/56741349/minutes_-_6_aug_19.docx)