



EIE EXPRESS

The Monthly eNewsletter for USACE Europe District's *Engineering in Europe* Magazine

Issue 68, July 2015

AROUND EUROPE

Illness leads to unexpected friendship



Sandy Higgins hadn't slept for three nights. Unable to breathe normally and fighting a 103-degree fever, she grew more panicked by the minute.

About 24 hours later, the office engineer with U.S. Army Corps of Engineers Europe District's Romania Missile Defense Agency Resident Office wound up in the home care of two complete strangers. She had no idea that one of the most traumatic events in her life would lead to a deep personal bond with the Romanian doctor couple who saved her.

[... Read More](#)

Workshop addresses disaster response

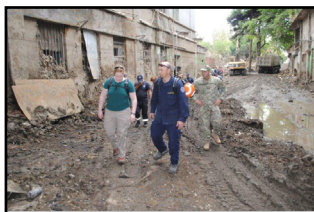
PODGORICA, Montenegro – In a nation affected by floods, droughts and earthquakes, the government's capacity to respond to and manage the consequences of a disaster is a matter of life and death.



Six experts from USACE and the Maine National Guard took part in a recent Civil-Military Emergency Preparedness workshop aimed at helping local officials develop exercises for major calamities threatening the country.

[... Read More](#)

Team inspects Georgia flood damage



Recent floodwaters from the Vere River carved out chunks of earth large enough to create new rivers at sections throughout Tbilisi, Georgia.

"It was like a fire hose blasted through the city," said Doug

Wesemann, a Europe District structural engineer, who described the torrent of water that raged down the river valley June 13-14 and damaged the capital city.

The deadly flood claimed the lives of 20 people and killed more than 300 animals from the Tbilisi Zoo.

[... Read More](#)

Commander's Corner

No treble: Communication all about that bass



Thank you for your tremendous efforts to handle a workload that continues to increase in size, has greater international reach and comes to us with more compressed timelines than ever before. You all are meeting this challenge and your efforts are greatly admired by our many partners, myself and the district leadership, and leaders throughout the U.S. Army Corps of Engineers. As a result of Europe District's expansion and the ever-rapid pace of information, effective communication with our partners and stakeholders — and internally — is more vitally important than ever. Moreover, this is a topic we should all work to further develop on a regular basis.

Communication must be effective in every aspect of one's life, both professional and personal. It is not simply the transmission of a message or even the message itself. Effective communication is the mutual exchange of understanding or, as some would appropriately say, the mutual exchange of information to **prevent misunderstanding**. Don't communicate to be understood; communicate so you're not misunderstood!

Like every district in USACE, we strive to be a high-performing organization, and I would argue that effective communication is the essence of achieving such a goal. Our ability to effectively exchange information verbally and in writing — externally with our partners and stakeholders, and throughout multiple levels within our own district and agency — is absolutely among the most critical aspects for organizational success.

Many of us are "tolerable" communicators, but the more difficult challenge is how to become an "effective" communicator. I have challenged myself to do so and hope everyone in Europe District will do the same.

Here is my top 10 list for communicating effectively:

1. Understand your audience;
2. Schedule and prepare thoroughly;
3. Speak, pause, listen;
4. Follow up in writing;
5. Ask for feedback;
6. Address problems;
7. Establish and meet deadlines;
8. Communicate confidently;
9. Be responsive;
10. Write well

According to Dr. John Lund, a renowned human-relations expert, when communicating verbally, we interpret messages based on the following three ways:

- 55 percent on facial expressions and body language
- 37 percent by tone
- 8 percent on the actual words spoken

These statistics clearly show how important it is to deliver a message in the proper manner.

Let's all strive to truly be effective communicators.

Army Strong ... Building Strong!
COL Matt Tyler

SPOTLIGHT on Information Management



The Information Management Office in Wiesbaden, Germany, is a mix of civilians, local nationals and contract employees working together with a focus on mission support and customer service throughout Europe District.

The Information Management Office provides information-technology support to personnel at Europe District headquarters in the Amelia Earhart Center and the district's 30 field locations across nine countries.

The HelpDesk is the most visible part of IM, directly supporting users by troubleshooting issues, issuing equipment and installing software. Behind the scenes, the server and network teams ensure the district's robust IT infrastructure is reliable and secure, and it remains operational over 99 percent of the time. These folks do the background "magic" that allows the district to accomplish its mission without downtime or loss of data.

IM also aids field offices through remote service and site visits. Assisting in the opening, closing and moving of field sites can be challenging and rewarding.

The Amelia Earhart Center mailroom is supported by the office and handles official and personal mail for USACE employees and other building tenants. IM provides added support in areas such as: photography and visual information; records management; Web collaboration; computer-aided design hardware and software; intranet and Projects and Acquisitions portals; IT training; and audiovisual support of district events.

Upcoming IM work includes setting up the new Missile Defense Branch project office in Poland, relocation of the Central Area Office and Continuity of Operations site from Kaiserslautern to Sembach in Germany, and a Microsoft Office upgrade.

The IT field is one of constant change and IM staff members enjoy tackling this dynamic environment, while embracing a "work hard, play hard" philosophy, said Hal Moncrief, the Information Management Office chief.

Aaron Schroeder, an IM mail clerk, likes the fact he can travel outside Wiesbaden in any direction and be in a different country in less than four hours.

"The opportunity to see Europe is really special," he said.

Maria Rodriguez, an IM management assistant and military spouse, says she appreciates her job and the office camaraderie.

"It's what kept me going during my husband's nine-month deployment to Afghanistan," she added. "My USACE co-workers became my extended family; I was blessed to work with exceptional individuals who have a passion for life."

Rodriguez hopes to spend every bit of spare time left in Germany traveling to other European countries while preparing for a move back to the U.S. With little time left in Germany, she's soaking up as much culture as she can.

"Only God knows when we will get another chance to live in such a historical and magical place," she said.

WORK WITH USACE

EPAA Phase III
Aegis Ashore in Poland
Solicitation number:
W912GB-15-R-0022

Environmental services
Across Europe
Solicitation number:
W912GB-15-R-0016

Day care centers
Belgrade, Serbia
Solicitation number:
W912GB-15-R-0028

*Click announcement or visit FBO.gov
for more solicitations.*

NAU in the News

- Africa Command, New clinic and school among humanitarian projects in Togo – article
- The Tirana Times, 'Not just a building, an investment in the future' – article
- The Stuttgart Citizen, Progress update on new Panzer schools – photos

Are you following us?



**Click the icon and
become a fan today!**

DISTRICT PEOPLE



Rockin' the '70s

DISTRICT PARTNERS



Georgia flood aftermath

DISTRICT PROJECTS



Satellite communications

AROUND THE CORPS

Navy divers recover first of 4 cannons from CSS Georgia

[... Read More](#) 

Fort Supply Lake utilizes solar power to save energy

[... Read More](#) 

AROUND THE ARMY

Army bolsters Team USA performance at Pan Am Games

[... Read More](#) 

Exercise Saber Guardian joins Rapid Trident in Ukraine

[... Read More](#) 

AROUND THE DOD

Carter: Nuclear deal limits Iran, not the Defense Department

[... Read More](#) 

America's continued commitment to European security

[... Read More](#) 

WATCH: Parents and teachers on 21st-century learning

Operations Security Antiterrorism Awareness Month

August is Antiterrorism Awareness Month. The annual Armywide campaign, now in its sixth year, was established to instill heightened awareness and vigilance to prevent attacks and protect people, information and critical resources from acts of terrorism.

Terrorism remains an enduring, persistent, worldwide threat to the nation and Army in both U.S. and overseas environments. Communities should be reminded that everyone can help. This is accomplished through broad strategic communication themes and specific tasks identified for the 2015 observance.

Communication themes being reinforced include constant vigilance, timely threat reporting, knowledge of antiterrorism concepts and principles, and key leadership emphasis. Personnel and community members should also continue to recognize and report suspicious activity, stay current on antiterrorism training, help mitigate the insider threat and be aware of social media risks.

Every U.S. Army Corps of Engineers member plays an important role in preventing terrorist acts. By understanding the indicators of potential terrorist activities and reporting suspicious behavior to military police or local law enforcement, community members enhance and extend USACE's protection posture.

Comments? Corrections?

Contact the Europe District Public Affairs Office at:

dll-cenau-pa@usace.army.mil

U.S. Army Corps of Engineers Europe District

Attn: Public Affairs

CMR 410 Box 1, APO AE 09049-0001

Miss an edition?

Visit the EIE Express Archive



The EIE Express is an unofficial publication of U.S. Army Corps of Engineers Europe District, authorized under the provisions of AR 360-1. The editorial views and opinions expressed, as well as others within external links, are not necessarily those of the U.S. Army Corps of Engineers or Department of the Army. Engineering in Europe is a command information publication of U.S. Army Corps of Engineers Europe District.

Commander COL. MATTHEW R. TYLER
Deputy Commander LT. COL. ANDY HEMPHILL
Public Affairs Chief BRIAN TEMPLE
Editor VINCE LITTLE
Staff Contributor JENNIFER ALDRIDGE