



Bridge Chat Overview and Importance

An attitude of excellence is fueled by high intentions and sincere, deliberate effort — all three are vital to the U.S. Air Force.

To build a culture of excellence:

1. Adapt and respond gracefully.
2. Be positive.
3. Check your ego.
4. Communicate standards and follow them.
5. Expand decision-making.
6. Find solutions.
7. Recognize small wins.
8. Share knowledge.
9. Show up and stay engaged.
10. Tap into people's strengths

Chat Reminders

▶ Based on feedback from the field:

August 2019 resilience tactical pause feedback told us that our teammates overwhelmingly want continued, sustained and consistent opportunities to talk with their leaders.

▶ Leaders have flexibility. HQ ACC provides the topic, but the timing, delivery, and discussion questions are at the commander's discretion.

▶ Cohesive teams built on trust and synergy are more effective

Above all else...

Demonstrate respect for human dignity

Excellence

Bridge Chat Purpose: Create cohesive, high-performing teams that foster trust and connection through flexible and consistent small group discussions; in direct response to overwhelming feedback from the CSAF 21's Resilience Tactical Pause.

Getting the Conversation Started

VIDEO: The best way to start this month's discussion is with a reminder of one of our foundational principles:

<https://www.youtube.com/watch?v=qB5ZBLzXMU0> (2:32)

For us to be better than we were yesterday, doesn't require someone else to be worse. We are all on one team. We can all succeed.

– CMSAF JoAnne S. Bass

Related Resources

It is easy to misunderstand the pursuit of excellence as perfectionism. This article outlines 10 ways excellence differs from, and is superior to, the pursuit of perfection:

<https://www.excelatlife.com/articles/excellence.htm>

"The power of excellence is overwhelming. It is always in demand and nobody cares about its color."

– General Daniel S. "Chappie" James, USA

Suggested Discussion Questions ▶

1. Reflecting on CMSAF Bass' words, how have AF teammates helped you be successful?
2. Reflecting on yourself, what barriers to excellence have you recognized and overcome?
3. What personal habit improves your ability to perform your best at work?
4. Describe a situation in which you strove for perfection and how it made you feel.
5. Could you distinguish an attitude of excellence from a perfectionist mindset in others? If so, how are they different?

