



# **NEWS RELEASE**

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## Army-wide Warrior Transition Unit Stand Down

### 'Begin with the Basics'

As part of Warrior Care Month the Army Surgeon General directed an Army-wide Warrior Transition Unit Stand Down focusing on 'Begin with the Basics' customer service training for leaders, cadre and staff. Senior leaders will participate in a VTC and then take the training to other WTU staff members.

LTG Patricia Horoho, Army Surgeon General and Commander, Army Medical Command, said the Stand Down day is our opportunity to step back and reflect on the importance and meaning of the portion of the Warriors' ethos that states "I will never leave a fallen comrade." Horoho said she expects WTU leaders to improve the lives of wounded, ill and injured Soldiers and their Families in a compassionate, respectful and selfless manner adding that our actions reinforce bonds of trust between Soldiers, Families and our Nation.

Customer service training is routine in Army medical treatment facilities, and is expanding to include Warrior Transition Unit leaders, cadre and staff.

"Just as we owe our Soldiers and Families the very best leadership and care they deserve, we owe our leaders the best training and development we can provide to help them succeed," said Brig. Gen. David Bishop, Commander Warrior Transition Command and Assistant Surgeon General for Warrior Care and Transition. He added that the customer service training is only one part of his commitment to WTU leaders. The Warrior Transition Command recently added a pilot resilience course to cadre training and expects to integrate customer service training and assess cadre selection and training processes.

According to Bishop, honing customer service skills equips the cadre with tools to better understand the needs of the people around them and to build a culture of trust where people can effectively work together.

Currently about 10,000 wounded, ill or injured Soldiers are assigned to Warrior Transition Units and Community Based Warrior Transition Units, and 87 percent of Soldiers assigned to a WTU

have deployed at some point in their careers. The Army supports 29 Warrior Transition Units and 9 Community-Based Warrior Transition Units.

For more information on Warrior Transition Command, Warrior Transition Units and Warrior Care Month, go to [www.wtc.army.mil](http://www.wtc.army.mil) or [http://wtc.army.mil/factsheets/WTU\\_Fact\\_Sheetoct2012.pdf](http://wtc.army.mil/factsheets/WTU_Fact_Sheetoct2012.pdf) or [http://www.wtc.army.mil/about\\_us/warrior\\_care\\_month\\_2012.html](http://www.wtc.army.mil/about_us/warrior_care_month_2012.html).