



SAVI

STRATEGIC ALLIANCE FOR VETERAN INTEGRATION

Getting Veterans the Benefits they Deserve

ACHIEVING SUCCESS WITH VETERAN EMPLOYEES

THE GO-TO TOOLKIT FOR ANY ORGANIZATION
WORKING WITH VETERANS

WWW.SAVIVETS.ORG

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INTRODUCTION

It's possible to support Veterans while driving new business referrals and strengthening your reputation. Whether you are a Veteran claims representative looking to improve your resume, a manager seeking training opportunities for your team, or an organization overhauling your training policies and procedures, this toolkit is for you.

Congratulations on taking the first step to better recruitment, retention, and engagement of Veteran workers!

IMPORTANT VETERAN STATISTICS

**THE VETERAN POPULATION IS CLOSE TO
20 MILLION.**



**500 TRANSITION
EVERY DAY**



9% FEMALE



91% MALE



THE VETERAN ADVANTAGE

While the military's culture may differ drastically from your organization's, they do come with many advantages as employees. Here are some of our favorite advantages of Veteran workers.

Excellent Personal Accountability

Veterans' commitment to follow-through will influence the rest of your team, as they understand how important policies and procedures can be to mission success.

A Unique Type of Adaptability

With their experience in ambiguous and challenging military training settings, Veterans are uniquely equipped to overcome nearly any new or difficult situation in the workplace.

Combat-tested Leadership Experience

Veterans are relentlessly dedicated to the success of their teams. The adverse environments they experienced during service makes them quick to lead.

Demonstrated Self-reliance.

The innovation and initiative that Veterans exhibit in their day-to-day performance will ensure they will seek out and weigh all available assets when working to accomplish a goal.

Unwavering Resilience.

Veterans are trained to persevere through all types of challenges — personal and professional — to get the job done no matter what. They will always find a way to overcome obstacles that your company may face.

A Deep Belief In The Value of Hard Work

Veterans have spent years working tirelessly to protect our nation and the people they love. They will seek to earn your trust by giving their all and motivate those around them to work harder. What a great asset!

No matter your organization's industry, new Veteran hires are guaranteed to have the interpersonal skills, motivations, and adaptability to move your company toward success.

WHY VETERANS MAKE GREAT LEADERS

THEY PERFORM BETTER UNDER STRESS



According to a study reported by KelloggInsight, researchers found that “military CEOs tend to make ethical, conservative decisions – and particularly adept at leading firms under duress.” Because they have been trained to respond in life or death situations, handling stress in non-life-threatening scenarios is much easier for them than it would be for the average civilian. Bottom line: If you want to succeed in times of distress and decline, put a military Veteran in charge.

MOST HAVE EXPERIENCE IN LEADING LARGE GROUPS



These men and women are entering the civilian workforce with some of the best training and real-life leadership experience out there – and they didn’t go to school to get it. Retired U.S. Army Gen. David Patraeus explains this perfectly. He says, “Tell me anywhere in the business world where a 22- or 23-year-old is responsible for 35 or 40 other individuals on missions that involve life and death. Their tactical actions can have strategic implications for the overall mission. And they’re under enormous scrutiny, on top of everything else.”

THEY HAVE HIGHER THAN AVERAGE INTEGRITY



Honesty is a standout quality amongst CEOs with military backgrounds. In fact, Veteran CEOs are 70 percent less likely to commit corporate fraud than the average civilian CEO. In an industry that has experienced its fair share of scandal, putting Veterans in places of influence and power could be a surefire way to keep your company name out of any unwelcome headlines.

UNDERSTANDING HOW VETERANS WORK

COMMUNICATION STYLES

Civilians prefer email and text over phone calls and face-to-face communication. Veterans typically do not. With more than 205 billion emails sent every single day, the average office worker receives 121 emails daily. Therefore, their preferred face-to-face (or phone call) communication style is of value and may help them work more efficiently. While others are sifting through endless emails, they're getting things done.

VALUE OF TEAMWORK

Working as a team is the founding principle of any great military culture. Working alone in training or on the battlefield could result in devastating consequences, which is why the military work style is one of collaboration and teamwork. While Veterans are more than capable of working alone, their ability to thrive in a team setting is a huge advantage.

WORKPLACE AGILITY

Being a jack-of-all-trades is a well-known and widely-accepted part of being an active duty Veteran. Their constant training in various skills helps teach them agility, which is a huge asset in the workplace. This means they're able to catch on fast and become a productive employee in less time than it may take others.

4.55 MILLION VETERANS

RECEIVE DISABILITY
COMPENSATION ANNUALLY

SUPPORTING VETERANS WITH DISABILITIES

Here are five of our best tips to support disabled Veterans in your workplace.

TRAIN YOUR MANAGERS

Successful support of disabled Veterans in your workspace starts at the top. It's important that you know how to manage the various readjustments that any Veteran, disabled or not, may have in his new civilian work environment. The VA has plenty of resources and information devoted specifically to this topic. Find the training that works for your business and equip your managers with the knowledge they need to better serve your Veteran employees.

ENCOURAGE FLEXIBILITY

Veteran workplace preferences will differ depending on the disability. If suffering a brain injury, a Vet may require quiet workplaces with minimal distractions. For them, a good set of sound-proof headphones could go a long way to encourage productivity. Those with PTSD, however, may view silence as a distraction. Playing low background music or sitting them near a window may be beneficial for these individuals. Regardless of preferences, it's important to encourage your Veteran employees to find what works best for them and then be flexible.

PROVIDE RESOURCES

Many Veteran-accommodating businesses have found that mentoring programs thrive in the workplace. By creating these mentorship programs between employees, you're able to support your team and facilitate a much smoother transition for Veterans new to the civilian sector. Mentors are typically seasoned employees who can answer questions, provide insight and serve as a friendly face around the office.

In addition to this mentor program, provide additional resources to disabled Veterans with more severe needs, whether they be medical or emotional. Connect them with local community groups and ensure they are informed about the counseling options in your area that specifically support disabled Veterans.



CREATE A CULTURE OF INCLUSIVENESS

One of the most important ways to support disabled Veterans in the workplace is by creating a culture of inclusiveness. First and foremost, make sure your business can easily accommodate those Veterans with physical disabilities. This includes handicap accessible entrances, exits, and bathrooms as well as keeping hallways devoid of clutter and office furniture spaced appropriately. Ask your employees, Veteran or otherwise, what they need to feel supported in their job. By making such accommodations, your employees will feel thought of and included.

ACKNOWLEDGE MILITARY SERVICE

If you're already making adjustments for your Veteran employees, you clearly care about their success at your company. Why not take it a step further and acknowledge their prior service through special honors or rewards? This could mean giving all Veterans the day off for holidays like Veterans Day, recognizing them in your company newsletter or providing free lunch to all Veteran employees on specified days.

Veterans have sacrificed greatly for our country. Many have put their mental and physical health at risk and spent significant amounts of time away from their families. Creating workplace accommodations for our disabled Veterans is one small way to truly thank them for their service. When including Veterans in your workplace, keep in mind that all needs differ and that some disabilities are more severe than others. If you're flexible, resourceful, and inclusive, you will reap the many benefits that come with hiring Veterans.

ARE YOU AN EXISTING EMPLOYER OF VETERANS?

Check out our employer programs and certificates. Visit www.savivets.org/organization to learn how we can help you serve and support Veterans in your workplace. We can even connect you with transitioning Veterans looking for employment!

CELEBRATING VETERANS AT WORK

Here are some of the most important holidays to our nation's Veterans and how to honor them accordingly.

MEMORIAL DAY

Though some may mistake this holiday for another Veterans Day lookalike, Memorial Day is specifically to honor the fallen soldiers – not the living. Formally called Decoration Day, this holiday was borne out of the Civil War as a desire to honor our dead. This special celebration has continued to be a day in which our country holds dear. We hope you'll take it as seriously as your Veteran employees likely will, as many of them will be paying tribute to their own fallen brothers and sisters.

Here are a couple ways you can celebrate with them leading up to or on Memorial Day:

- As an office, volunteer at your local Veterans cemetery; and place flags and flowers on gravestones of the fallen.
- Make a corporate donation to provide financial support to Gold Star families. To get employees involved, set a deadline for donations and match the final donated amount with company funds.
- Talk to your Veteran employees about who they will be remembering this Memorial Day. With their help, you can recognize those individuals in a special newsletter or on your company's social media pages.

FLAG DAY

Flag Day has roots as far back as 1885, though it wasn't officially recognized as a holiday until 1949 when President Truman signed an Act of Congress designating June 14th National Flag Day. The day commemorates the adoption of the Stars and Stripes as the official flag of the United States. Common ways to celebrate include flying the American flag outside homes and holding celebratory ceremonies at schools.

Here's how you can follow suit at your office this year:

- If you don't already, consider flying the American Flag outside your business. Be sure to follow proper flag etiquette.
- Hold a Flag Day Art Contest that encourages employees to create patriotic art across various mediums and offer the winner a prize.
- Specify a time to have all employees stop work and say the Pledge of Allegiance.

INDEPENDENCE DAY

The Fourth of July is one of the most widely celebrated holidays in our country, and certainly the most patriotic. Commemorating the day that the final draft of the Declaration of Independence was approved by the Continental Congress in 1776 is important for Veterans.

Here are a few ideas to fuel the fun:

- In the week leading up to the July 4th holiday, hold a Patriotic Costume Contest prompting employees to come to work in their best patriotic garb.
- Pick a day before the holiday weekend to provide burgers and hot dogs at lunch for all employees and ask staff members to bring their favorite side or dessert.

VETERANS DAY

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OUR TOP VETERAN HIRING TIPS

Are you unsure how to evaluate the qualifications of Veterans? Try not only evaluating them based on their skills but also by their specific achievements, attitude, and ambition.

This review is multi-faceted and should include any major aspects of Veteran achievement while in service. This may vary from a civilian's past achievements, so we've created this table to assist you with the process:

- Rank Advancement
- Recognition & Awards
- Professional Education
- Civilian Achievements

Questions To Ask

- What did your official evaluation say about your performance?
- Tell me about your promotion history. Were you promoted on track or ahead of your peers?
- What was the most rigorous training you went through while in the military?
- What did it teach you, and what did you learn about yourself in the training?

ABOUT SAVI

Whether you are a Veteran claims representative looking to improve your resume, a manager seeking training opportunities for your team, or an organization overhauling your training policies and procedures, SAVI is here to help.

We are a national nonprofit that is dedicated to supporting Veterans and the organizations that work with and for them. Our certifications, training, programs, and more are designed to help increase the efficiency of your organization and see better returns on your Veteran hires. You can learn more at www.savivets.org.