



COMMUNICATION & ASSERTIVENESS TRAINING

Presented by Military & Family Life Counselors

OBJECTIVES

- Components of communication
- Verbal and nonverbal communication
- Communication guidelines
- Being an active listener
- Communicating long distance
- Roadblocks to communication
- Assertiveness and it's importance in communication



COMPONENTS OF COMMUNICATION

- Verbal communication
- Nonverbal communication
- Listening skills
- Being assertive



VERBAL COMMUNICATION

- Chosen words
- Listening Skills
- Voice quality
- Clarity of the words
- Pace and rhythm of the words



NONVERBAL COMMUNICATION

- 90% of communication is nonverbal
- If nonverbal communication does not match verbal language, miscommunication can happen
- People make assumptions based on nonverbal communication



NONVERBAL COMMUNICATION

- Tone of Voice- urgency, hesitancy, belligerence
- Body Language- arms folded, fidgeting, leaning forward
- Facial Expressions: looking uninterested, apprehensive



COMMUNICATION GUIDELINES

- Own your feelings by using “I” statements.
- Avoid generalizations like always, never, everyone.
- Take responsibility for how you feel.
- Describe a behavior or situation rather than being judgmental.
- Be specific rather than general.



COMMUNICATION GUIDELINES

- Be tentative rather than absolute.
- Inform instead of order.
- Don't assume that people can read your mind or know how you feel.
- Listen with your full attention or set up another time to talk.
- Practice communication of your thoughts and feelings. It will come easier with practice.



WHAT MAKES A GOOD LISTENER

A good listener:

- Pays attention
- Thinks about how the speaker feels
- Is patient
- Responds without judgment

People are more likely to turn to someone who is a good listener.



ACTIVE & REFLECTIVE LISTENING

- Ask for clarification
- Ask open-ended questions
- Search for specifics
- Restate key concepts
- Minimize distractions
- Make the decision to want to listen



CAREFUL LISTENING CHECKLIST

- ✓ Eliminate distractions
- ✓ Look at the speaker
- ✓ Don't interrupt
- ✓ Nod or give nonverbal signal that you are paying attention
- ✓ Repeat what you think is being said



COMMUNICATING LONG DISTANCE

- Share daily happenings
- Be honest about your feelings
- Keep emails and letters positive
- Be realistic about the communication



ROADBLOCKS TO GOOD COMMUNICATION

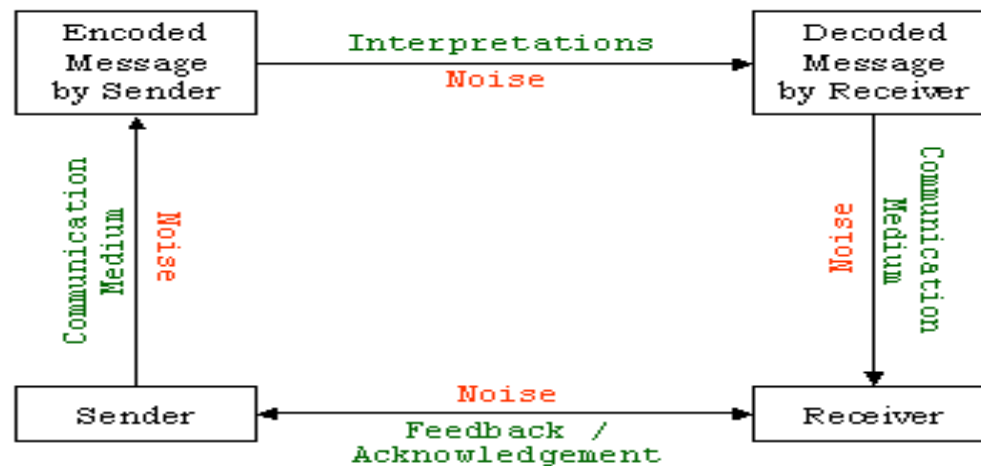
- Blaming
- Lecturing
- Name-calling
- Analyzing
- Sarcasm



COMMUNICATION AND ASSERTIVENESS

Why is learning to be assertive important in communication?

Being assertive increases the ability to express positive and negative ideas and feelings in an open, honest and direct way.



A Communication Model



ASSERTIVENESS

- Assertiveness is not being selfish, destructive or aggressive.
- Being assertive will not always get you what you want. However, not being assertive, will almost always cause additional problems in communication with others.
- Being assertive means standing up for your rights without violating the rights of others.



DIFFERENT TYPES OF INTERPERSONAL STYLES

Aggressive style: fighting, accusing, threatening, no regard for others feelings.

Advantage: people don't push aggressive people around.

Disadvantage: people don't want to be around aggressive people.



DIFFERENT TYPES OF INTERPERSONAL STYLES

CONTINUED

Passive style: lets others push him/her around. Does not stand up for his/her beliefs.

Advantage: rarely experience direct rejection.

Disadvantage: store up resentment and anger.



DIFFERENT TYPES OF INTERPERSONAL STYLES

CONTINUED

Assertive style: stands up for him/herself, expresses true feelings and is considerate of other's feelings.

Advantage: You can act in your best interest without feeling guilty about it. Respect for self and others.

Disadvantage: You do not always get exactly what you want.



INTERPERSONAL STYLES

Discussion:

- Someone is waiting for a parking spot and someone pulls in front of him/her and takes his/her spot.
- What are the different types of interpersonal style responses?



INTERPERSONAL STYLES

Aggressive response: Get out of his/her car and start pounding on the hood of the car.



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Passive/Aggressive response: Wait until the person goes into the store and let the air out of their tires.

Assertive response: Get out of your car and explain to the person that you were there first and had been waiting for that parking spot.



YOU HAVE RIGHTS

Before you can be comfortable expressing your needs, you must feel that you have certain rights.



THESE RIGHTS ARE...

- The right to decide how to live your life.
- The right to your own values, opinions and beliefs.
- The right to not justify or explain your action to others.
- The right to express yourself and say “No” or “I don’t know” or even “I don’t care”.
- The right to tell others how you wish to be treated.



TIPS FOR BEING ASSERTIVE...

- Be specific and clear about how you feel, think and what you want.
- Be direct.
- Own your message. Personalize it with “I” statement.
- Ask for feedback.



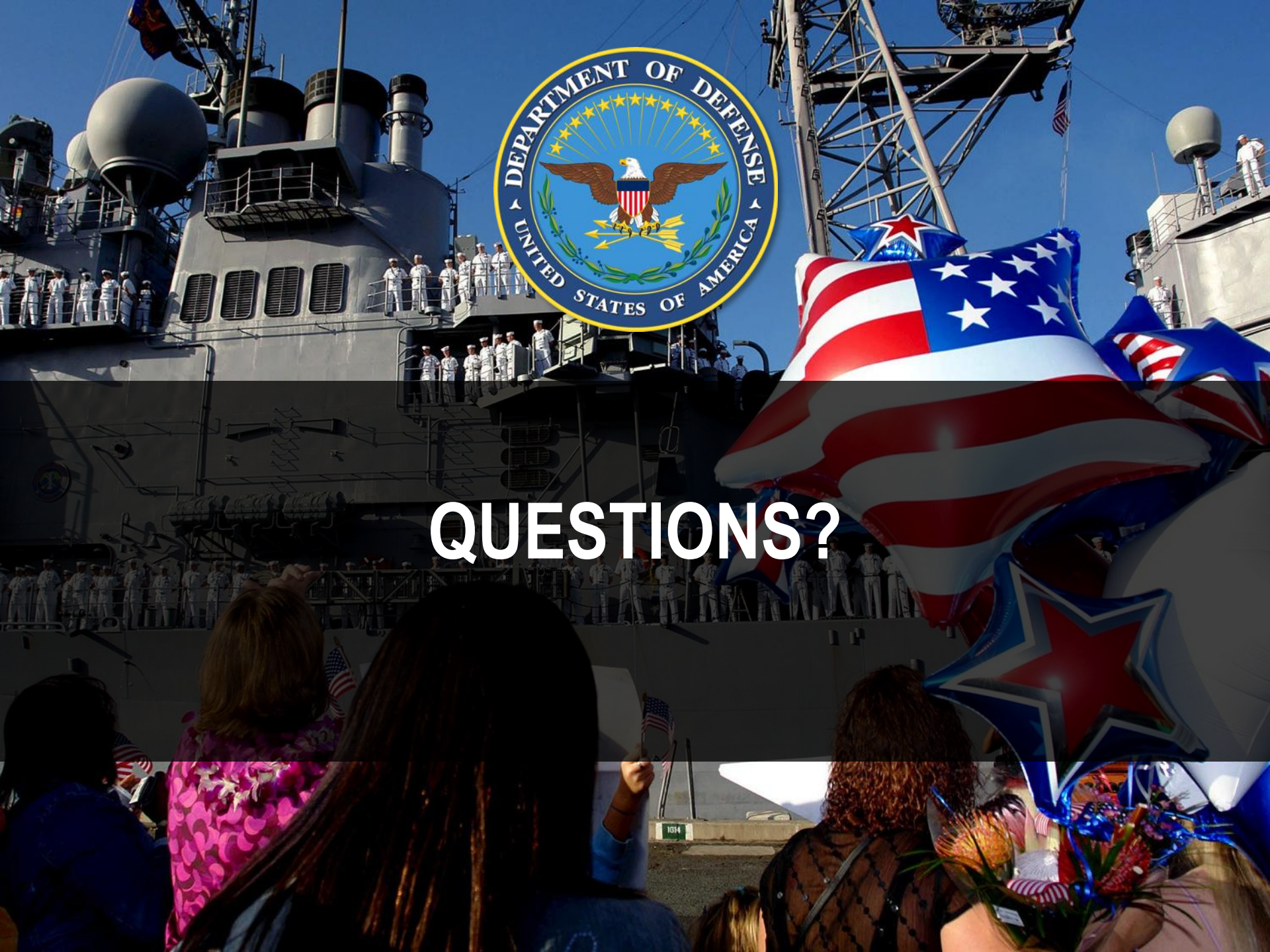
TO BE A GOOD COMMUNICATOR

- Acknowledge others communicating with you both verbally and nonverbally.
- Rephrase what's being said to clarify your understanding.
- Maintain a positive attitude when you speak.
- Listen actively to those that are speaking.





QUESTIONS?



RESOURCES

- Family Services Center
- Chaplains and Local Clergy
- Military One Source (800) 342-9647
- TRICARE: www.Tricare.mil
- Behavioral Health Services
- Troop and Family Counseling Services: 888-755-9355





THANK YOU

