



# COMMUNICATION 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



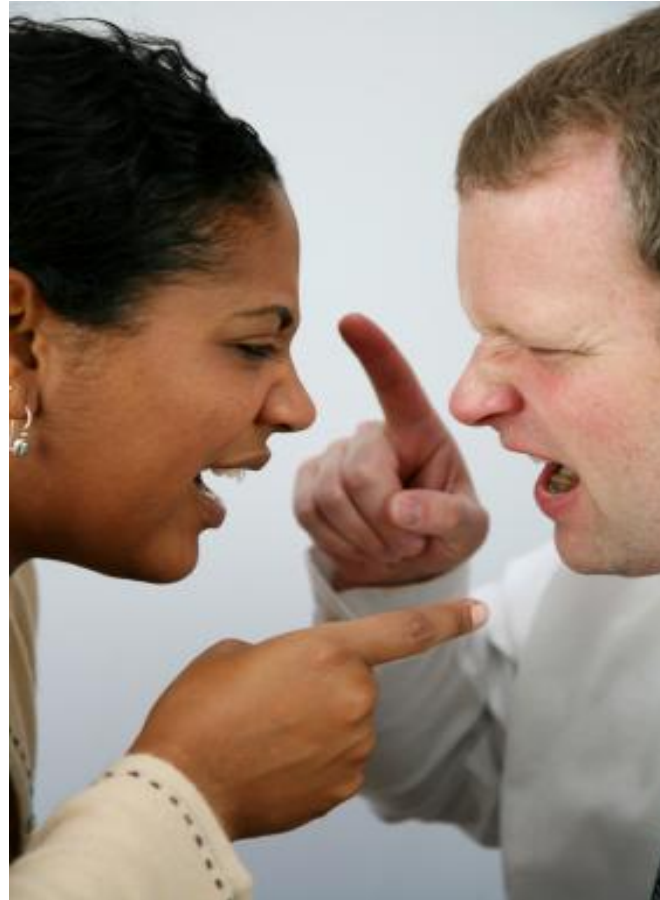
# COMMUNICATING LONG-DISTANCE

- 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



# TO BE A GOOD COMMUNICATOR

- Acknowledge others communicating with you both verbally and nonverbally.
- Rephrase thoughts that are being said to you in order to get a clear understanding.
- Maintain a positive attitude when you speak.
- Listen actively to those that are speaking.



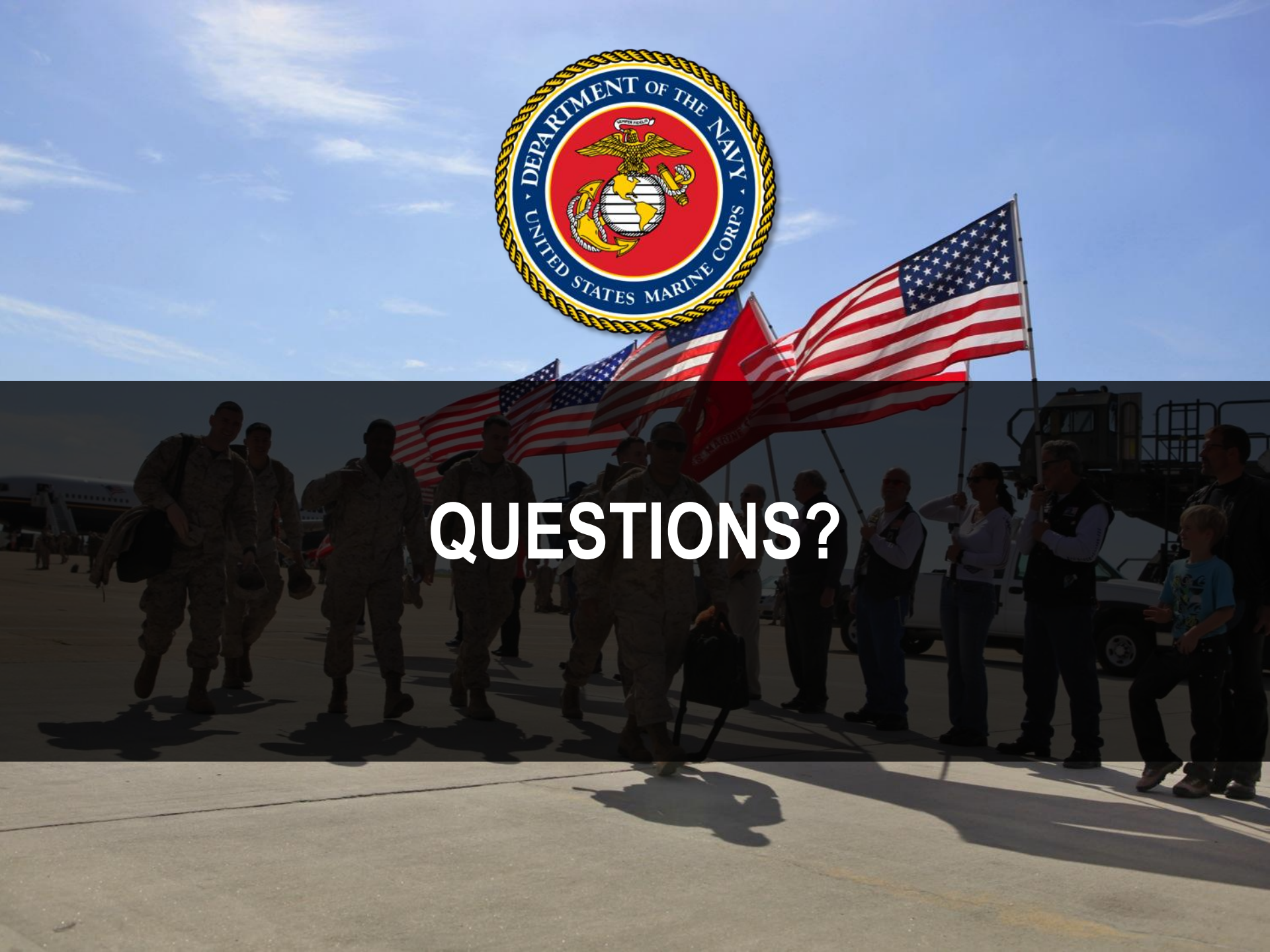
# SUMMARY

- Communication affects all aspects of our lives
- People communicate both verbally and non-verbally
- Avoid making generalizations
- Take ownership of your thoughts and feelings with “I” statements
- Listen attentively
- When communicating long distance, be honest about feelings and share daily events





**QUESTIONS?**





# RESOURCES

- Military Community Services
- Chaplain and Local Clergy
- Military OneSource (800) 342-9647
- TRICARE [www.Tricare.mil](http://www.Tricare.mil)
- Behavioral Health Services





**THANK YOU**

