



# COMMUNICATION FOR TEENS

Presented by Military & Family Life Counselors

# WHAT ARE WE GOING TO TALK ABOUT?

- What is communication?
- Understanding emotions
- Nonverbal communication
- Communication guidelines
- Listening skills
- Roadblocks to good communication
- Being a good communicator



# WHAT IS COMMUNICATION?

## Verbal communication

- Words that are spoken
- How fast you talk
- Tone of voice

## Nonverbal communication

- Facial expressions
- Body language



# UNDERSTANDING EMOTIONS

- How do you express sadness
- How do you tell someone you are angry
- What happens when you don't know how you feel



# NON-VERBAL COMMUNICATION

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



# NON-VERBAL COMMUNICATION

CONTINUED

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



# COMMUNICATION GUIDELINES

- Slow down and think about what you want to say.
- Listen carefully to what the other person is saying.
- Stay cool: if someone doesn't understand what you are saying, try not to get frustrated.
- Try saying things differently.



# COMMUNICATION GUIDELINES

CONTINUED

- Use “I” statements
- Tell them how you feel; describe feelings
- Describe a situation instead of being judgmental
- Be specific





# WHAT MAKES A GOOD LISTENER



## A good listener:

- Pays attention
- Thinks about how the speaker feels
- Is patient



# LISTENING CHECKLIST

- Look at who is talking
- Don't interrupt them
- Repeat what they say so you know you understood them
- Practice, practice, practice



# ROADBLOCKS TO GOOD COMMUNICATION

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



# BEING 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 is both verbal and nonverbal
- Listening attentively to the other person is an important communication skill
- Blaming and name calling are roadblocks to effective communication
- It's important to be patient, pay attention and think about how the other person feels





**QUESTIONS?**



# RESOURCES

- Military Family Services
- Chaplains and Local Clergy
- Military One Source (800) 342-9647
- Tricare: [www.Tricare.mil](http://www.Tricare.mil)
- Behavioral Health Services





**THANK YOU**

