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

• 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

• 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.
COMMUNICATION

- 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