



THE THREE C'S OF COMMUNICATION

Presented by Military & Family Life Counselors

INTRODUCTION

- Military life style inherently challenging for people with the best communication skills
- Increased stress of relocating, deployments, demanding work loads may challenge ones communication skills.
- We know that increased stress decreases coping skills unless we remind our self of the skill techniques.
- This presentation will help and/or remind us of healthy communication techniques during the stressful times of deployment, parenting, or just daily life...



COURSE OBJECTIVES

In this course, participants will learn:

The 3 “C’s” of communication

- Communicate
- Collaborate
- Commit

Aspects of verbal and nonverbal communication



AGENDA

- A definition of terms
- Communicate
- Commit
- Collaborate
- Verbal communication
- Nonverbal communication
- Communication guidelines
- Collaborative teams
- Commitment is the key that holds it all together



A DEFINITION OF TERMS

Three C's:

- Communicate
- Collaborate
- Commitment



How do you define these terms?



COMMUNICATE

- The process of transferring information from one entity to another
- To convey information about; to make known
- The interchange of thoughts, opinions, or information



COMMIT

- An agreement or pledge to do something in the future.



COLLABORATE

- Working with others to achieve a common goal



COMMUNICATE

Components of Communication

- **Verbal communication**
- **Nonverbal communication**
- **Communication guidelines**



VERBAL COMMUNICATION

- Clarity of words
- Listening skills
- Voice quality
- Volume



COMMUNICATION

Message

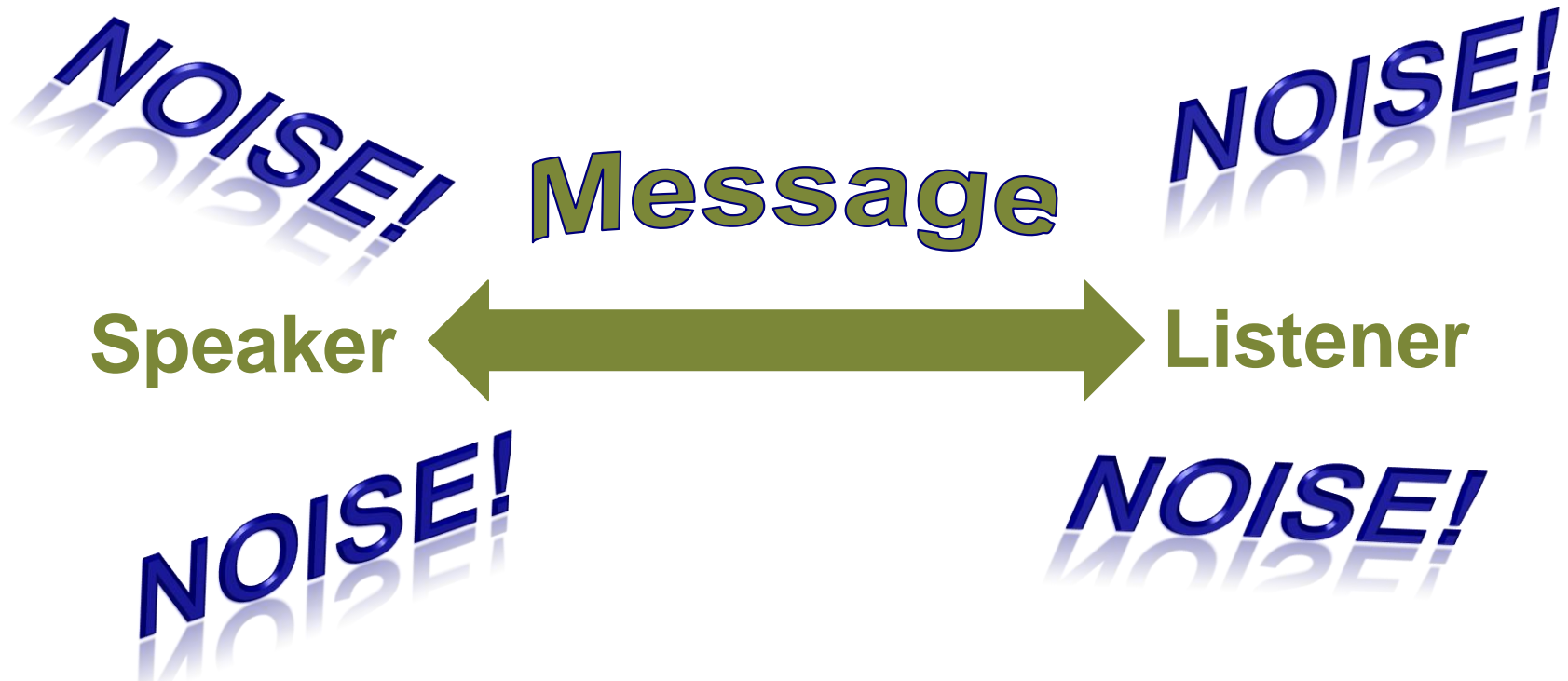


The message goes from the speaker to the listener –
easily...



COMMUNICATION

CONTINUED



Noise: Past history, cultural background, literal noise, non-verbal/body language – these things impact the message...Our communication is not so clear cut as we may have thought...Let's look at what can clear up the noise.



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

CONTINUED

- 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.
 - (Can you role play this?)
- 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
MAY LEAD TO
COLLABORATION...**



COLLABORATIVE TEAMS

- All understand purpose and goals
- Have Clarity in Team Goals
- Clear vision of future
- Progress steadily toward goal



COLLABORATIVE TEAMS THRIVE WHEN...

- There is an environment of trust
- Different styles are valued
- People communicate respectfully
- Differences are dealt with early



COLLABORATIVE TEAMS INCLUDE:

- **Perception** – See teammates as collaborators, not competitors
- **Attitude** – Be supportive, not suspicious of teammates
- **Focus** – Concentrate on the team and not on yourself



COLLABORATIVE TEAMS:

- Think win-win-win
- Compliment others
- Put the welfare of the team above personal gain



COMMITMENT IS THE KEY THAT HOLDS IT ALL TOGETHER...

- Commitment usually is discovered in the midst of adversity
- Commitment does not depend on gifts or abilities
- Evaluate your teammates commitment – Clarify your values and goals throughout the process



COMMITMENT IS THE KEY THAT HOLDS IT ALL TOGETHER...

CONTINUED

- Commitment comes as the result of choice, not conditions
- Commitment lasts when it is based on values
- How to improve your level of commitment
 - Tie your commitments to your values
 - Take a risk -being committed requires risking disappointment in results, teammates, or in failure



SUMMARY

- Utilizing the 3 Cs can help you and your family during high stress periods i.e. relocating, deployment, parenting etc...
- People communicate both verbally and non-verbally
- Take ownership of your thoughts and feelings with “I” statements
- Use effective methods of communication, commit to being open to what the other person has to say and collaborate to achieve an agreement or reach a consensus





QUESTIONS?



RESOURCES

- Military Community Services
- Chaplain and Local Clergy
- Military OneSource (800) 342-9647
- TRICARE www.Tricare.mil
- Behavioral Health Services
- Defense Centers of Excellence
<http://www.dcoe.health.mil/>





THANK YOU

