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...
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
Components of Communication

- Verbal communication
- Nonverbal communication
- Communication guidelines
VERBAL COMMUNICATION

- Clarity of words
- Listening skills
- Voice quality
- Volume
The message goes from the speaker to the listener — easily…
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

• 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
COMMITTMENT 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...

- 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
RESOURCES

• Military Community Services
• Chaplain and Local Clergy
• Military OneSource (800) 342-9647
• TRICARE www.Tricare.mil
• Behavioral Health Services