

Speaker Notes

Title of Presentation: Communication and Assertiveness Training

Page 1 – none.

Page 2 – none.

Page 3 – Why is communication important to talk about? It's constant affects all aspects of daily life. Good communication means sending clear and consistent messages not just with words but with gestures, tone of voice and body language. Good communication also involves being a listener which will also be covered more in depth later.

Page 4 – none.

Page 5 – none.

Page 6 – You can send positive messages just by having appropriate body language and tone of voice.

Page 7 – “I” statements: puts you in control of your thoughts, feelings and statements.

Generalizations: there are always exceptions- nothing is 100%

Describe a behavior rather than judgment: You are not asking a person to defend themselves.

Be specific rather than general: example: “You interrupted me” rather than: “You don't care about me”

Page 8 – none.

Page 9 – Give your full attention to the person speaking. Make sure you are focused on them and not looking out the window etc. Let yourself finish listening before responding. Many times you are already thinking about a response and the person has not finished their thought or sentence.

Page 10 – none.

Page 11 – none.

Page 12 –

- Share daily happenings: describe the events of your day- even though it may be un-eventful to you, it is important for the other to know what you are doing.
- Be honest about your feelings: Let your partner know how much you miss them- but reassure them you are handling things well despite the separation.
- Keep emails/letters positive: if you write about something unpleasant, let them know how the situation was resolved to keep them from feeling helpless.
- Be realistic about communication: sometime you may get voice mail or it may not be a time when the service member can talk.

Let your service member know how much you appreciate the call, email or letter.

Don't read between the lines- try not to make assumptions based on a single line in a letter/email or the tone of the email. If you aren't sure about the meaning of something- don't be afraid to ask- it's better than coming to the wrong conclusions.

Be creative in sending messages: send an audio cassette, CD or DVD, create a family webpage the service member can visit.

Page 13 – none.

Page 14 – It is important to learn how to be assertive and not aggressive in your communication style.

The receiver of the message is always making interpretations about what you are saying. It is important to restate and ask for clarification if you are unclear as to the message being sent.

Page 15 – Assertiveness brings self confidence and will also help you gain respect with others.

Assertiveness keeps the lines of communication open with others.

Page 16 – An aggressive person become physically and emotionally forceful so the rights of others are not allowed to be heard or considered.

The main goal of an aggressive person is to dominate others.

An aggressive person humiliates others and others lose respect for that person. In the end, the aggressive person ends up not having many friends.

Page 17 – A passive person allows the opinion of others to be more important than theirs. The passive person is more likely to become anxious, feel hurt or angry at them self and others. The passive person is afraid of conflict and afraid of social rejection.

Page 18 – Being aggressive or timid is no longer needed if you learn how to assertive. As you learn to be more assertive, you will reduce the stress of either the energy it takes to be aggressive or the frustration of having other's push you around.

Page 19 – none.

Page 20 – none.

Page 21 – none.

Page 22 – none.

Page 23 – none.

Page 24 – Assertive communication is based on the assumption that you are the best judge of your thoughts and feelings and wants. You are the best advocate for expressing your position on different issues. You have the right to communicate to others those differences, wants, needs etc.

Page 25 – none.

Page 26 – Be direct: talk directly to a specific person- if a comment is meant for one person and you are talking to a group, address that person by name.

Own your message- you are not telling others they are wrong- you are just stating your opinion or viewpoint.

Ask for feedback: "Am I being clear?". This encourages others to correct any misinterpretations that may be taking place.

Don't forget that being assertive includes: tone of voice, eye contact, posture etc. that will influence how others react to you as well.

Learning how to be more assertive takes practice and for some may feel uncomfortable at first.

Page 27 – none.

Page 28 – none.

Page 29 – none.

Page 30 – none.

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