

Speaker Notes

Title of Presentation: Communication Training

Page 1 – none.

Page 2 – none.

Page 3 – Why is communication important to talk about?

1 - it's constant

2 - 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, facial expression and tone of voice.

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

Generalizations: focus on the specific issues or behaviors. Making generalizations about someone attacks them personally rather than focusing on the immediate issues, and puts them on the defensive. Try, “You interrupted me.” rather than: “You **always** interrupt 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 the other person finish their statements 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 uneventful 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 – none.

Page 15 – none.

Page 16 – none.

Page 17 – none.

Page 18 – none.