The Three C’s of Communication
Presented by
Military and 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…

Objectives
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
  – Commit

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

How do you define these terms?
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

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 goals

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
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<td>» Military Community Services</td>
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<td>» Chaplain and Local Clergy</td>
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<td>» Military OneSource (800) 342-9647</td>
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<td>» TRICARE <a href="http://www.tricare.osd.mil">www.tricare.osd.mil</a></td>
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