



EFFECTIVE COMMUNICATION

TASK: Discuss techniques that lead to effective communication with others.

CONDITIONS: Discussion and Question.

STANDARDS: Understand communication using techniques to enhance what is being said versus what is heard.

REFERENCE(S): FM 6-22 Appendix B

Lindsay, C. (2011, August 22). *Why People need Social Interaction*. Retrieved from Science 360:



EFFECTIVE COMMUNICATION

What is that suppose to mean!?

- People sometimes hear the wrong thing even though the words spoken were clear and unmistakable, this is because they are only partially listening.

ACTIVE LISTENING: - Active listening helps communicate reception of the other Soldier's message both verbally and non-verbally.

- Eye Contact is essential not only for the one speaking it is essential for the one listening.
- Body posture, Head nods, and Facial expressions can all be used to indicate to the speaker whether or not someone is listening or just going through the motions.
- Just like sending a message over the radio, the receiver must wait for the message to be sent in its entirety before responding or risk missing important parts of the message, which can lead to confusion or misunderstanding of the sender's message.
- Understanding what is being said is also critical, the listener must ensure that the sender is being understood if not, let the sender know.



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OK, I understand, you are telling me.....

-Even though people usually understand the entirety of the message, it is always a good idea to check with the sender for correct understanding and intent of the message.

RESPONDING:

- Verbal responses consist of summarizing, interpreting, and clarifying the sender's message. Nonverbal responses include eye contact and occasional gestures such as a head nod.

- When engaged in conversation it is common for the receiver to pick key words and meaning from the message and interpret it from a different perspective or opinion. This can lead to the receiver ending the Active Listening and start going into a defensive or responsive posture, where the receiver is preparing a response to only part of the message and does not hear the rest of the message.

- When the receiver waits for the entire message and then interprets, it gives the sender an opportunity to ensure the message was clear and to prepare any corrections to the message if not clear or was misunderstood.



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A Text Message. You call it: “No”; “it was just stupid”; “why did you say that?” (Ask what these could mean without any indication of the emotion behind them)

EMOTIONLESS WORDS (TEXTING)

- Text messaging, emails, social networks, etc., they can be great ways to stay in touch with friends, family, peers, co-workers, etc., but what happens when a text message is misinterpreted? Text has no emotion, unless the emotion is written into the message using describing words to express the emotion such as, “ I am disappointed.” This is especially true when sending a text, where abbreviation and a condensed message are the norm. Emoticons do not always or effectively relay the intent of the emotion and often lead to misinterpretation. There is no denying that texting will continue to be part of the future, as will the misunderstandings of the message sent, but adding a couple of describing words may help.

- Humans are social creatures and as such we instinctively seek face to face communication with others. (Lindsay, 2011) When people use texting or social media they lose the ability to physically interact with others and therefore are not able to read the subtle changes in expression, body language and vocal nuances, all of which are critical to effective communication, either together or separately. Written text can be just as effective but, without the use of words to describe the action, intensity, or purpose the intent may get misinterpreted.