

# COMMUNICATIONS



**National Training Department**







# WHAT YOU WILL LEARN

- 🚤 Identify and Avoid the Barriers to Effective Communication.
- 🚤 Send Clear, Understandable Messages.
- 🚤 Listen Actively to Others.
- 🚤 Solicit Meaningful Feedback.
- 🚤 Adapt to Style, Gender, and Cultural Diversity.
- 🚤 Give Appropriate Feedback.



# WHY IS COMMUNICATION IMPORTANT?

-  FC and FSOs can't make an informed decision without all of the relevant information.
-  Once a decision is made it must be communicated to those in charge of implementing it and to the members.



# COMMUNICATION

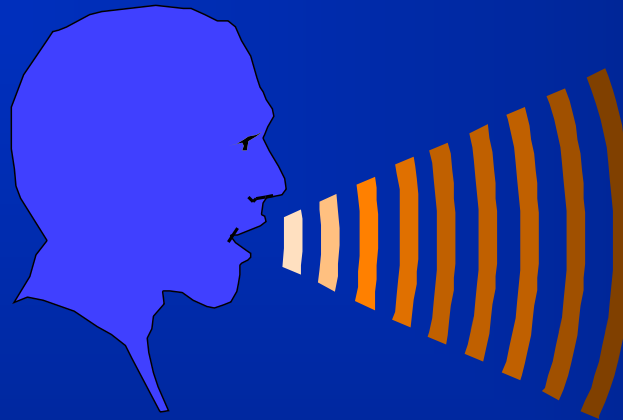
- 🚤 Orally – speeches, meetings, phone calls.
- 🚤 Non-verbally – touch, facial expression, tone of voice.
- 🚤 In writing – memos, reports, manuals.
- 🚤 Electronically – e-mail, voice mail, fax.



# UNDERSTANDING WHAT IS MEANT



**VERBAL/WORDS 7%**



**VOICE INFLECTION/TONE 38%**



**NON-VERBAL  
BODY LANGUAGE 55%**



# Nonverbal Communication

## VISUAL

<u>Components</u>	<u>Examples</u>	<u>Meanings Communicated</u>
Image	Clothing, hygiene	Values, competence
Facial Expressions	Frown, smile, sneer	Unexpressed feelings
Eye Movements	Looking away, staring	Intentions, state of mind
Posture	Leaning in, slumped	Attitude
Gestures	Handshake, wave	Intentions, feelings

## TACTILE

Touch	Pat on the back	Approval
	Gentle touch on an arm	Support and concern

## VOCAL

How things are said	Loudness, pitch, rate	Different meanings
Vocal intonations	Rhythm, pitch, clarity	Sarcasm, disapproval



# COMMON COMMUNICATION PROBLEMS

- 🌐 Words mean different things to different people.
- 🌐 The initiation of a message provides no assurance it has been received.
- 🌐 Communications often become distorted as they are transmitted.

Click [here](#) to read about specific communication problems.



# THE INTERPERSONAL COMMUNICATION PROCESS



## ***Effective***

communication occurs when the sender transmits completely and the receiver interprets exactly as the sender intended.



## ***Efficient***

communication uses less time and less resources.






# BASIC INTERPERSONAL COMMUNICATION SKILLS

- 🌐 Avoid Barriers to Communication.
- 🌐 Send Understandable Messages.
- 🌐 Actively Listen.
- 🌐 Utilize Non-Verbal Signals.
- 🌐 Give and Solicit Meaningful Feedback.
- 🌐 Adapt to Diversity of Communication Styles.



# BARRIERS TO COMMUNICATION

The most common barriers to good communications are:

-  **Misunderstanding information needs**—If the Flotilla leadership doesn't understand the information needs of members, there's little chance of information being disseminated consistently to the people who need it and in the appropriate format.





# BARRIERS TO COMMUNICATION

- ✈ **Using media improperly**—It is critical to select suitable media for sending information. For example, using e-mail for distribution of the newsletter when not all members have access to or know how to use the necessary equipment.



# BARRIERS TO COMMUNICATION

-  **Isolating decision makers—**  
Communications are hampered when decision makers isolate themselves or when other members don't respond to their requests for information.
-  **Misapplying policies and procedures—**  
Members who don't follow communications policies and procedures create confusion.



# BARRIERS TO COMMUNICATION

- 🌐 **Underestimating the importance of teamwork**—Some members are not sensitive to the need for teamwork. Working in isolation, not following through on information distribution responsibilities, and not participating in team-building activities are indicators that this might be a problem.



# PRODUCTIVE COMMUNICATION

- 🌐 Productive communication is the process of identifying the desired result, streamlining the message, and communicating with finesse.
- 🌐 Be Congruent.
- 🌐 Simplify Your Language.
- 🌐 Maintain Credibility.
- 🌐 Obtain Feedback.



# GIVING FEEDBACK

- 🌐 Give feedback when the member is open to accepting it.
- 🌐 Check to ensure the validity of your statements.
- 🌐 Include only things the member can do something about.
- 🌐 Don't overwhelm the member with more than can be handled.



# GIVING FEEDBACK

- 🚤 **Make sure your comments are intended to help the other person.**
- 🚤 **Speak directly and with feeling.**
- 🚤 **Describe what the member is doing and the effect the member is having.**
- 🚤 **Don't be threatening or judgmental.**
- 🚤 **Be specific, not general (use clear and recent examples).**





# RECEIVING FEEDBACK

- 🌐 Don't be defensive.
- 🌐 Seek specific examples.
- 🌐 Be sure you understand (summarize).
- 🌐 Share your feelings about the comments.
- 🌐 Ask for definitions.
- 🌐 Check out underlying assumptions.
- 🌐 Be sensitive to sender's nonverbal messages.
- 🌐 Ask questions to clarify.






# KEEPING PEOPLE INFORMED

- 🌐 Develop routine communications with VFC.
- 🌐 Encourage Staff communications to the members, to other Staff Officers, to the FC, and to their Division Officers.
- 🌐 Follow the Chain of Leadership.



# DO YOUR PAPERWORK

-  Promptly read, endorse/sign, and forward mail, as appropriate.
-  Review your calendar and send reports in a timely manner.
-  Plan in advance for monthly/yearly events and let members know dates early.








# LEAD BY EXAMPLE

- 🚤 Attend all activities sponsored by the Flotilla.
- 🚤 Be on time.
- 🚤 Dress in the appropriate uniform.
- 🚤 Communicate by:  
**Acknowledging...Thanking...Rewarding.**



# SPECIAL COMMUNICATIONS

-  Unit Officers Report 7007 by 15 December.
-  Unit Financial Report 7025 by 31 January.
-  Change of Officer Report 7006—as required.
-  Death of a member(active and retired).
-  See **[USCGAUX Forms Home](#)**.



# SPECIAL COMMUNICATIONS

- 🚢 Completion of 1<sup>st</sup> specialty course.
- 🚢 Completion of last specialty course.
- 🚢 FC letter of certification—VE, IT qualification.
- 🚢 Medical “return to work” certification.



**USCGAUX  
AUXWeb**

Click on the box to access the USCGAUX AUXWeb

