

**23D QUARTERMASTER BRIGADE**

# COMMUNICATIONS CLASS

INSTRUCTOR DEVELOPMENT COURSE  
INSTRUCTOR: CH(CPT) HUGHES



**"THE CORPS STARTS HERE!"**

# **AGENDA**

- **WHY TEACH COMMUNICATIONS?**
- **DEFINITION**
- **BASIC ELEMENTS**
- **DISTRACTORS**
- **THE COMPLETE MESSAGE**
- **KEYS TO LISTENING**
- **TALKING SKILLS**
- **TEN COMMANDMENTS**
- **SUMMARY**
- **CONCLUSION**

# **WHY TEACH COMMUNICATION?**

- IT IS EXTREMELY IMPORTANT**
- WHEN DIALOGUE STOPS,  
RESENTMENT AND HATE ARE  
BORN**
- BAD COMMUNICATION IS EASY**

# COMMUNICATION DEFINITION

## COMMUNICATION IS...

A PROCESS (EITHER VERBAL OR NON-VERBAL) OF SHARING INFORMATION WITH ANOTHER PERSON IN SUCH A WAY THAT HE OR SHE UNDERSTANDS WHAT YOU ARE SAYING". TALKING, LISTENING, AND UNDERSTANDING ARE ALL INVOLVED IN THE PROCESS OF COMMUNICATION.

# **BASIC ELEMENTS OF COMMUNICATIONS**

- **ABILITY TO LISTEN**
- **LISTENING SKILLS**

# **DISTRACTORS TO COMMUNICATION**

- **DAY-DREAMING**
- **DETOURS**
- **DEBATES**
- **SELF-BRIEF**

# THE COMPLETE MESSAGE

- ACTUAL WORDS 7%
- TONE OF VOICE 38%
- NONVERBAL COMMUNICATION 55%

# **THE KEY TO LISTENING**

**TO GAIN UNDERSTANDING  
BEFORE MOVING INTO ACTION:**

- PUTTING YOUR OWN  
CONCERNS ON HOLD  
TEMPORARILY**
- FOLLOWING RATHER THAN  
LEADING**



# CONCLUSION

**“CONFLICT DOES NOT HAVE TO DESTROY YOU, BUT IT CAN PROVIDE THE MOMENTUM TO BRING POSITIVE CHANGE AND GROWTH WITHIN A RELATIONSHIP”**

# **REASONS FOR ANGER?**

- **WE THINK NEGATIVE THOUGHTS**
- **WE LOSE CONTROL OF THE SITUATION**

# **KEYS TO CONTROLLING YOUR ANGER**

- YOU ARE THE ONE TO CONTROL YOUR ANGER**
- ONLY YOU CAN CONTROL YOUR THINKING**
- NEGATIVE THOUGHTS = ANGER**

# **STEPS IN CONTROLLING ANGER**

- DON'T MAKE ASSUMPTIONS ABOUT OTHERS**
- DON'T THINK FOR OTHERS**
- DON'T INFLATE SITUATIONS**
- DON'T USE "SHOULD" STATEMENTS**

# **RESPOND DON'T REACT**

- STOP NEGATIVE FANTASIES**
- THINK ABOUT POSSIBILITIES**
- PUT THINGS INTO PERSPECTIVE**

# **TAKING CONTROL OF YOUR ANGER**

- **ADMIT YOUR ANGER**
- **THINK ABOUT THE END RESULTS**
- **TALK ABOUT YOUR ANGER**
- **LET GO OF YOUR ANGER**
- **FORGIVE OTHERS**

# **SUMMARY**

- **UNDERSTAND WHAT ANGER IS**
- **KNOW WHY YOU GET ANGRY**
- **WHO IS IN CHARGE OF MY ANGER**
- **TAKE CONTROL OF MY ANGER**

# **CONCLUSION**

**ANGER DOES NOT HAVE TO  
CONTROL YOU,  
BUT YOU NEED TO CONTROL  
IT TO HAVE POSITIVE  
RELATIONSHIPS IN LIFE.**