

Communication

Useful
communication
is:

Supportive
Interested
Loving
Enthusiastic
Confident
Resourceful

Useless
communication
is:

Impatient
Disrespectful
Bored
Negative
Sarcastic
Rude

Listening Skills

Real listening is an active process that has three basic steps:

1 Hearing

Hearing just means listening well enough to catch what the speaker is saying. For example, say you were listening to a report on zebras, and the speaker mentioned that no two are alike. If you can repeat the fact, then you have heard what has been said.

2 Understanding

The next part of listening happens when you take what you have heard and understand it in your own way. Let's go back to that report on zebras. When you hear that no two are alike, you might think, "Maybe this means that the pattern of stripes is different for each zebra."

3 Judging

After you are sure you understand what the speaker has said, think about whether it makes sense. Do you believe what you have heard? You might think, "How could the stripes be different for every zebra? But then again, the fingerprints are different for every person. I think this seems believable."

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Tips For Being A Good Communicator

- ★ Give your full attention to the person who is speaking. Don't look out the window or at what else is going on in the room.
- ★ Make sure your mind is focused. It can be easy to let your mind wander if you think you know what the person is going to say next, but you might be wrong! If you feel your mind wandering, change the position of your body and try to concentrate on the speaker's words.
- ★ Let the speaker finish before you begin to talk. Everyone likes having the chance to say everything they want to say without being interrupted. When you interrupt, it looks like you aren't listening, even if you really are.
- ★ Let yourself finish listening before you begin to speak! You can't really listen if you are busy thinking about what you want say next.
- ★ Listen for main ideas. The main ideas are the most important points the speaker wants to get across. Pay special attention to statements that begin with phrases such as "My point is..." or "The thing to remember is..."
- ★ Ask questions. If you are not sure you understand what the speaker has said, just ask. It is a good idea to repeat in your own words what the speaker said so that you can be sure that you understand. For example, you might say, "When you said that no two zebras are alike, did you mean that the stripes are different on each one?"
- ★ Give feedback. Sit up straight and look directly at the speaker. Now and then, nod to show that you understand. At appropriate points you may also smile, frown, laugh, or be silent. These are all ways to let the speaker know that you are really listening. Remember, you listen with your face as well as your ears!



Quick Guide - Patient/Family Readjustment

Military personnel are deeply affected by their war experiences. Adjustment difficulties are common. These are normal reactions to abnormal experiences. This series of brochures deal with issues that are common following deployment. Remember - identifying your problem areas and seeking help is a sign of strength, not weakness. It means you are actively coping with your challenges.

Good Communication & Fighting Fair



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Fighting Fair

No ambushes - Make an appointment to talk about a specific issue. Agree on a time and place.

★ **Present your argument sensibly -**

Work out for yourself exactly what you want to say ahead of time. List the reasons why you want it. Be sure that what you are asking for is really what you want.

★ **Listen carefully to your partner -**

Every time your partner makes a point, restate the point in your own words to make sure you understand exactly what your partner means. Before you respond to any point, check to be sure that you understand how your partner feels. Ask questions.

★ **Stick to the issue -**

Fight about no more than two related issues at a time. If side issues are raised, these must be set aside for another time. Past history is almost always irrelevant. Don't pin labels on your partner. ("You're always..." or "You never...")

★ **Agree on what kind of behavior is acceptable -**

Decide together what the ground rules are. For example, what tone of voice is OK? Do you both need to stay seated, or is it OK to stand up?

★ **Keep all blows above the belt -**

By the time a couple has spent some time together, each knows the sensitive areas of the other. They know just the area in which the other can be hurt. Attacking these areas is a "foul".

★ **Do not over react -**

Minor issues need to be dealt with on a regular basis, so they do not build up and cause explosions. However, pay attention to whether the heat of the fight is in proportion to the importance of the issue. Are you hiding larger feelings behind something small?

★ **If you can agree -**

Decide how to carry out your decision - Who will do what? Is there a deadline?

★ **If you can't agree -**

Table the issue until later and agree on another time to talk about it. You may not be able to solve a complex problem in one meeting. A temporary truce can often help. It allows both sides time to rethink their position, to cool off, or simply to recover from being tired.

Remember - You may decide later that you are not happy with the decision. If so, you must start the process over by making an appointment for another meeting.