

The use of leadership skills advances unit cohesion, resilience and readiness

LEADERSHIP

MATTERS

MyTeam-MyGuard



MyTeam-MyGuard is an education and mentoring program for servant leaders which utilizes core leadership competencies to increase team building, unit cohesion, a trusting culture, personal resilience and unit readiness.

Interpersonal Communication skills

LEARNING OBJECTIVE

Action

Improve skill and confidence in communicating and interacting with our fellow Soldiers.

Standard

Demonstrate the effective use of communication skills.



Being a leader means that YOU will have to talk and/or counsel soldiers about situations that you WILL feel uncomfortable about

Situations that you may face include

- Suicidal Ideation or Self Harm
- Counseling Negative or Positive
- DUI/MIPs
- Financial Concerns
- Domestic Abuse
- Sexual Assault

Getting Back to Basics

- What is communication?
- Types of communication

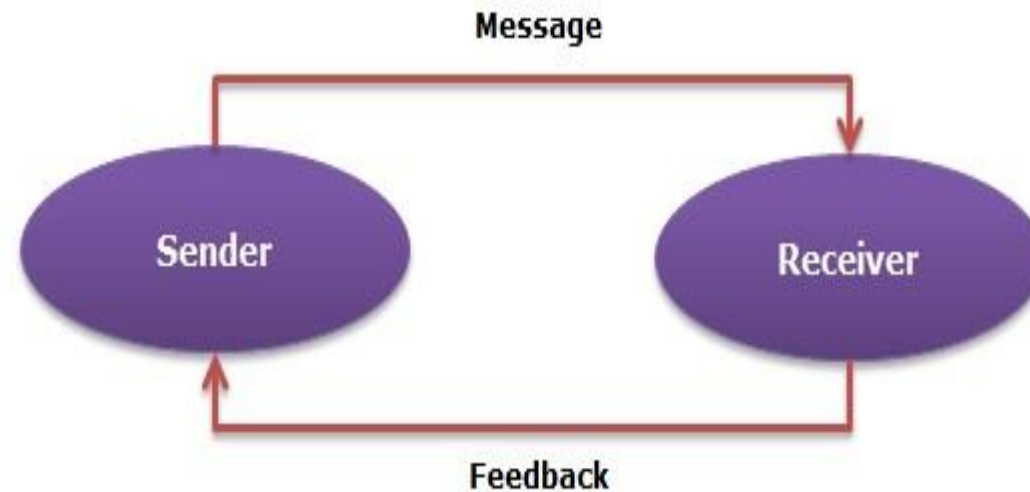
Getting Personal

- Trust
- Mindful Communication

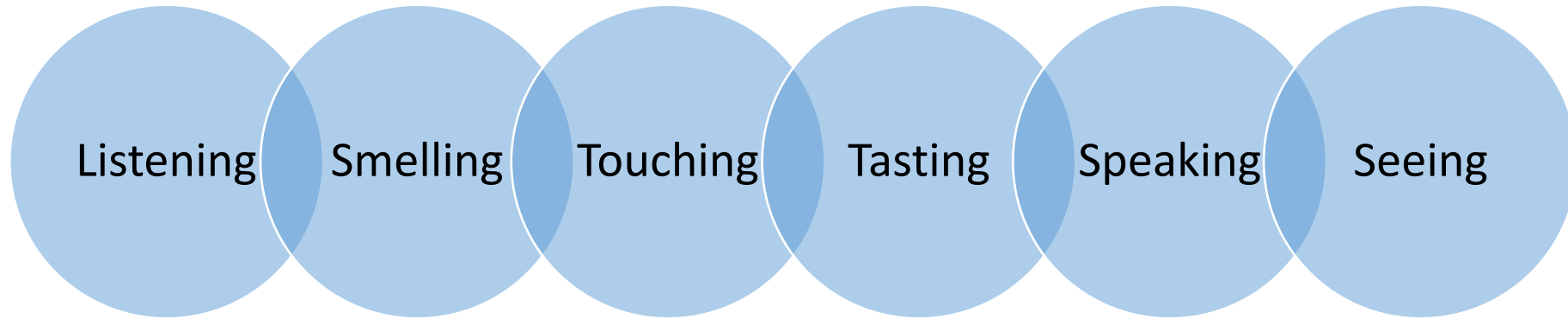
What is Communication?

Communication is simply the act of transferring information from one place, person or group to another.

Every communication involves (at least) one sender, a message and a recipient.



What is Communication?



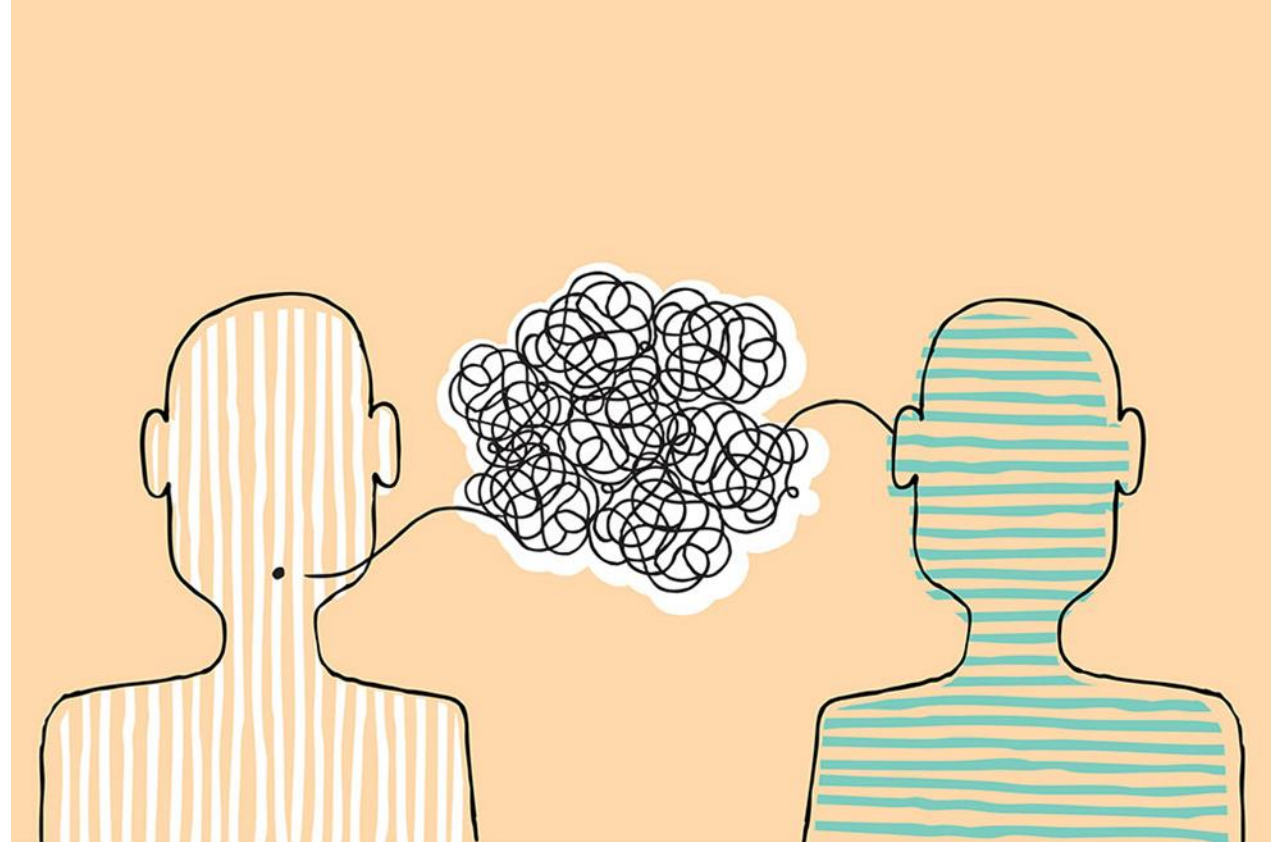
4 Types of Communication

Written

Non-Verbal

Verbal

Listening



Written communication is any written message that two or more people exchange.

- More formal but less efficient than verbal communication

Examples include

- Blog posts, text message, emails, reports, counseling

Mixed or Conflicting Messages

Body Language

- UCLA Study report that 55% of communication is passed non-verbally

Even if you can't read people's minds, you can read their body language and facial expressions.



Best practices

- Things to do
 - Open Posture
 - Mirroring
- Things to avoid
 - Crossed arms
 - Fidgeting

Personal Space



Components of Verbal Communication

I Statements

Effective Verbal Communication



Components of Verbal Communication

- Messages – the words we choose
- Para verbal Messages – how we say the words
- Nonverbal Messages – our body language



Para-verbal Messages

- Tone, pitch, pacing

“I didn’t SAY you were not listening.”

“I didn’t say YOU were not listening.”

“I didn’t say you were not LISTENING.”

I Statements

- “I feel...” must be followed with an emotion word, such as angry, hurt or worried
- Use a soft and even tone
- Describe how the person’s actions affect you

Example

- Blaming: “You never take out the trash. I guess I’ll just do it all the time.”
- I Statement: “I feel hurt when you don’t help out with the trash. I’m afraid that you’re going to stop helping with other things around the house.”

Effective verbal communication best practices

- Knowledge: be knowledgeable about communication
- Timing: choose an appropriate and adequate time
- Mindful: pay attention to circumstances
- Listen: actively, empathically, with the goal of being loving rather than 'right'
- Be honest—say what you mean

- Listening vs Hearing
- Active vs Passive
- Good & Bad Listeners
- Reflective Listening



Passive vs Active Listening

- Active: being engaged
- Passive: disengaged

Good & Bad Listeners

- Characteristics

Reflective Listening

- Benefits include:
 - Clarification
 - Increase understanding

How to Practice Reflective Listening Effectively

- Don't interrupt
- Try to remember important facts or points
- Repeat back "So what I'm hearing you say is..."
- Keep an open mind!
- Express genuine interest
- Being aware of body language, tone of voice and gestures

Be careful to avoid

- Criticizing/blaming
- Diagnosing
- Praising

Overview

- Trust Building
- Getting to know each other
- Mindful Communication

“To be trusted is a greater compliment than being loved.” –George MacDonald

What is trust?

- A set of behaviors
- A set of behaviors such as acting in ways that depend on another
- Belief in a probability that a person will behave in certain ways
- Feeling of CONFIDENCE and security

What trust isn't...Absolute. It IS situational.

Mistrust

- Lack of confidence

Lack of Trust

- Development of harmful thoughts
- Negative attributions

How do you get to know somebody?

- What kind of questions can you ask?

Benefits

- Forbes Article: *Your Job Satisfaction May Have More To Do With Who You Work With Than What You Do* (2020)
 - 2019: Employee stress rose 20% over three decades; 35% respondents identified direct bosses
 - People might find their job interesting but still hate it. Why? SOCIAL EXPERIENCE
 - When people feel valued, they are motivated to do their very BEST
- TRUST

What is a leader?

What is a friend?

Setting Boundaries

- Saying “no”
- Saying “yes”
- Asking for help
- Showing gratitude
- Being kind to ourselves & others

“As a leader, you are always going to get a combination of two things: What you create and what you allow.”
-Henry Cloud

What is Mindfulness?

- According to Jon Kabat Zinn, Mindfulness is “The awareness that arises from paying attention, on purpose, in the present moment and non-judgmentally”
- The act of slowing down and noticing can actually make us more effective and efficient

Mindlessness is the opposite: going for a walk while looking at our phone, getting lost in our thoughts and not remembering what we are doing, watching TV while eating

Bringing awareness to the way we communicate with others

- Helps us from shutting down
- Helps us to learn that silence can be a useful and good tool

How do we start?

- Pay attention!

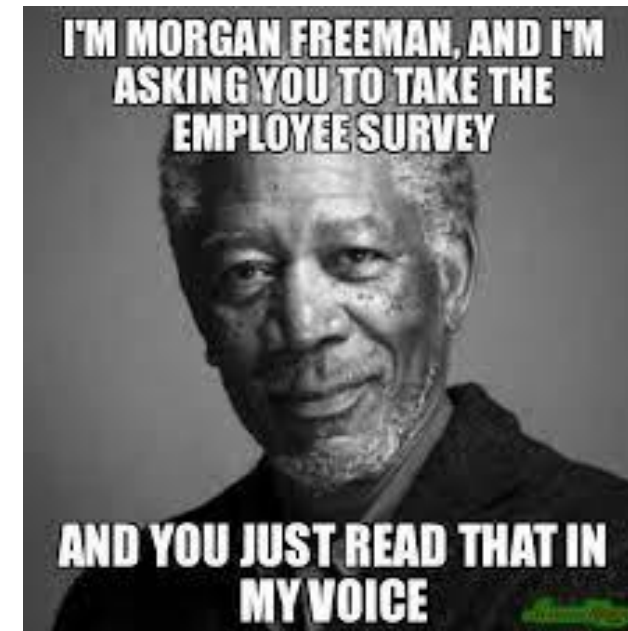


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