

COMMUNICATION WITHIN THE COMMAND

INTRODUCTION:

This unit highlights the relationship of good communications among command family members. Its emphasis is on improving personal communication among the spouses of the command. Communication techniques, both old and new, will be addressed.

GOAL:

The goal of this module is for you to:

- learn roadblocks to communication
- gain ideas to facilitate communication within the command

ADDITIONAL RESOURCES:

- "Rumor Control" by Charles R. Swindoll, iPad p4.



E-mail/Facebook/Twitter



Cell Phones/Texting

COMMUNICATION

Letters and
Thank you notes



Face-to-Face



Plain 'Ole Telephone
(POTS) Systems

“How can I hear what you say, when what you do thunders in my ears?”

Ralph Waldo Emerson

TOPIC OUTLINE

1. ABC Exercise
 - difficulties when communication is limited within an organization
2. Debriefing ABC Exercise
3. Lessons Learned
4. Communication Roadblocks
5. Traditional Methods of Communication
 - telephone
 - letters and thank you notes
 - meeting in person
6. Additional Options
 - cell phone/texting
 - facebook/twitter
 - e-mail
 - satellite communications

ROADBLOCKS TO COMMUNICATION

1. **Ordering, directing, commanding** – Telling the other person to do something; giving him/her an order; commanding.
2. **Warning, admonishing, threatening** – Telling the other person what dire consequences will occur if he/she does something; alluding to the use of force.
3. **Moralizing, preaching, obliging** – Telling the other person why he/she ought to do something.
4. **Advising, giving suggestions or solutions** – Telling the other person how to solve his/her problem.
5. **Persuading with logic, arguing, instructing, lecturing** – Trying to influence the other person with facts, arguments, logic, information or expert opinion that happens to agree with your own.
6. **Judging, criticizing, disagreeing, blaming** – Making negative judgments or evaluations of the other person.
7. **Praising, agreeing, evaluating positively, approving excessively** – Offering a positive evaluation of judgment usually in a condescending, sarcastic way.
8. **Name-calling, ridiculing, shaming** – Making the other person feel stupid, outcast, or foolish; stereotyping or categorizing.
9. **Interpreting, analyzing, diagnosing** – Telling a person what his/her motives are, analyzing the *why* of thoughts and acts, or communicating that you have figured him/her out or diagnosed his/her behavior.
10. **Ignoring a perceived reality** – Trying to either talk him/her out of feelings or denying the strength or significance of those feelings.
11. **Probing, interrogating** – Trying to find reasons, facts, motives, causes, or information to help you solve the other person's problem.
12. **Withdrawing, distracting, humoring** – Trying to get the other person away from his problem; getting away from it yourself; trying to change the focus by joking, offering to do something, or pushing the problem away.
13. **Language** – Not understanding vocabulary, regional or culture differences.

RUMOR CONTROL

Abraham Lincoln's coffin was pried open twice. The first occasion was in 1887, twenty-two years after his assassination. Why? Because a rumor was sweeping the country that his coffin was empty. A select group of witnesses was chosen, and they observed as the coffin was opened to verify that the rumor was totally false, then watched as the casket was sealed shut with lead.

A second time, fourteen years later, the martyred man's withered body was viewed again – this time by even more witnesses. Why again? For the same purpose! Rumors had again implanted doubts in the public's mind. The pressures due to rumors mounted to such proportions that the same grotesque ceremony had to be carried out again. The body finally was permanently embedded in a crypt.

Rumors are like that, you see. Lacking authoritative facts and direct source, information is loosely disseminated creating unrest and harm. Sure, we're only an "innocent channel" of unsure information – we're never actually the source. Those who like to spread rumors are protected by phrases like, "They say ..." or "Have you heard ..." or "I understand from others ..."

- "Have you heard that Fred and Flo are divorcing ... they say that she was unfaithful."
- "They say the XO was relieved for cause."
- "I understand from others that the new CO's wife is really snooty."
- "I was told their son is taking dope ... got picked up for shoplifting."

The tongue is capable of prying open more caskets, exposing more skeletons in the closet and stirring up more scandalous dust than any other tool on earth. In his article, "Rumors," Pastor Swindoll offers four suggestions for silencing rumormongers.

1. Identify the source by name. If someone is determined to share information that is damaging or hurtful, request that the source be specifically identified.
2. Support evidence with fact. Do not accept hearsay. Refuse to listen unless honest-to-goodness truth is being communicated. You can tell.
3. Ask the person, "May I quote you?" It's remarkable how quickly this will stop them. Equally remarkable is the speed with which they can backpedal.
4. Openly admit, "I don't appreciate hearing that." This approach is only for the strong. It might drive a wedge between you and the guilty party, but it's a way to stop rumors.

Rumors hurt people. They destroy unity. Let's pull together as a Navy community. Let's put an end to rumors, either by not spreading them or by refusing to listen.

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