



COMMUNICATION

Rev. Date: 13 Nov 2019

CULTURE OF PROFESSIONALISM

Transmission of Accurate Information is Key!

Objective: Understand different communication styles and how they affect relationships and the mission.

**Facilitator
Aides**

Lesson Outline

Ideal Lesson Time: 60 min.

Introduction

MP 1. Communication Styles

MP 2. Communication Skillset

Conclusion



Communication is vital to operational success. Effective communication is a fundamental process that allows us to create and share information, views, and feelings.

Introduction

Attention: Have you ever miscommunicated? What were the results? Relationships both in and out of the military are heavily impacted by communication.

Overview: Today we are going to talk about Communication, to include different communication styles, and communication skills.

Transition: Let's put away our phones and discuss other communication options.

MP 1. Communication Styles

LOQ- What are some different communication styles?

(Facilitator Note: discuss verbal, non-verbal, written, visual)

FUQ- What are the pros and cons of these various methods?

The Air Force utilizes various communication styles in order to spread information. This spectrum ranges from informal face-to-face feedback (two-way communication) to strategic video messages from HAF.

TRANSITION: That exercise wasn't perfect, but that's okay. Communication is a skill that we can all improve.

MP 2. Communication Skillset

LOQ- What skills are involved when we effectively communicate?

(Facilitator Note- listening, speaking, observing, empathizing)

FUQ- What are some active-listening techniques?

Give your full attention to the message sender, listening to their words and the way they are spoken. Notice voice tone, eye contact, facial expression, and appearance. Transmit your understanding of the message through responding.

As tech training students, you will be receiving quite a bit of information. It is vitally important that you practice active-listening in order to help you retain new material to help with job knowledge as well as airmanship.

Anticipated Replies and Side Notes

Have students pull out their phones and quickly discuss how many communication methods they have available to them. (Note- text, email, voice call, video chat, social media...)

Activity- Play a round of the telephone game utilizing acronyms and lexicon relating to specific AFSC(s).

Conclusion

(Facilitator Note- Airmanship- an Airman's relentless mindset bound by our Air Force Core Values, forged through a culture of pride & professionalism, inspired by our innovative heritage, and exemplified through actions in defense of our nation.)

Anticipated Replies and Side Notes

Provide your own personal summary of the lesson as you taught it. Ask how mastering effective communication skills can contribute to us becoming better Airmen.

ASSESSMENT QUESTION: Do the participants have a better understanding of communication styles and communication skills?