

Employ Verbal Communication Techniques



Main Teaching Points (MTPs)

- What is communication?
- Verbal communication
- Non-verbal communication
- Barriers to effective communication
- Verbal aids (CREST)
- Questioning technique (APPLE)



Communication

- Is the process by which, **people** attempt to **share meaning** via the **transmission of symbolic or audible messages**
- Perfect Communication exists when a **thought** or **idea** is **transmitted** so that the mental picture perceived by the **receiver** was exactly the same as the one envisioned by the **sender**



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Verbal Communications

- Pitch
- Volume
- Rate
- Gestures
- Word Whiskers
- Eye contact
- Distractions / Mannerisms



Non Verbal Communications

- Body movement
- Posture
- Eye contact
- Facial expression
- Gesture
- Dress
- Physical distance



Non Verbal Cues

- Supplement the verbal
- Substitute for verbal cues
- Contradict verbal cues
- Regulate verbal cues



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Questions?



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Barriers to Effective Communication



OK Nugget,
kick the tires, lite the
fires, select zone 5,
tag the bogey, but
don't get in a furball.
Don't boresight,
check six,
then bingo to mom.
Got it?!

- **Channels**
- **Understanding**
- **Jargon**



Barriers to Effective Communication



- **Semantics**
- **Noise**

Questions?



Search ID: cwln2393
"It's not what you say, John,
it's how you say it."

Verbal Aids

- ☐ **C**omparisons
- ☐ **R**easons
- ☐ **E**xamples
- ☐ **S**tatistics
- ☐ **T**estimony



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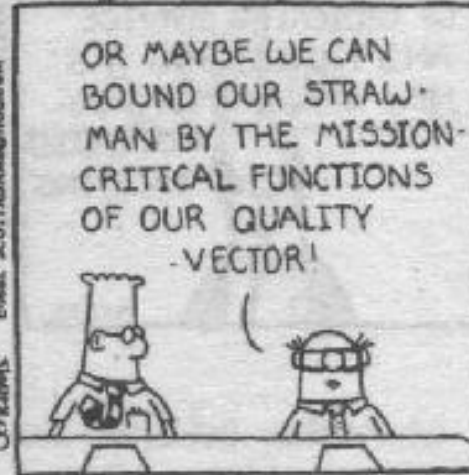
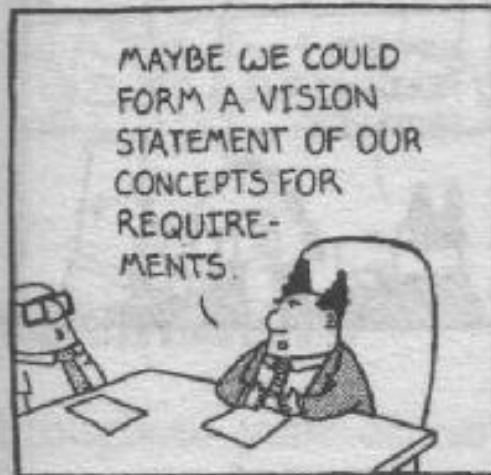


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Questioning Technique



- ☐ **Level of Knowledge**
- ☐ **Level of Comprehension**



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Questioning Technique



☐ **A**sk

☐ **P**ause

☐ **P**ick

☐ **L**isten

☐ **E**valuate

Questions?



Activity 1: Verbal Briefing

Aim

Introduce an Officer from another nation to your syndicate (5 min, English)

Remember

- ☐ Communication Skills
- ☐ CREST
- ☐ APPLE

Deliverables

- ☐ Name, rank, country
- ☐ Branch, specialisation
- ☐ Training, Appt, Missions
- ☐ Two to three interesting facts about them (sports, travel, hobbies, family)

Notes

- ☐ Briefing Format
- ☐ Use Notes
- ☐ Be Wary of Translation
- ☐ No visual aids needed



Your next class is...

