

MODULE NINE



Lifestyles. Insights. Networking. Knowledge. Skills.

Foundations





This book belongs to:

Contents






Module Objectives	3
Communication.....	4
Perspective.....	5
Communicating with Others	6
Active Listening	7
Active Listening in Action.....	8
Conflict	9
Positive Communication	10
The “Golden” and “Platinum” Rules	11
Diversity and Inclusivity	11
Making New Friends	12
Glossary of Key Terms.....	13
Notes.....	14
Let’s Connect!	15

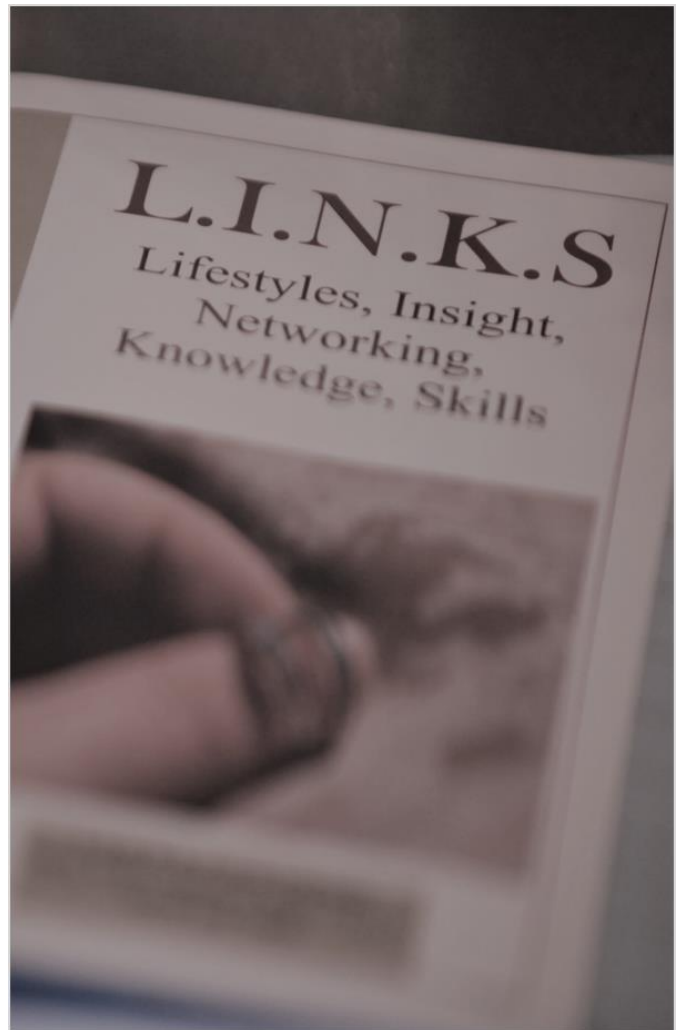


Module Objectives

Meeting a wide variety of new people from diverse backgrounds on a regular basis is one of the most unique and enriching opportunities you will have as a Marine Corps spouse. During your journey in the Marine Corps, you will build a network of relationships that will last a lifetime. The focus of this module is building skills to better connect with those around us in order to create a positive social climate.

At the end of this module, you will be prepared to:

-  explain the key parts of communication,
-  state three ways to express active listening,
-  understand how to communicate positively,
-  understand the importance of diversity and your role in inclusivity, and
-  list five ways to reach out to others and make new friends.





Communication

Be a good listener! A key component of effective communication is listening. When communicating, be sure to listen not for developing your own response, but to understand the other person's point of view.

It's all about body language! Your body language can play a role in effective communication and is essential in avoiding instances of miscommunication. Your intended audience can be confused if your body language is inconsistent with your message.



Define the terms below using the information provided by the facilitator.

Diversity

Inclusion



Perspective

Is the dress **blue and black** or is it **white and gold**?



Is this an **old woman** or a **young woman**?



Both answers are right in these cases!

Just like with these images, we all communicate differently. As humans, we can see and hear the same thing and come to different conclusions. Good communication and active listening can help all of us learn to understand other's perceptions.



Communicating with Others

You can become a better communicator by establishing rapport with others. Try sharing your thoughts or feelings to open up dialogue.



Be a good listener

Share a struggle, fear, or personal event; be sure it's something you're comfortable with others knowing

Encouraging people to share helps people to confide in you. Start with something small and work up to the things that are more important to you. Sharing allows for mutual trust and acceptance from others. Make a special effort to ask follow-up questions on important news that you have been told. Inquire about the results of tests, a meeting with a child's teacher, or the return of a loved one from deployment. If you are shy, asking thoughtful questions shows that you've been listening and makes others feel valued and understood.



Ask questions to discover shared interests.



Active Listening

Some would say that if those around you are not listening, you should be louder. The thought here is that by speaking louder this will make them listen to you. Sometimes people do this without realizing it. Being louder so you just to make sure you are heard does not guarantee anyone is actually listening.

There are many barriers that can happen which makes it hard for a person to actively listen.

Barriers to communication can include everything from environmental distractions, the use of slang and jargons, to personal experiences and knowledge. While there are many barriers, we are going to focus on overcoming them.

Want a more in-depth conversation on communication skills?

Look into taking our “Say What?” interpersonal communication workshop!

What is *active listening*?

Active listening is when you listen with all your senses. You also give the speaker your full attention and show interest. It may seem easy, but true listening takes effort. It is one way we can begin to overcome these barriers.





Conflict

Directions: Use the space below to answer the following question.

What is *conflict*?



Conflict occurs when two or more parties believe that what one person wants is incompatible with what the other wants. When handled with the right attitude and active listening skills, conflict can yield positive results, such as:

- Learning useful information (about the other person's perspective or situation).
- Long-standing problems surface and are dealt with (especially in families).
- Relationships and communication can improve.
- Defining and differentiating essential and peripheral issues.

Characteristics of conflict:

- ✓ It's inevitable.
- ✓ Most people are afraid of it.
- ✓ It increases when change occurs.
- ✓ It can be handled constructively or destructively.
- ✓ It isn't anyone's fault.



The “Golden” and “Platinum” Rules

The Golden Rule



Treat others the way you would like to be treated



The Platinum Rule



Treat others the way they would like to be treated.

Diversity and Inclusivity

Directions: Fill in the blanks as the facilitator presents the content.

The Marine Corps is _____ and we can all benefit from an inclusive environment.

You can choose to be _____ by practicing good manners and positive communication.

It is always good to set a tone of mutual cooperation rather than just asking for others to _____.

You can be a good _____ with simple acts like picking up after your kids and pets, not parking in their drive, or walking over misdirected mail. Simple acts of kindness make a difference.

Neighbors become friends when they engage in good _____, like observing quiet hours, informing neighbors of gatherings and waving to each other can turn neighbors into friends.

_____ involves _____.

Set a good example by your _____.



Making New Friends

Another wonderful benefit of inclusivity is making new friends. Making friends can be more complicated in adulthood than in childhood; it is not always easy to get to know new people or develop the trust and affection that make for a lasting friendship. Jot down some tips below:

Exercise or join an
installation sports
team.



Volunteer and get
involved in
community
events.



Continue
your formal
education.



Glossary of Key Terms

Active Listening	Listening with all your senses. A specific practice involving paying attention to the speaker, paraphrasing what they have said, and reserving developing a response until you have clarified their message.
Body Language	Facial expressions, body position, and other non-verbal communication cues.
Conflict	A barrier to communication that occurs when two or more parties believe that what one wants is incompatible with what the other wants.
Communication	The process of sending a message between a sender and receiver. This involves both verbal and no-verbal communication.
Diversity	(noun) The condition of having or being composed of differing elements, variety.
Golden Rule	Treat others the way you would like to be treated.
Inclusion	(verb) How we welcome, engage, and connect with one another.
Platinum Rule	Treat others the way they would like to be treated.

Notes

LET'S CONNECT!

Use this page to network with some of your fellow L.I.N.K.S. spouses.

Name:
Tel. No:
Email:

Name:
Tel. No:
Email:

Name:
Tel. No:
Email:

Name:
Tel. No:
Email:

Name:
Tel. No:
Email:

Name:
Tel. No:
Email:

L . I . N . K . S .

Empowering Marines, Sailors, and their families,
by providing the skills and resources necessary to navigate the military lifestyle