



Yellow Ribbon Reintegration Program

For Those Who Serve and Those Who SupportSM

Communication Skills and Tips

Setting the Stage

- Respect
- Active Effort
- Timing
- Face to Face
- No Attacks
 - "Why can't you EVER get your dirty clothes into the hamper?"
- Be Honest
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Verbal

- Think before you speak
- Make eye contact
- Be specific and clear
- Be concise
- Be positive
- Verbal Modeling
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Nonverbal

Reading non-verbal communication

- Practice observing people
- Be aware of individual differences.
- Look at nonverbal signals as a group.
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Using nonverbal communication

- Use nonverbal signals that match your words.
- Adjust you nonverbal signals to the context.
- Use body language to convey positive feelings
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Listening

- Focus fully on the speaker
- Avoid interrupting
- Avoid appearing judgmental.
- Show your interest.
- Provide feedback
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Feedback

- Restate the original content and feeling. (Parrot/Paraphrase)
- Don't express opinion as fact.
- Explain your reasons.
- Ask questions
- Be courteous.
- Critique the idea not the person.
- Respond, don't react.
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Managing Stress

- Recognize you are becoming stressed.
- Take a moment to calm down.
- Bring senses to the rescue.
- Look for humor.
- Be willing to compromise.
- Agree to disagree.
- 48 hour rule
- Stop
- Think
- Talk
- Listen
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