



Lesson 11

Chief Petty Officer Selectee Leadership Course

CPPD-LEAD09-004

Lesson 11

- Active Communication



Objectives

- Identify how active communication can benefit the Chief Petty Officer and the division.
- Explain the fundamentals of effective communication.



Quote

"Communications up and down the chain of command is important. But don't shoot the messenger or you won't know the problems you have to work and don't sit in the office and wait for the info to come to you....it may not."

– CNO Admiral Jeremy Boorda



What is Communication?

Purpose: To define communication

- Instructions:
 1. As a group, brainstorm your definition of communication.
 2. Capture answers on chart pack paper.



Communication is . . .

- Communication is a dynamic, flowing, uninterrupted sequence of information between two or more people. Each of us is constantly sending messages. We send messages in what we say, how we say it, and through our body language.



Effective Communication as a Chief Petty Officer

- Instructions:

Discuss the following:

1. In your role as Chief, why is effective communication important?
2. What are some of the things you will be expected to communicate?
3. What are some barriers to effective communication?



Failures in Communication



Ways We Communicate

Purpose: To identify the ways we communicate

- Instructions:
 1. Brainstorm a list of ways we communicate within our commands. Capture your list on chart pack paper.
 2. Rank the items on your list by how often they are used.
 3. Finally, rank according to effectiveness.



Face-to-Face Communication

- Vocal Tone 50%
- Body Language 40%
- Words 10%



Variables that Impact Effective Communication

- Where the message is being sent from (environment)
- Frame of reference (past experience, perceptions, feelings)
- Barriers (interruptions, confrontations, judging, advising)



Activity Instructions

- Instructions:
 - Divide into pairs.
 - Determine who will send and who will receive.
 - Distribute diagrams to Senders and blank paper to Receivers.
 - Review ground rules for activity:
 - Only those giving directions may speak.
 - Not allowed to ask questions.



Activity, Part I - Senders

- Instructions:
 - Look at your picture.
 - Using only verbal communication, ask the Receivers to draw the specific objects on their paper that you have on your paper.
 - You may not show the Receiver your picture.
 - You may not answer questions.



Activity, Part I - Receivers

- Instructions:
 - Draw the picture that the Sender asks you to draw.
 - You **MAY NOT** look at the Sender's picture.
 - You **MAY NOT** ask questions.



Debrief

- Share your drawings.
- How did it feel to be given directions without the ability to ask questions?
- Were you able to complete the task?
- How successful were you in completing the task?



Reverse

- Instructions:
 - Switch roles as Sender and Receiver.
 - During this round, the Receivers **MAY** ask questions.



Activity, Part 2 - Senders

- Instructions:
 - Look at your picture.
 - Using only verbal communication; ask the Receivers to draw the specific objects on their paper that you have on your paper.
 - You **MAY NOT** show the Receiver your picture.
 - You **MAY** answer questions.



Activity, Part 2 - Receivers

- Instructions:
 - Draw the picture that the Sender asks you to draw.
 - You **MAY NOT** look at the Sender's picture.
 - You **MAY** ask questions.



Debrief

- How was this exercise different now that you were able to ask questions?
- Were you any more or less successful during this round?
- How will this change the way you communicate with your Sailors as a Chief?



Knowledge Check

- What are the characteristics of effective communication?
- As a Chief Petty Officer (CPO), how will you demonstrate the fundamentals of effective communication within the command?
- How can effective communication benefit the command?



Objectives

- Identify how active communication can benefit the Chief Petty Officer and the division.
- Explain the fundamentals of effective communication.



Summary

