

SC01 Notes (DOT1 Homework)

Flow of Communication:

Upward communication: Low-High flow of comm; (e.g. Amn wants to use chain of communication to deliver a message to Lt, goes through supervisor, etc).

Downward communication: High-Low flow of comm; opposite of Upward.

Lateral communication: Essentially squadron to squadron comms to get mission done. (E.g., amn in comm talks to amn in CE to dig trenches to run fiber).

Organizational Barriers:

Environmental Noise: Cellphones going off, videos in the background, construction, etc.

Weak communication Policies: Organizational based; your people just don't know how, what or who to communicate to.

Autocratic Management: Supervisors straight up don't listen to their underlings

Psychological Barriers:

- Personality
- Values
- Language
- Abstractions
- Ambiguous Terms
- Lack of Common Core of Experience

Miscellaneous Barriers:

- Gender
- Age
- Race
- Emotions/Overreaction
- Environmental Distractions
- Critizing
- Attacking *people* instead of *problems*

Phases of effective Communication:

Diagnosing Communication: 1. Analyze audience 2. What are you trying to communicate? Are you directing, informing, persuading, or inspiring? 3. Once decided on what you are trying to communicate, place emphasis & tone.

Preparing & delivering communication 1. Introduction * Introductory statement (Who you are) * Purpose statement (What you are about to talk about) a. What reason am I writing this? b. what is the idea I want to get people to understand? c. What is the response I want from my audience? * Motivation/Hook (The Why) * Overview (The Road Map) * Transitions (Links ideas together)
2. Body (Main points) * Support Material (Remember that the topic sentence is **Always** the first line of paragraphs in your body. a. Personal knowledge/experience b. Common Knowledge (No need to acknowledge source). For example, the twin towers being hit on September 11th. c. Folk literature d. Common Sense Observations - Statistics - Comparisons - Explanations/Definitions - Evaluating Sources 3. Conclusion * Summary (Brief summary/review of *all* main points) * Restatement of Purpose * Closure

Writing/Speaking notes:

- OPSEC
- Primary source for formatting is The Tongue and Quill (2015)
- Plain bond paper
- Times New Roman, size 12
- Double space sentences
- 1 inch margins– Top, bottom, and sides.
- Outside sources if applicable (Tongue & Quill or other ALS sources may be used as sources, but do not count as outside sources)