

## 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 3. Conclusion