

Communication

Current as of
18 July 2019

Lesson Plan

Instructional Aids: N/A

Lesson Outline: Communication

Objective?

Foundational Competencies: Teamwork, Communication, Decision Making, Change Management, Leadership, Information Seeking, Influence and Fosters Innovation.

References: AFH 1, AFH 36-2618, AFI 1-1, AFI 1-2, AF Doctrine V2

Introduction	
MP 1. Introduction a. Attention Step b. Motivation c. Overview DLO 1: Recognize and discuss acceptable communication styles DLO 2: Share prior experiences comparing and contrasting military and civilian communication examples	5 Minutes
MP 2. Communication Styles a. Introduce various communication styles - Verbal - Non-Verbal - Written - Visual b. The importance of the message will determine delivery method Activity/Discussion- Game of telephone	25 Minutes
MP 3. Communication Skillset a. Continuously developing communication skillset - Listening - Speaking - Observing - Empathizing b. Active listening techniques Activity/Discussion- Airmen should discuss their primary communication role(s) while in tech training/OJT.	25 Minutes
Conclusion	5 Minutes

Attention: Have you ever miscommunicated? What were the results? Relationships both in and out of the military are heavily impacted by communication.

Motivation: Have students pull out their phones and quickly discuss how many communication methods they have available to them. (Note- text, email, voice call, video chat, social media...)

Overview: Today we are going to talk about Communication, to include different communication styles, and communication skills.

Transition: Let's put away our phones and discuss other communication options.

MP 2: Communication Styles

LOQ- What are some different communication styles?

(Facilitator Note: discuss verbal, non-verbal, written, visual)

FUQ- What are the pros and cons of these various methods?

The Air Force utilizes various communication styles in order to spread information. This spectrum ranges from informal face-to-face feedback (two-way communication) to strategic video messages from HAF.

Activity- Play a round of the telephone game utilizing acronyms and lexicon relating to specific AFSC(s).

TRANSITION: That exercise wasn't perfect, but that's okay. Communication is a skill that we can all improve.

MP 3: Communication Skillset

LOQ- What skills are involved when we effectively communicate?

(Facilitator Note- listening, speaking, observing, empathizing)

FUQ- What are some active-listening techniques?

Give your full attention to the message sender, listening to their words and the way they are spoken. Notice voice tone, eye contact, facial expression, and appearance. Transmit your understanding of the message through responding.

As tech training students, you will be receiving quite a bit of information. It is vitally important that you practice active-listening in order to help you retain new material to help with job knowledge as well as airmanship.

Conclusion: Provide your own personal summary of the lesson as you taught it. Ask how mastering effective communication skills can contribute to us becoming better Airmen.

(Facilitator Note- Airmanship- An Airman's relentless mindset bound by our Air Force Core Values, forged through a culture of pride & professionalism, inspired by our innovative heritage, and exemplified through actions in defense of our nation.)