

“LET’S TALK ABOUT IT!”

Build Relationships · Engage Obstacles · Clarify Perceptions · Manage Conflict

About The Campaign

“Let’s Talk About It!” is a 31 day period from 11 Mar 19 to 11 Apr 19 meant to inspire increased conversation within daily life to reduce the interference of communication barriers. The **goal** is to make effective communication a normal part of life for everyone at Aviano AB, on and off base. Participate in the campaign by actively seeking to build relationships, engage communication obstacles, clarify perceptions, and manage conflict. And of course, tell people, “Let’s talk about it!”

Week 3: CLARIFY PERCEPTIONS

Perceptions = Experiences + Expectations

Most people have heard the saying, “give clear expectations.” But, we don’t often talk about the expectations of the Receiver. Everyone has experienced different life events, creating different ways of viewing certain situations, interpreting information, and formulating certain expectations. Asking clarifying questions and discussing interpretations is crucial to alleviating misunderstandings. Doing so can decrease potential conflict or polarization.

Objectives

- ❖ Learn to gather all of the facts
 - ❖ Diminish assumptions by asking clarifying questions
- ❖ Practice active listening and 3 way communication
- ❖ Be direct and clear in your expectations

Application Techniques

- ❖ **3 way communication**
 - Let the Initiator make a full opening statement uninterrupted. The Receiver should repeat back what was perceived in a paraphrased manner. The Initiator will then respond with “Yes” or clarify any miscommunication. Once the initial message has been clarified, the Receiver may rebuttal uninterrupted and the process repeats.



31st Fighter Wing
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