TACTICAL COMMUNICATIONS
#1820-30855
EXPANDED COURSE OUTLINE

I. Tactical Communications

A. Introduction/review class objectives
1. Lecture
2. Ice-breaking activity

B. Conflict
1. Conflict defined
2. Locations of conflict
3. Conflict resolution

C. Communication Theory
1. Expressing ourselves clearly
2. Understanding what others express to us

D. Reasons for communication
1. Fulfill a need
2. Fulfill a want
3. Express discomfort
4. Describing thoughts
5. Conflict resolution

E. Sources of difficulty
1. Speaker
2. Listener

F. Components of communication
1. Content
2. Tone of voice
3. Non-verbal

G. Three levels of listening
1. Competitive
2. Passive
3. Active

H. Body language
1. Using body language
2. Interpreting body language

I. Positioning and space
1. Intimate zone
2. Personal zone
3. Social zone
4. Public zone

J. Questions and evaluations
1. Closing
2. Q & A