

## The Sands Gazette

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### Five Levels of Active Listening

(Excerpts taken from <http://www.ehow.com/communications-skills/> )

#### Inside this issue:

<a href="#">Five Levels of Active Listening</a>	P.1
<a href="#">Family Readiness + Financial Readiness = Increased Command Readiness</a>	P.2
<a href="#">Financial Humor</a>	P.2
<a href="#">Clinical Counseling</a>	P.2
<a href="#">Relocation Program Calendar</a>	P.3
<a href="#">Scrumptious Recipe</a>	P.4
<a href="#">Cultural Focus: Visiting an Arab's Home</a>	P.4

Active listening is more than just registering a sound; it constitutes the process of "listening with purpose" to understand and interpret the meaning behind a word or phrase. The five levels of active listening can prove especially useful in the workplace, where they can "minimize or avoid unnecessary conflict", creating understanding and interactions between staff for a calmer, more positive environment.

#### Acknowledgement

Giving a speaker a basic acknowledgement is the first level of active listening. You can do so nonverbally by nodding your head or making eye contact. Alternatively, use a verbal response, such as "uh-huh," or "oh, really?" Although this response may seem basic, it plays a crucial role in letting the speaker know you are listening actively.

#### Silence

Silence is the second level of active listening. When the speaker reaches a natural pause in what he is saying, he will expect you to respond in some way. Remaining silent encourages the speaker to continue and reveal more information, however. In a conflict situation, at home or at work, this technique can help you quickly reach the root cause of a problem or find a piece of information the speaker may not have initially wanted to divulge.

#### Questions

Asking questions, the third level of active listening, not only implies interest in what a person is saying but also demonstrates that you want to know more. As an active listener, you can ask the speaker any type of question at this stage, such as a close-ended question, wherein the speaker replies with one or two words, such as yes or no, or an open-ended question, which encourages an extensive answer.

#### Paraphrasing

The fourth level of active listening, the technique of putting into your own words what you have just heard can prove useful for clarifying an important point or summarizing several issues. Always ensure that you let the speaker finish what she is saying before you begin paraphrasing. Continue paraphrasing if the speaker confirms that you have understood; otherwise, ask the speaker to repeat or clarify a point and try again.

#### Reflection

Reflection is the fifth and final stage of the active listening process. While paraphrasing demonstrates that you have understood the content, reflection involves focusing on the speaker's emotions by showing concern. Examples of a reflective statement include, "You seem angry about this," or "I'm concerned about your anger." Regardless of the specific emotion, do not adopt an accusatory tone by criticizing the speaker's feelings. Showing concern can also encourage further discussion on a particular issue.

For more information or to take a communications workshop, call or visit the Fleet and Family Support Center, Bldg.267, 439-4046.

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## Sexual Assault Prevention Begins with

### Sexual Assault.... Not at NSA Bahrain!

Respect Yourself and Others.... Use the Buddy System Wisely....  
 Drink Alcohol Responsibly.... Look Out for Each Other.... Don't Be An Offender!

For 24/7/365 Assistance, Contact the Duty Victim Advocate at 3940-3906 or the SARC at 3940-9854

## How Family Readiness + Financial Readiness = Increased Command Readiness

**James Rayburn, Family Life Specialist**

Did you realize that if you have trouble managing your finances, your command readiness will be affected? It's true. Money problems affect not only your life; they affect the lives of the Sailors around you. How? If you have financial problems, your job performance and your personal life will suffer; you could lose your security clearance. All of these factors directly affect command readiness.

It doesn't have to happen. You won't have any money woes if you take control of your finances, develop a realistic plan and don't spend more than you make. Sounds easy! But we all know that we can spend money faster than we can make it and it's easy to find yourself in financial trouble. The PFM at FFSC NSA Bahrain is James D. "Sam" Rayburn and I can help you with information and assistance related to finances. I can be reached at 439-9796 or james.rayburn@me.navy.mil.

### Financial Humor:

#### Inheritance

When George found out he was going to inherit a fortune when his ill father died, he decided he needed a woman to enjoy it with. So one evening he went to a singles club where he checked out the most beautiful woman he had ever seen.

Her natural beauty was astounding it took his breath away. "I may look like just an ordinary man," he said as he walked up to her, "but in just a week or two my father will die, and I'll inherit 15 million dollars."

Impressed, the woman went home with him that evening.  
 Three days later, she became his stepmother.



## Clinical Counseling NSA Bahrain

**Sharmane Delgado, MSW, LISW-S, Counseling & Advocacy Supervisor**

(Taken from the FFSP website: [www.ffsp.navy.mil](http://www.ffsp.navy.mil))

We all experience ups and downs in life. At some point just about everyone needs **help coping with stress** caused by life's many challenges.

Stress can be caused by such things, as family hardships, marital conflicts, parent/child issues, money concerns, frequent moves, health and environmental factors, and other difficulties.

We may first try to discuss problems with family, friends, or coworkers, but often this just isn't enough. Sometimes it helps to **talk to an experienced counselor**. Fleet and Family Support Centers (FFSC) offer **confidential** counseling by professional, licensed clinicians. Clinical counseling services are **free of charge** to active duty personnel and family members.

If you are troubled and need someone to talk to, you **do not need a referral** from your command, from Tri-Care or your primary care physician. Come into your local Fleet and Family Support Center, fill out the clinical packet and your clinician will call you for an appointment. The command is not notified.

Services offered by FFSC include:

- Short-term clinical counseling for individuals, groups, and families
- Crisis intervention and/or response to disasters and other catastrophes
- Group counseling and/or educational groups
- Referral to other military and community resources

# RELOCATION PROGRAM CALENDAR

Sara Albob, Intercultural Relations Specialist



## Smooth Move / Check Out Seminar 2013

0900 -1100  
FFSC Classroom

January 22                      July 16  
March 19                      September 17  
May 20                         November 18

## Intercultural Relations Program Calendar January 2013

Arabic Language Class, 1630-1730, 7th January  
Arabic Language Class, 1630-1730, 8th January  
Arabic Language Class, 1630-1730, 9th January  
Arabic Language Class, 1630-1730, 10th January  
Henna Painting Class, 1100-1200, 13th January  
Arabic at a glance, 1000-1100, 15th January  
Gold Buying, 1600-1700, 16th January

## Sponsor Training 2013

1500 -1600  
FFSC Classroom

January 13                      July 14  
March 17                      September 15  
May 19                         November 17

Register by calling the  
Fleet and Family Support Center  
439-4046



<http://www.facebook.com/home.php?#!/pages/Fleet-and-Family-Support-Center-NSABahrain/282724796518?ref=ts>




**The**  
Fleet & Family Support  
**Center**  
Enrich Empower Educate

Naval Support Activity Bahrain  
DSN: (318) 439 4046 COMM: (973) 1785 4046

<https://cnic.navy.mil/Bahrain/FleetandFamily>  Find us on Facebook



## Visiting an Arab's Home

**Alaa Afifi, Intercultural Relations Specialist**

Evening social engagements usually begin later than in the United States. Dinner is often served between 8 and 9 p.m. During Ramadan it starts later. If you are invited to an Arab home, dress modestly and try to bring a hospitality gift like chocolates, sweets, pastries or nuts. When you hand the present, use your right hand. The Arab guest removes his shoes, but a Westerner may or may not be required to remove his shoes.

Shaking hands is quite proper upon entering and leaving. Everyone stands when new guests arrive at a social gathering. Traditionally, the host assigns the place to sit. Don't be surprised if he does not introduce his wife and daughters. If he does introduce them, don't show any type of interest in the female members of the family. In a traditional setting, women often sit in a different room. If you talk to any of them, avoid staring.

According to Arab customs, the soles of your shoes should never face the person you are sitting with. Avoid comments on a Bahraini's personal possessions because when you do so, he may give you the object as a gift directly or later on. When talking, do not be involved in political arguments and sensitivities. Talking about drinking alcohol and eating pork are considered improper topics for conversation because they are forbidden in Islam. Arabs like to discuss money and may ask about your salary and what you paid for things. In that case, speak about money in general. Arabs also like to know if you are married or not or if you have children or not. Moreover, they may ask about the reasons for being single or childless. If you do not like to give out the information, simply, say "Inshallah I will..." which means if God wills.



### Scrumptious Recipes



Part of the enjoyment of living in a different country is tasting its food which you can try in restaurants of Bahrain, but have you tried to cook one of the Arabic food and add it to your family's collection of recipes? Here is the recipe for tabbouli, a delicious and healthy salad.

#### **Tabbouli (Parsley and Cracked Wheat Salad)**

##### **Ingredients:**

- 85 grams (3 oz., 1/2 cup) bulgur wheat
- 2 large bunches parsley (about 30 gr. before washing, or 1 1/2 cup chopped)
- 1 bunch fresh mint (about 10 gr. before washing, or 1/2 cup chopped)

- 1 cup chopped onions
- 1 large tomato
- 1/2 cup fresh lemon juice
- 60 milliliters (2 1/2 oz., 4 Tbs.) olive oil
- salt

##### **Preparation:**

- 1- Leave the bulgur in water for about 2 hours, then wash and squeeze out.
- 2-Wash and chop the parsley, mint and onions very fine. Dice the tomato.
- 3-Combine all ingredients including bulgur.
- 4-Add salt to taste, lemon juice, and olive oil and mix well. Serve in a bowl lined with lettuce leaves.



### Common Arabic Phrases

#### **English**

#### **Arabic pronunciation**

Good morning. (Reply)	Sabaah el khayr Sabaah el noor
Good evening. (Reply)	Masa el khayr. Masa el noor.
Hello.	Marhaba.
General greeting. (Reply)	Assalaamo alai-kum. Wa alaikum as-salaam
How are you?	Kaif haalak?
Goodbye.	Ma'asslaamah.
Thank God.	Al hamdulillah.
Welcome. (Reply)	Ahlan wa sahlan. Ahlan bekum.
Yes.	Na'am.
No.	Laa.
Please.	Min fadhlak.(m) Min fadhlich.(f)
Why not?	Laish laa?
See, look	Shoof.
I don't know.	Maa adri.
Another time.	Marrah
Thaanyah.	
If God wills.	Inshaalaa
God's willing.	Maashalaa