



Top Tips for Communication

1. Think about your **non verbal communication** – tone of voice, facial expression, posture and the person’s readiness to interact.
2. Remember the individual may not be able to **attend** to lots of verbal speech.
3. Use **short sentences** and only use the words that are needed to get your message across.
4. Allow **time** for information to be processed before you move on.
5. Avoid asking lots of questions. Especially “open” questions such as “Why.....?” or “How....?”
6. Try to use **intensive interaction** approaches to communication at all times.
7. Use the environment to support what you are saying. Use objects, photos, drawing etc. to help to get your message across. Making choices for the person may be difficult.
8. **Model** actions/tasks you want someone to do.
9. If the person is repetitively saying the same things over and over, try to create situations where you are with them, engaging in an undemanding activity that they can join in with if they choose. (Availability but low demand).
10. Think about any written communication, can this be simplified or provided in another format if necessary?
11. Use **scripts** to help someone know what is expected of them. Seek advice for help in knowing what to put in your script.
12. Remove alternative sources of distraction. Turn off the TV and radio.
13. Do not have a complex conversation with someone else when you are trying to interact with the person with a communication impairment.

Going up the **STAIR** to better communication

Support them to get their message across

Give them **time**

Gain the person's **attention**

Use appropriate **interaction** and obvious **resources** that you have around you.

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