

Communication Techniques

- Think about how you are presenting yourself when you are approaching the person. Look at your own body language.
- Try to be calm, cool and relaxed.
- Use **humor** and laughter.
- Use **touch** to get your message across; it shows the person that you care.
- **Call the person by name** when you are visiting. **Introduce** your self. **Explain** what you are going to do.
- **Be patient** and allow enough time for the information to be absorbed.
- **Praise and encourage** the person as you are working with him/her.
- There may be a time when **silence is golden**; sometimes there is no need for words.
- When trying to communicate with the person, observe and listen to the noises that could be present in the area. If necessary, move to a quieter area that is free of distractions.
- **Use eye contact** and look directly at the person to make sure that you have their attention before you begin to speak.
- If necessary bend down to be at **eye level** when you are talking.
- **Speak slowly and clearly.**
- Give **one instruction** at a time.
- **Repeat the sentence** the same as the first time.
- **Avoid asking questions:** turn them into pleasant commands.
- If you need to ask a question try to give choices or use a yes/no question.

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