

Tips for successful communication

- Be welcoming and friendly
- Treat the person with dignity and respect
- Know there are different ways to communicate
- Ask the person what will help with communication
- Find a quiet place
- Listen carefully
- Don't pretend to understand
- When you can't understand the person, let them know you are having difficulty
- If you are having difficulty understanding - try asking questions so the person can answer yes or no
- Ask the person to repeat or try another way if you don't understand
- Check back that you have understood correctly
- Speak directly to the person and make eye contact. (There are some people who may not want you to look at them e.g. some people with autism spectrum disorder).
- Be patient and give the person time to respond.
- If you ask a question, wait for the person to reply.
- If you think the person has not understood, repeat what you have said or say it a different way.
- Speak normally.
- You don't have to raise your voice or slow your speech¹.

¹ Scope (Vic) Ltd 2015; Communication and Inclusion Resource Centre