

# Communication Tips



Get the person's **attention** and **identify yourself**.

[Standing in front of Joe] "Hi Joe. I'm Lucy. Nice to see you. Today we have [name of program]. Are you ready to join?"



Make **eye contact**.



Bring the person to a **quiet place** if they are feeling overwhelmed or are showing signs that they may be having a hard time hearing you.

"Joe, would you like to come over here [to talk or take a break]?"



**Speak slowly and clearly**, if needed.



Share **one message at a time**.

When demonstrating an exercise: "Start with raising one arm [demonstrate, allow for movement]. Now, raise your other arm [demonstrate, allow for movement]."



Ask **close ended questions** that require yes or no answers.

"Joe, would you like to use this weight for your exercise today?"



**Allow time for a response**. After a pause, try repeating, demonstrating, or cueing.



**Listen** to what the person is telling you and showing you. **Pay attention** to feelings and actions as well.



Support the person in **THEIR reality** and offer assistance.

If Joe thinks it is Tuesday when it is Wednesday, you do not need to correct him.



**Repeat questions or sentences** as needed, or try again later.



Give them **options**.

"Joe, would you like to exercise on the bike or treadmill today?"