

Communication Support Strategies

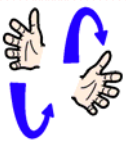


CHSS Is a member of Communication Forum Scotland



Speech Strategies to help.....

TELLING	UNDERSTANDING
<ul style="list-style-type: none">✚ Offer yes/no choice ○ E.g. is it your sister?	<ul style="list-style-type: none">✚ Repeat what you are saying✚ Rephrase what you say
<ul style="list-style-type: none">✚ Offer alternatives ○ E.g. was it the hospital...or your doctor?	<ul style="list-style-type: none">✚ Open v's closed questions✚ Use short sentences with one key point
<ul style="list-style-type: none">✚ Ask for repetition	<ul style="list-style-type: none">✚ Encourage listening
<ul style="list-style-type: none">✚ Allow time and don't keep interrupting	<ul style="list-style-type: none">✚ Reduce your rate of speech
<ul style="list-style-type: none">✚ Establish one point before encouraging person to continue	<ul style="list-style-type: none">✚ Clarify✚ Establish category or subject✚ Narrow down
<ul style="list-style-type: none">✚ Silence!	<ul style="list-style-type: none">✚ Use pauses to allow thinking time



Gesture strategies to help..

TELLING / MESSAGE OUT	UNDERSTANDING / MESSAGE IN
✚ Encourage person to gesture	✚ Support speech with appropriate, gestures – practice making this a natural part of your own communication style
✚ Model a response ○ Was it good 👉 ... or bad? 👈	✚ Don't overload and use too many gestures, this can be confusing
	✚ Keep gestures simple – no sign language, just natural gesture



Writing and drawing strategies to help ...



Remember to use speech strategies as well!

TELLING / MESSAGE OUT	UNDERSTANDING / MESSAGE IN
✚ Have pen/paper available	✚ Write key words, not long sentences
✚ Encourage attempts at writing	✚ Use large print / blank paper
✚ Lateral thinking! "CDN" in a conversation about travel may mean Canada - remember writing attempts are unlikely to be 100% accurate	✚ Ensure it's legible and pen or pencil stands out on the paper ✚ Use mix of words and signs/symbols to support what you're saying
✚ Write down key words from the message/try a picture if words don't suffice!	✚ Note down change of conversation topic
✚ Tick and cross out when you are sure what is being said (see below)	✚ Use previous writing to backtrack in conversation and review understanding
✚ Write key words to summarise what is being said and get agreement	✚ Keep it simple – you don't need works of art if drawing

Canada ✓

~~Sister~~

Brother ✓

25 years

*"So, it's your brother that has lived in Canada for 25 years
.....NOT your sister."*

YES

NO

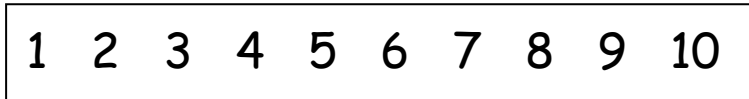
UNSURE



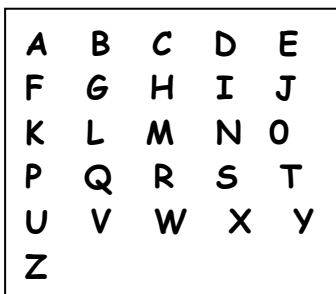
Using resources to help ...

TELLING / MESSAGE OUT	UNDERSTANDING / MESSAGE IN
✚ Encourage pointing to pictures/available resources	✚ Relevant resources to back up speech egg diary
✚ Use whatever is available	✚ Reduce no. of choices egg 2 pictures instead of 4
✚ Don't overload with resources	✚ Ensure resources are simple and clear
✚ Be prepared to do some lateral thinking	

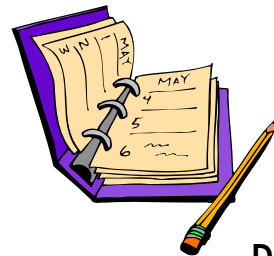
EXAMPLES



Number lines



ALPHABET CHARTS



Diaries



Photos

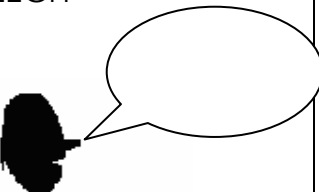





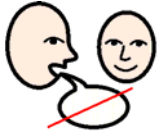
Maps and atlases



Newspapers

Communication Toolkit: Strategies to support conversation

	TELLING	UNDERSTANDING
<p>SPEECH</p> 	<p>Offer yes/no choice E.g. is it your sister?</p> <p>Offer alternatives E.g. is it this or that?</p> <p>Ask for repetition</p> <p>Allow time to speak</p> <p>Establish one point before moving on</p>	<p>Reduce rate of speech</p> <p>Allow time to think</p> <p>Emphasis key words</p> <p>Repeat</p> <p>Encourage listening</p>
<p>GESTURE</p> 	<p>Encourage simple gesture</p> <p>I.e. pointing, thumbs up/down in place of yes/no</p>	<p>Support your own speech with simple gesture</p>
<p>WRITING & DRAWING</p> 	<p>Have pen/paper available</p> <p>Encourage to write key words</p> <p>Write down key words</p> <p>Use key words to confirm what is being said</p>	<p>Write key word</p> <p>Use large print/blank paper</p> <p>Use simple drawings</p> <p>Highlight change of topic</p> <p>Use previous writing and drawing to backtrack in conversation and review understanding.</p>
<p>RESOURCES</p> 	<p>Have relevant resources available to support speech.</p> <p>Encourage pointing to pictures/resources</p>	<p>Have relevant resources available to support speech.</p> <p>Encourage pointing to pictures/resources.</p>



PROBLEM WITH TELLING

POSSIBLE SOLUTION






















Message out

<p>✚ Can't find the right word</p>	<p>✚ Offer choice ✚ Encourage use of pictures ✚ Encourage "another way" ✚ Recap on the conversation ✚ Allow time – don't jump in</p>
<p>✚ Message doesn't make sense; message is jargon/nonsense</p>	<p>✚ Use questions ✚ Explore/find out ✚ Use pictures/resources ✚ Write down "key words" ✚ Recap</p>
<p>✚ Person uses the wrong word</p>	<p>✚ Do nothing – if you know what they are saying!! ✚ Recap ✚ Use pictures/resources ✚ Offer choice ✚ Allow thinking time</p>
<p>✚ Person uses sounds / syllables / repeats the same word</p>	<p>✚ Use your listening skills ✚ Watch & listen – not what's said but HOW it's said ✚ Encourage another way</p>
<p>✚ Message sounds unclear/slurred (Dysarthria)</p>	<p>✚ Ask person to repeat ✚ Ask person to slow down/spell word</p>

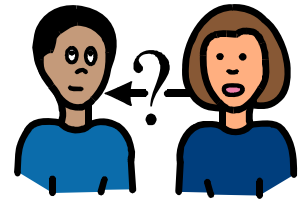


PROBLEMS WITH UNDERSTANDING POSSIBLE SOLUTION

Message In

 Poor listening	 Focus the conversation;  Encourage the person to listen;  Actively focus their attention  Use pictures/words
 Answers inappropriately	 May be due to poor listening, so as above  Recap on the conversation  "Invite" them to listen  Re-focus the conversation
 Fails to grasp main point of message; gets gist of message	 Review key points  Highlight using tone of voice, pictures, words  Use questions to clarify extent of understanding
 No response	 Review key points  Highlight using tone of voice, pictures, words  Use questions to clarify extent of understanding
 Social facade	 Probe to determine understanding  Don't be fooled!

Asking questions



How to make it easier for people to answer

When we communicate with each other, we use questions all the time. For example:

- 'Do you have anything you want to say?'
- 'What time do you want to meet?'

The way a question is asked may affect whether someone can:

- tell you what they think
- give you the information you require.

There are generally two ways of asking questions.

Open questions

An open question cannot be answered with just 'yes' or 'no'. For example:

- 'What do you think about the point Mr. Smith just made?'

The person who answers can give as much or as little information as they want or are able to.

Closed questions

A closed question can be answered with 'yes' or 'no'. For example:

- 'Do you agree with the point Mr. Smith just made?'

Some people with communication support needs will find closed questions easier to understand and answer.

Closed questions focus on one piece of information at a time. They offer a clear choice. They can be answered with a single word. If only 'yes' or 'no' is required, the answer can be given:

- verbally
- with a shake or nod of the head
- by pointing to a word or symbol written on a piece of paper:



Yes



No



Maybe

Questions offering two alternatives

Questions can also be easier to answer if just two alternatives are given at one time. For example:

- 'Do you think we should spend more on housing or transport?'

Just by changing the way you ask a question, you can enable an individual to take a more active role in a variety of situations.

Examples

Here are some examples of open and closed questions you can use in a variety of situations, including:

- on the telephone
- face to face
- written or online documents.

Open:	'When shall we arrange to speak again?
Closed:	I can ring again on Thursday. Is that OK? I can ring at 3 o'clock. Is that OK?
Open:	What special requirements do you have?
Closed:	Do you need help finding the meeting room? Do you need a pen and paper?
Open:	What organisation are you with?
Open:	Which documents do you need?