

Video transcript

STARs - Bob & Aileen communicating with good strategies

Aileen

Let's observe again, with both individuals this time using a range of strategies to support the conversation.

Aileen

How did you get here today?

Bob

I cannae.

Aileen

If you're able to write then... You came by taxi?

Bob

Yes, yes.

Aileen

All the way?

Bob

No, no.

Aileen

How else did you travel to Edinburgh?

Bob

choo choo choo choo choo choo.

Aileen

Did you come by train?

Bob

Yes.

Aileen

You did, you came by train. Ok, so you came by train and by taxi, so you're obviously not local to Edinburgh.

Bob

No, no, no.

Aileen

Where do you come from? Can you show me? ... You came from Maryhill?

Bob

Yes.

Aileen

Did you come from Maryhill today?

Bob

No, no, no, no, no, no.

Aileen

Is Maryhill where you originally come from?

Bob

Yes, lovely, great

Aileen

What about today? Where did you come from? Where do you live? B.I... biggs. Right, B.I.G.G.S.B. It's a longer word than that?

Bob

Yes.

Aileen

Yes. Is there something in your book that says where you live? Bishopbriggs near Glasgow.

Bob

Yes

Aileen

Ok. What do you like? What are your hobbies and your interests? Footie.

Bob

Yes.

Aileen

Football. And coming from Glasgow can I assume that you're a Celtic or Rangers supporter?

Bob

No, no, no, no, no

Aileen

Of course, Maryhill, so you must be Partick Thistle man.

Bob

Not bad.

Aileen

Are you a real follower of them?

Bob

Oh aye, aye, lovely.

Aileen

How? In what way? Do you go to their matches or did you used to? Tues, Tuesday. Was there a match on Tuesday night?

Bob

Yes, yes.

Aileen

Uh huh.

Bob

Lovely, I'm not kidding.

Aileen

2-1.

Bob

Not bad

Aileen

Was that the Scottish cup fourth round?

Bob

Yes, yes. Not bad

Aileen

Who were you playing?

Bob

Ohhh...

Aileen

You were obviously a happy man. Was it united?

Bob

No.

Aileen

Dunfermline?

Bob

Yes.

Aileen

So you beat Dunfermline?

Bob

Not bad.

Aileen

Good.

Bob

Not bad.

Aileen

Good. So you were there?

Bob

Yes.

Aileen

What is it that Stuart does, Bob? Well actually I think it tells us there, isn't it? He's a pilot.

Bob

Yes.

Aileen

But you were telling me something earlier about Stuart.

Bob

Erm .. oh aye. Dum dum dum dum, dum dum dum dum.

Aileen

Is he getting married?

Bob

Yes, yes, yes.

Aileen

He's 41.

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Bob

Yes.

Woman

And he's getting married?

Bob

No bad.

Aileen

I think you were telling me something else about Stuart though, erm... earlier you were telling me something about four.

Bob

Oh aye, yes.

Aileen

Can you, can you tell. Four what, Bob, four? We were talking about him being in the... getting stripes.

Bob

Yes.

Aileen

Ok. What stripes? Erm... because he is a commercial pilot.

Bob

Yes.

Aileen

Is he, is he getting a promotion?

Bob

Yes and... Bom.

Aileen

Is that the top job?

Bob

Yes.

Woman

So is he getting a promotion to being a captain?

Bob

Yes, no bad.

Aileen

Very good.

Bob

Lovely.

Aileen

Although not always accurate, Bob communicates through writing key words. It is important to find out the most effective way an individual communicates. Provide paper and pencil for writing or drawing. Listen to the intonation. This conveys a significant part of our message whether with words or not. Use and encourage the use of gesture to reinforce or clarify a message. Where appropriate, use the individuals' communication book. It is important in conversation not to ask what you already know or can see in front of you. For example with a communication book, conversation is not a test. In this clip, communication improved when both Bob and his communication partner shared responsibility and worked together for a successful outcome.