

Good communication involves:

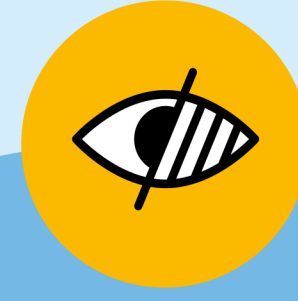
- 1 Creating trust and showing interest and empathy.
- 2 Giving recognition and appreciation.
- 3 Asking questions and prompt two-way communication.
- 4 Using appropriate (body) language.
- 5 Listening carefully and actively.
- 6 Asking the person how to be addressed.

How to communicate...



How to **communicate** with persons with **speech difficulties**

- 1 Give the person time to speak.
- 2 Do not interrupt them or complete their sentences.
- 3 Do not pretend you have understood if you haven't.
- 4 It is okay to ask people to repeat and clarify.
- 5 Involve someone to support the communication if needed.



How to **communicate** with persons with a **visual impairment**

- 1 Identify yourself clearly.
- 2 Make sure everyone introduces themselves verbally.
- 3 Inform when people are entering or leaving the room.
- 4 Speak to the person directly.
- 5 Address persons by their name.
- 6 Speak naturally and clearly. There is no need to shout.
- 7 Ask if the person needs support. Do not do this uninvited.



How to **communicate** with persons with a **physical impairment**

- 1 Place yourself at eye level with the person.
- 2 Talk to the person, not to his or her assistant/companion.
- 3 Do not remove or touch someone's assistive device.
- 4 Ask if the person would like assistance.
- 5 Ensure clear pathways to assist mobility.
- 6 Make a chair-free space at tables for wheelchair-users.



How to **communicate** with persons with **intellectual or learning disabilities**

- 1 Speak clearly. Use short sentences and clear words.
- 2 Talk slowly and allow the person time to respond.
- 3 Use pictures or other visuals to support your words if useful.
- 4 Use gestures and facial expressions.
- 5 Check whether the person has understood you.
- 6 Involve someone to support the communication if needed.



How to **communicate** with persons who are **deaf or hard of hearing**

- 1 Stand somewhere where you can be seen easily.
- 2 Face the person so they can see your expressions.
- 3 Be aware of mouth covering for those reading lips.
- 4 Ask how the person would prefer to communicate.
- 5 Check whether the person has understood you.
- 6 Repeat key messages, for example by writing them down.
- 7 Talk slowly and clearly. Do not shout.
- 8 Check whether the person has understood you.
- 9 Repeat key messages, for example by writing them down.

Supported by:

