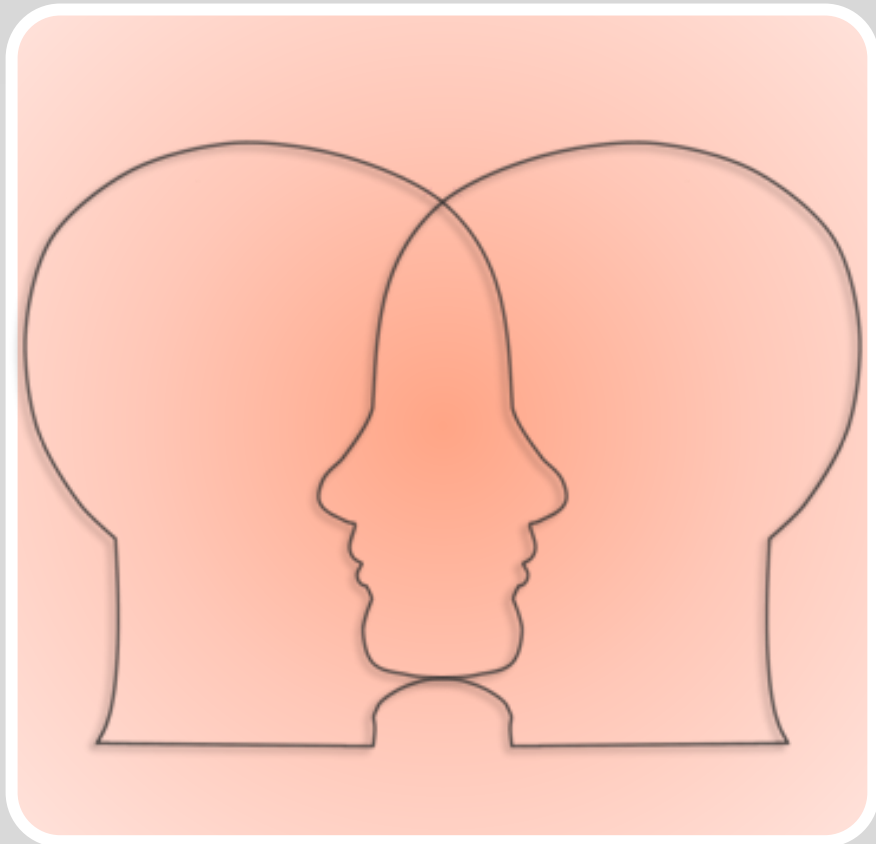


# Guide to Communication



# Guide to communication



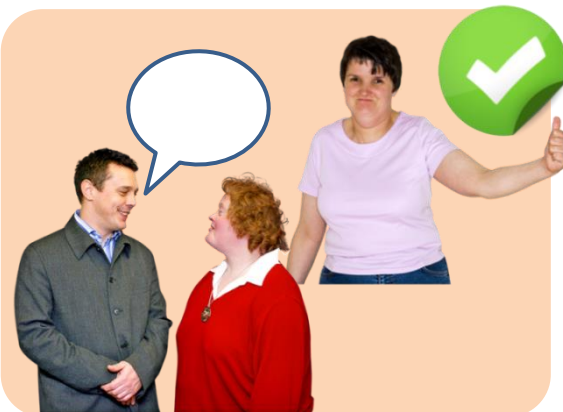
This guide is about communication.



The guide will explain how we communicate with each other.



The guide will explain what can make communication difficult.



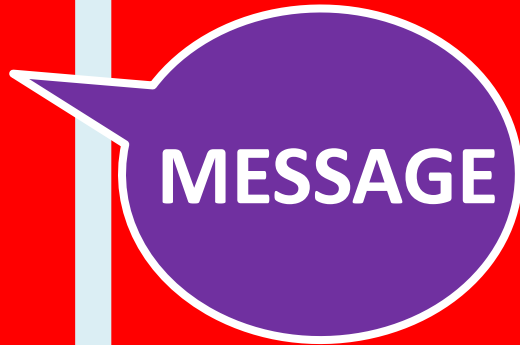
The guide will explain how we can make communication better.

# What is communication?

**You want to tell someone a message**



**YOU**



**MESSAGE**



**PERSON**

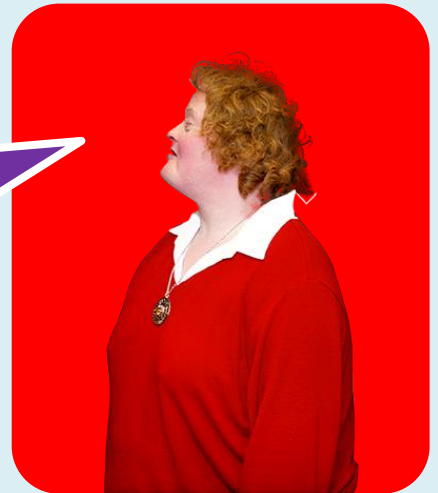
**Someone wants to tell you a message**



**YOU**



**MESSAGE**



**PERSON**

# Why is communication important?



Share information:

- we can say what we want
- we can say what we need



Understand what other people are saying.



Say how we feel and explain our thoughts and opinions.  
This can help with anxiety and distress.



Make changes.

# Why is communication important?



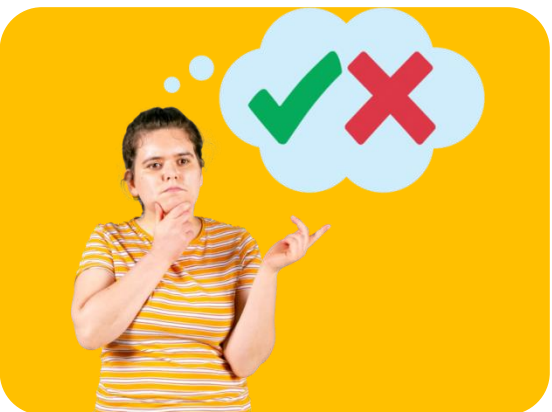
Good relationships with people.



Share goals and interests with people e.g. getting a job.



Ask questions and answer questions.



Make decisions and make choices.

# How We Communicate



Facial expression



Drawing



Gestures



Speak/Eye contact



# How We Communicate

Writing



Pointing/  
using hands

Using equipment

e.g. text message or AAC device



Sometimes we use more than one method of communication, for example:



**Facial Expression**



**Speak/  
Eye Contact**



**Pointing**

All of these could be used at the same time

# 4 main ways we communicate:

1



## Verbal

Spoken communication-  
face to face or telephone

2



## Non-Verbal

Body language, facial expression,  
eye contact, tone of voice, pointing  
and hand gestures e.g. signing

3



## Written

Letters, emails, text, books,  
magazines and social media

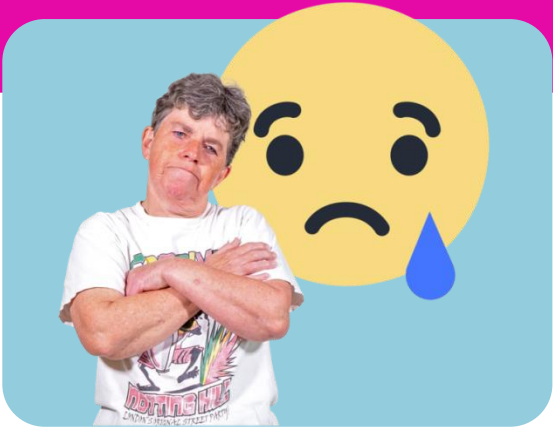
4



## Visual

Pictures, graphs, charts, maps and  
logos

# Non-verbal communication



## Facial Expressions

Someone's face can show if they are happy- smiling  
angry- scowling  
sad- crying



## Gestures and Pointing

You can use gestures to communicate- waving, pointing using hands when expressing yourself.  
Using sign language.



## Body Movement & Posture

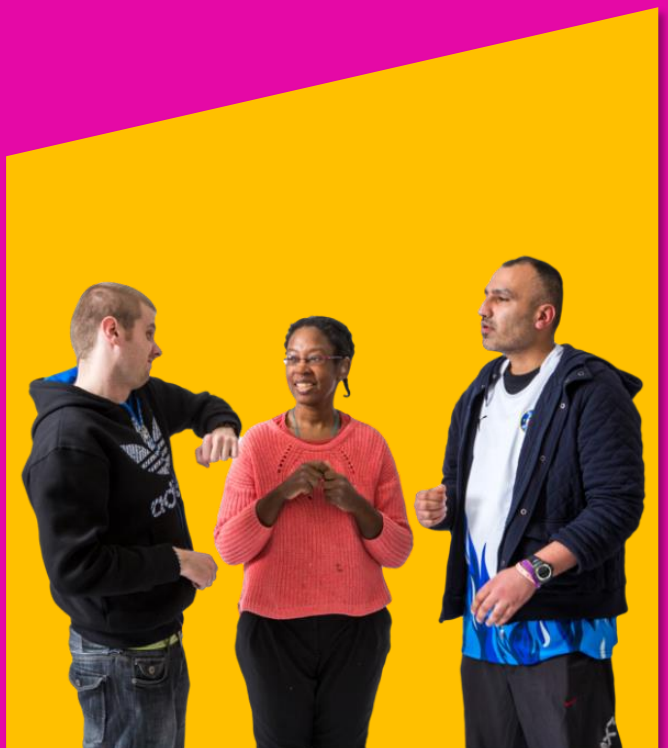
Leaning forward can show someone you are interested. Slouching to one side shows you are not interested.  
How you sit, walk, stand or hold your head can express how you feel.



## Eye Contact

Look at the person you are talking to. This shows you are listening to them, it shows you understand them and can see their response.

# Understanding Communication



# Understanding communication



For communication to be effective we also have to be able to understand what others are trying to communicate to us.



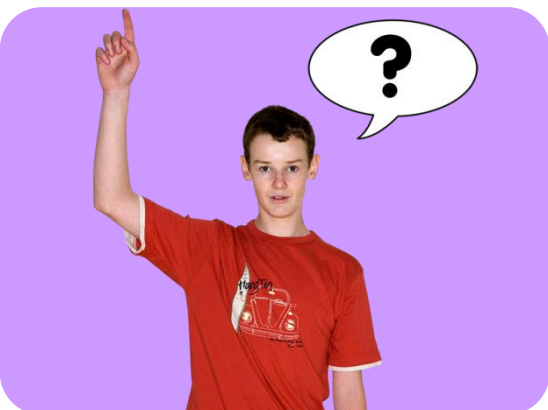
## Listening

Listen carefully to what the person is trying to say to you.



## Voice

Tone of voice can show emotions-  
anger- speaking loudly  
happy- higher pitch



## Ask Questions

- Ask questions to make information clear.
- Express your views- tell people what you think.

# Understanding communication



## Avoid Distractions

Concentrate on what the person is saying. Try not to get distracted by surroundings.



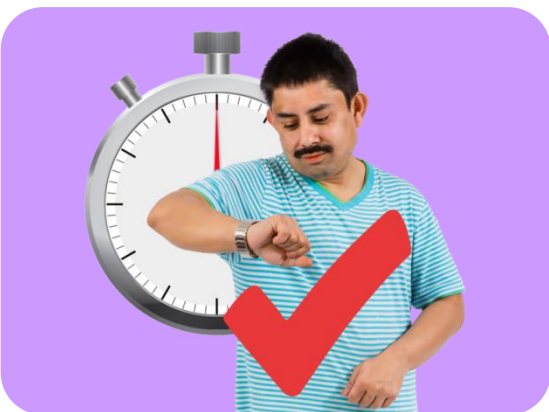
## Language

Ask them to use simple words and don't use jargon.



## Repeat

If you don't understand ask them to repeat what they have said.



## Time

Take time to think about what they have said. Tell them you have understood their message or tell them if you don't understand.

# What Makes Communication Difficult?



# Communication

What makes things difficult?



Shouting



Talking when someone else is trying to say something



Difficulty understanding what someone is saying

Distractions



# Communication

What makes things difficult?



Long words and jargon



Interrupting people



Lack of attention/not listening to people



Starting a conversation or getting stuck on a topic



# Communication

What makes things difficult?



Poor eye contact



Hearing problems/speech difficulties



Misunderstanding what someone has said



Understanding emotions



# What Makes Communication Better?



# Communication

What makes things better?



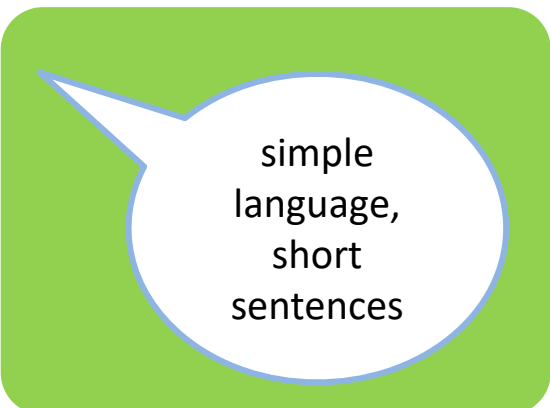
Listening to each other.



Take turns to communicate with each other.



Look at the person you are talking to.



Speak in simple language, short sentences.

# Communication

## What makes things better?



Take time to say what you want.  
Slow down and pause occasionally.



Use different methods of  
communication.



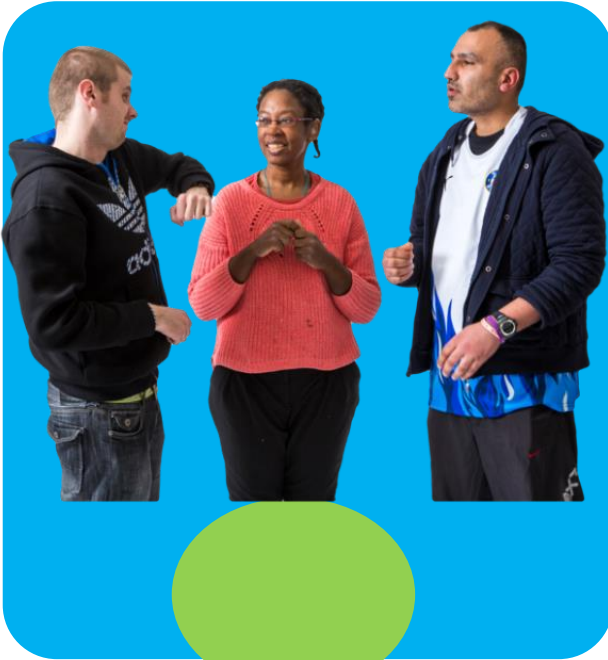
Watch other people and see how  
they communicate.



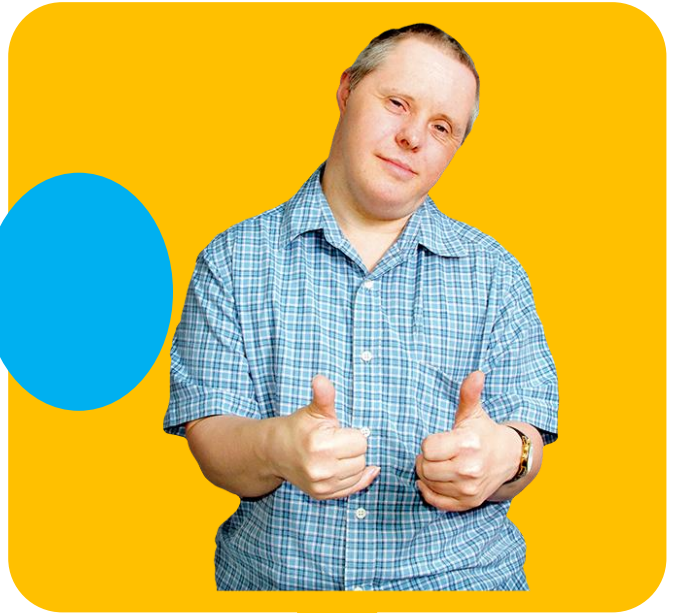
Easy read- if you need pictures to  
help you understand then ask for  
information in easy read format.

# Good communication means:

Communicating with people



Confidence



Good relationships with people

Improved quality of life

# People who can help you

## Speech & Language Therapist

- Will assess your communication needs
- Give advice on ways to help and support you
- Explore different methods of communication with you
- Give advice to the people who support you
- Help you achieve your goals
- Improve your communication skills



## Family and Carer's

- Staff can help you communicate
- Staff will help you with daily activities and skills
- You can talk to staff about how you feel



# Websites

- [www.thecommunicationtrust.org.uk](http://www.thecommunicationtrust.org.uk)
- [www.mencap.org.uk](http://www.mencap.org.uk)
- [www.easyhealth.org.uk](http://www.easyhealth.org.uk)
- [www.skillsyouneed.com](http://www.skillsyouneed.com)

Speech and Language Therapy

