

# Effective Communication

**As a result of participating in this segment of training, learners will be able to:**

1. Demonstrate 5 different types of communication.
2. Apply active listening
3. Demonstrate ethical and respectful interactions with people who have developmental disabilities

# Basic Test Communication

1

\_\_\_\_\_

2

\_\_\_\_\_

3

(no pens - listening only)



How can miscommunication occur in each of the following communication situations?



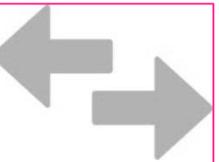
What impact could miscommunication have on...

- My personal life
- The individual I support
- The relationship with the individual I support
- Relationships within a support team
- Relationships with DDA caseworkers
- The relaying of necessary information from doctors
- Relationships with family of individuals I support

*My Notes*



NON-VERBALS

 EYE CONTACT	 FACIAL EXPRESSIONS	 GESTURES/BODY LANGUAGE
 VOLUME	 PACE	 TONE OF VOICE
 TOUCH	 SOUNDS	 PROXIMITY

My Notes

WHAT'S THE DIFFERENCE?

I'm sorry if I hurt you.

I hurt you, and I'm really sorry that I did that.

I'm sorry. I really didn't mean anything by it. I wasn't even thinking about it.

I didn't think about how this was going to impact you. I'm sorry for being selfish.

I'm sorry. Things have been crazy and I've been so busy lately.

I haven't been paying attention to you lately. I'm sorry that I've hurt you.

I'm sorry, but if you had told me ahead of time, I wouldn't have rushed ahead.

I'm sorry. I should have checked with you first. This is really my fault.

Write the skills and behaviors  
in the boxes below.

Negative

Attending  
Behaviors  
and Active  
Listening  
Skills

Positive

Actions & Thoughts

Actions & Thoughts



Body Language &  
Facial Gestures

Body Language &  
Facial Gestures



Sounds and  
Vocal Tracking

Sounds and  
Vocal Tracking

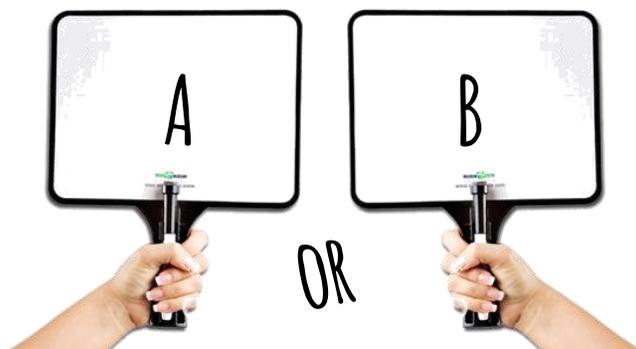


Eye Contact

Eye Contact





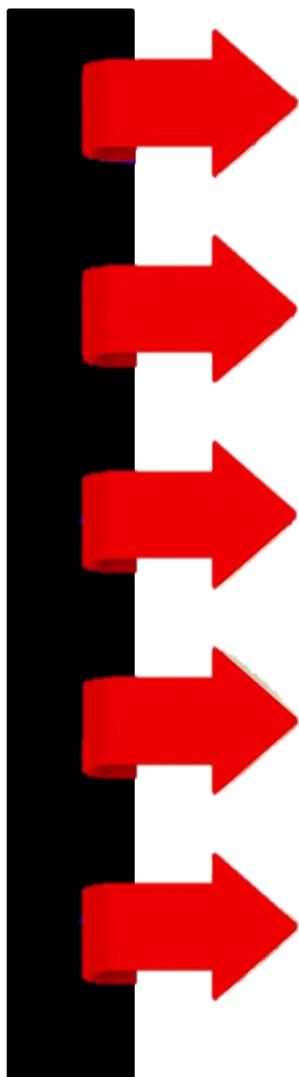


Reflective listening validates a person's perspective and/or actions.	OR	Reflective listening communicates acceptance of a person's feelings.
Trying to solve someone's problem while they are upset can make things worse.	OR	The primary goal of reflective listening is to help them solve their problems.
It's more important that someone feels understood, than it is that they be told that things will be okay.	OR	It's more important that someone be told that things will be okay than it is for them to feel understood.
Reflective listening elevates emotions.	OR	Reflective listening builds trust.
Reflective listening can communicate "tell me more."	OR	Reflective listening communicates logic and reason.
People solve problems better when their emotions are heightened.	OR	People solve problems better when their emotions are not heightened.

My Notes

## Improv it.

- "It Sounds like...."
- "You seem...."
- "I can imagine how that would..."
- "Tell me more about that."
- "So I understand, what I think I hear you saying..."
- "So you're feeling..."
- "So you're saying..."



Individuals who communicate primarily nonverbally, understand what is being said and what is going on around them better than most people realize. Responses that cue understanding are sometimes atypical, so it's important to learn the unique responses of each individual you support.



Individuals who communicate nonverbally often use multiple communication methods that comprise their own personal expression. These can involve symbolic gestures, eye pointing and gestures, signing, vocal sounds, touch, object references and environmental cues.



With time and patience, Assistive Communication methods can be especially helpful. These include visual picture supports, drawing, alphabet boards, word and/or symbol cards, calendars, clocks, and technology aids. Some of these can be easily created using flash cards, hand-held white boards, bulletin boards, note pads and tablets.



A high level of engagement and interaction is required for successful communication to take place. Additionally, a commitment and desire to understand is crucial. Do not give up, as doing so leads to significant frustration as the individual is unable to get their needs and wants met.



A long term history of not getting one's needs and wants met can lead to rapid frustration for anyone. Historically for some individuals, it was not until escalated emotions and behaviors appeared that their needs were finally met. The more engaged you become and the more effective you become at understanding the unique communication methods of the individual you support, the less likely they will feel the need to escalate to be "heard."