

# Communication Strategies...

## Beyond Words.



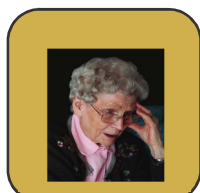
### ALTER THE ENVIRONMENT

●	REDUCE DISTRACTIONS – TURN OFF THE RADIO OR T.V.
●	GAIN ATTENTION – FACE THE PERSON AND MAKE EYE CONTACT
●	REMOVE TIME PRESSURE
●	ENSURE HEARING AIDS AND/OR GLASSES ARE IN/ON AND FUNCTIONING
●	BE FLEXIBLE AND ADAPT YOUR STRATEGIES TO REFLECT EACH RESIDENTS' NEEDS



### VERBAL COMMUNICATION

●	IDENTIFY YOURSELF
●	SPEAK SLOWLY AND CLEARLY – USING SHORT AND SIMPLE SENTENCES
●	SIMPLIFY – USE CLOSED-ENDED QUESTIONS WHICH ARE FOCUSED
●	SHOW AND TALK – USE ACTIONS AS WELL AS WORDS
●	ENCOURAGE EXCHANGE – MAKE COMMUNICATION A TWO-WAY PROCESS



### NON-VERBAL COMMUNICATION

●	OBSERVE AND USE FACIAL EXPRESSIONS – RESIDENTS PICK UP ON EMOTIONS
●	REASSURE – SMILE AND SHOW INTEREST
●	USE CUES – WRITTEN WORDS OR PICTURES
●	ENSURE WHAT YOU'RE COMMUNICATING NONVERBALLY MATCHES WORDS BEING SAID
●	SIMPLE EXPRESSIONS SPEAK VOLUMES – HUG, SMILE



### REDIRECTION

●	DIVERT THE RESIDENTS' ATTENTION AWAY FROM SOMETHING STRESSFUL
●	SHIFT THE FOCUS TO ANOTHER TOPIC OR ACTIVITY THAT IS MORE PLEASANT
●	BE CREATIVE TO WHAT DOES/DOESN'T WORK
●	GET TO KNOW YOUR RESIDENT – THEIR HOBBIES, INTERESTS, LIKES, DISLIKES, FEARS
●	SHARE SUCCESSES WITH CO-WORKERS



### VALIDATION

●	SUPPORT THE RESIDENTS' FEELINGS AND THOUGHTS
●	ACCEPT THE VALUES/BELIEFS OF THE RESIDENT – DON'T ARGUE OR DISAGREE
●	AVOID TRYING TO "REORIENT" THE RESIDENT
●	ASK SPECIFIC QUESTIONS ABOUT HOW CERTAIN SITUATIONS MAKE THEM FEEL
●	SHOW SUPPORT

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