



COMMUNICATION



What is Communication?

- The exchange of ideas/information
- Communication needs at least two people
 - a sender and a receiver - one person to send a message and one person to accept and comprehend the message



Communication is Necessary

- In order to build relationships and trust with your client it is necessary to have positive communication



How Do We Communicate?

- Verbally - through language
- Nonverbally - facial expressions, body language, tone of voice, eye contact

93% of the way we communicate in North America is non-verbal!!



Communication Changes in a Person with Dementia

People with dementia may experience problems with

- Finding words to express themselves
- Remembering a second language learned in later life
- Sustaining a conversation
- Repeating words and questions
- Understanding instructions



Nonverbal Communication

You need to ensure that the message you are communicating is reflected in your body language. You want to ensure your nonverbal message is positive. The best way to ensure that is to SMILE!!!!

You may want to practice looking into a mirror.



Communication Tips

- Do not use open ended questions

Example of an open ended question is :

- “What would you like to wear?”

Instead ask:

- “Would you like to wear this shirt or this shirt?” and show them the two items

- Use close ended questions that can be answered with a “yes”, “no”, “maybe” or “I don’t know” or “I don’t remember.”



Communication Tips - con't

Show and Talk

- Show them what you are communicating
- Show your client their shoe and say “May I help you with your shoes?”

Give one message at a time

- Keep the statement simple
- An example: “It is time for lunch”



Communication Tips con't

Repeat important information

- If you are uncertain the message was understood the first time, repeat it using the same words

Take your time

- Allow time for the person to respond
- Interrupting can discourage further communication