

Communicating tips:

The ability to communicate clearly is important for everyone but especially when you have responsibility for someone who may not be able to express their own wishes and needs. In this section you'll think about how you can get your point across clearly and concisely, to make sure that you're giving people the information they need to be able to give you, what you need.

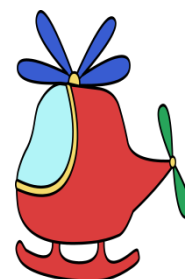
Here you can assess as to what you already do and perhaps consider some additional steps in the future.



I already do this	I could do this in the future	
		Give as much information as possible
		Think about or prepare what you want to say in advance
		Write down the key points first – especially if it's complicated
		Listen so that you can offer more information if the other person doesn't understand or makes assumptions about what you need
		Be aware of your own and other person's feelings and reactions
		Be aware of signs such as pauses, tone of voice or body language which can tell you what someone is thinking or feeling, as well as what they are actually saying.

Being aware of feelings – yours and the other person:

It's useful to be aware of your own and the other person's feelings i.e. being upset, angry or nervous. The other person may pick up on this from your tone of voice and body language.



So here is what to do to get your rational brain in flight – your helicopter brain...

- Use deep breathing
- Step back from the situation
- Count to ten
- Visualise the conversation and how you want it to go (mental dress rehearsal)
- Write down specific questions
- Ask for two minutes to compose yourself
- Find a quiet place and breath
- Perhaps say you'd like to continue the conversation another time



For the other person – the other side of the beach ball...

- Politely end the conversation
- Find someone else who maybe more helpful
- Find out if there would be a better time to speak to that person

