Communication: Non-verbal

1. Eye Contact
   Very important for accurate communication, to give complete
   attention to the individual, to show respect and to communicate with
   your eyes.

2. Facial Expressions
   Does your face match your words? When you aren't speaking what
does your face say to those around you?

3. Body Language
   Match your body language with your intent. Know that someone is
   always watching you. You need to be able to read others body language
   and know is the individual saying to you with their body language?

4. Mirroring/Modeling/Cueing
   When necessary you can model/cue an activity for an individual/group.
   Try and show it in steps, just like when you are vocalizing instructions.

5. Approach/Proximity
   Both are forms of communicating. Approach a person from the front
   and be aware of how close you are when speaking, especially when the
   person is seated.

6. Face to Face /Eye Level
   Speak and gesture face to face and try to communicate at their eye
   level when possible.

7. Senses
   Be aware of communicating with other senses; smell, sight, taste and
   touch...Touch is very important.

8. Silence
   It really can be golden.

The desire to be understood, not just heard, is universal and the people we
count on to understand us are our friends.

- Herman Melville

In the Moment / Communication - Karen Stobbe
Research has shown that people you communicate with will take:

7% of our words

38% of vocal characteristics: tone, volume, inflection

55% of our non verbal signals: body language & facial expressions

This is particularly true of persons with Alzheimer’s & dementia.