

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

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.