

# Let's TALK about face-to-face communication



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<b>T</b>	<b>TIME to communicate</b> <ul style="list-style-type: none"><li>• Consider <b>physical environment</b>, signage, and impact of background noise.</li><li>• <b>Welcome</b> #hellomynameis</li><li>• Consider possible difficulties with understanding, reading, speech or writing.</li></ul>
<b>A</b>	<b>ASK individuals about their preferred method of communication</b> <ul style="list-style-type: none"><li>• Don't make assumptions.</li><li>• Ask what helps.</li><li>• Adapt your communication as appropriate.</li></ul>
<b>L</b>	<b>LISTEN and LOOK</b> <ul style="list-style-type: none"><li>• Give <b>full attention</b> and practice '<b>Active Listening</b>'.</li><li>• Check you have understood (don't pretend).</li><li>• Check they have understood.</li></ul>
<b>K</b>	<b>KEEP TRYING</b> <ul style="list-style-type: none"><li>• Communication is a <b>two-way process</b> requiring effort on both sides.</li><li>• Provide accessible information.</li><li>• <b>Monitor</b> how you are doing as an individual and organisation and act to improve where required.</li></ul>