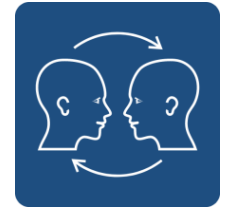


# Let's TALK about communication on the phone



## Let's TALK about communication on the phone

<b>T</b>	<b>TIME to communicate</b> <ul style="list-style-type: none"><li>• If there is a pause do not immediately hang up.</li><li>• Arrange to phone back if appropriate.</li><li>• If using Alternative and Augmentative Communication (AAC) the person may use a pre-recorded message to ask you to <b>be patient</b>.</li></ul>
<b>A</b>	<b>ASK what helps</b> <ul style="list-style-type: none"><li>• Person may use natural speech, AAC or have a personal assistant for support.</li><li>• Identify if it would help to use <b>closed questions</b> with a yes or no answer.</li><li>• Give your name and get their name and contact so you can <b>phone back</b> if you get cut off.</li></ul>
<b>L</b>	<b>LISTEN</b> <ul style="list-style-type: none"><li>• Give <b>focussed attention</b>.</li><li>• <b>Repeat back</b> information to check you have understood correctly.</li><li>• Check they have understood and have the information they need.</li></ul>
<b>K</b>	<b>KEEP TRYING</b> <ul style="list-style-type: none"><li>• Don't end the conversation before checking needs are met.</li><li>• Note telephone needs and offer alternatives to communicating information in the future.</li><li>• Send confirmation by text or email if appropriate with your name and contact details.</li></ul>