

Communication Techniques

TO SHARE WITH YOUR TEAM & FAMILY

Small shifts in how we communicate can
create calm, build connection, and reduce distress.



Our goal isn't to
"fix" the person—
it's to connect
with them.
Connection comes
before correction.

5 COMMUNICATION PRINCIPLES



Connect First
Build trust and emotional
safety before trying to
problem-solve.



Keep It Simple
Use short sentences,
one idea at a time, and
avoid open-ended
questions.



Focus on Nonverbal
Your tone, facial expression,
and body language speak
louder than words.



Allow Extra Time
Give time to process
information and respond.
Silence is okay.



Validate & Respect
Their feelings are real.
Validation creates connection
even when we don't agree.

INSTEAD OF... → TRY THIS...

"Why did you do that?"
(Can feel accusatory)



"Help me understand
what happened."
(Invites conversation)

"You just told me that."
(Can cause frustration)



"It's okay, let's talk
about it again."
(Patient & supportive)

"You have to take
a shower."
(Can feel demanding)



"Would you like to
freshen up together?"
(Offers choice & connection)

Correcting
or arguing
(Can create resistance)



Validate their feelings
("I can see this is upsetting.")

Asking, "Do you
remember...?"
(Highlights memory loss)



Try, "What was
that like?"
(Focuses on their experience)

Talking in a fast
or loud tone
(Can increase stress)



Use a calm, warm,
and gentle tone
(Promotes safety & connection)

SIMPLE COMMUNICATION TIPS

- **Get their attention first**
Use their name, make eye contact, and wait.
- **Use short, clear sentences**
One idea at a time.
- **Offer choices**
"Would you like tea or water?"
- **Use familiar words & topics**
Connect with their story.
- **Focus on what they can do**
Not what they can't.
- **End on a positive note**
Even small wins matter.
- **Take a breath**
Your calm helps them feel calm.



BEHAVIOR IS COMMUNICATION



What we see as "behavior"
is often their way of
expressing a need.

Common needs may include:

- Feeling overwhelmed
- Physical discomfort
- Fear or anxiety
- Boredom or lack of purpose
- Need for connection
- Environment is too loud/bright
- Fatigue or hunger

When we respond to the need
behind the behavior, connection thrives.

WORDS THAT CONNECT INSTEAD OF CORRECT

- ♥ "I'm here with you."
- ♥ "We'll figure this out together."
- ♥ "You matter to me."
- ♥ "It's okay to take our time."
- ♥ "Thank you for sharing that with me."
- ♥ "I see how you feel."
- ♥ "Tell me more."



You're not alone in this.

We're here to support you with
resources, education, and guidance.



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