

## Communication-friendly strategies to support adults with acquired brain injury.

1. Gain **attention** by saying their name or using physical touch.
2. Establish **eye contact** during interactions. However, do not force eye-contact if they are disinclined to do so.
3. Use **simple** and **short** sentences/phrases and **key words** when speaking.
4. Give instructions **one step at a time**. **Wait** for the person to follow it before giving the next step. If necessary, **repeat** key words. Try not to re-word phrases when repeating them.
5. Give **time to process** what you have said and **repeat the key words**.
6. **Exaggerate** your facial expressions, voice and body-language when **key words** are spoken. This will provide the person with more information and emphasise your instruction. Use your normal volume of voice (do not shout).
7. Please support understanding by giving **physical object cue**, **physical prompts** and **gestural prompts** when key words are spoken (e.g. showing the towel before bathing; gesture drinking with a cup to offer a drink).
8. Carefully **observe** the non-verbal responses in response to a feeling, need, or recognition and document any behaviour/non-verbal responses which may be indicating something.
9. **Provide** with plenty of opportunities throughout the day for communication and social interaction. **Talk about the activity when it is happening**. For example, talk about things they can see around them during ground walks; tell them what food they are eating during mealtimes, tell them where they are (bedroom, bathroom, etc) and what they are doing.
10. Maintain **routine** for daily events to help them orient to the day and daily activities.
11. Place items (e.g. alarm bells, pen/notepad, communication book, remote, phone, drinks) on the table/bed on their **stronger side**.