COMMUNICATION STRATEGIES

- Get the person's attention
- Do not cover the face
- kneel or bend to get at eye level and look at the person
- Make sure there is appropriate light
- Check to make sure you are in a position where you can be seen
- Avoid background noise
- Speak clearly at a moderate rate
- Use short sentences and get to the point
- Stay in the same room
- DO NOT SHOUT
- Use gestures, be careful of getting out of the visual field
- Verify the message beware of bluffing
- Be sensitive of fatigue
- Be patient & positive