

# "Message In" Checklist

(Help Them Understand You)

- Eye contact
- One topic
- Speak SLOWLY
- Short, simple sentences
- Repeat & rephrase
- Gesture
- Write key words
- Draw a picture
- Use pictographs
- Ask "Are you following?"

## "Message Out" Checklist

(Help Them Express Themselves)

- WAIT !!!!!!!!* Do NOT interrupt!
- Admit if you don't understand
- Can you say that again? Can you describe it?
- Ask for a gesture
- Suggest writing
- Suggest drawing
- Offer pictographs
- Establish the topic (written choices)
- Narrow down topic
- Ask YES / NO questions (circle responses)

# "What to do when you're stumped" Checklist

(Double Check You Have Understood Each Other)

- "Back up" in the conversation
- Establish the topic in writing
- Narrow down the topic in writing
- Circle what you confirm; Cross out what you negate
- Encourage all modes of communication
- Ask for repetition
- Ask for another attempt at writing/drawing
- Acknowledge frustration
- Acknowledge member's efforts
- Ask first before 'abandoning' conversation