

Effective Communication

between providers
and clients

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Team Approach:

Communicate with, not for or against each other

- Ask client about preference with support person
- Include support person as requested
- Speak to, and include the client

Learning Styles:

Discuss and honor each other's learning styles

- Visual: seeing, observing
- Auditory: listening, speaking
- Kinesthetic: movement, cues
- Reading & Writing: reading, taking notes

Environment:

Environments make an impact on communication

- Consider the five senses
- Be mindful of the set-up:
- Virtually, check on your background

"Everyone deserves to be heard, validated, and accommodated..."

-Taryn Barlow and Ali Rheume

Notes:

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Helpful Communication Phrases

for Effective Communication
between Providers & Clients

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Phrases:

- "Could you please repeat that again?"
- "I'm not sure I understand, could you please say it again in a different way?"
- "I hear you and would like to share my perspective as well."
- "I need a minute to silently process that information."
- "The best way for me to learn is _____. Could we please use these supports/strategies."

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