

ADA—Effective Communication

General Tips

Writing, gestures, speech, sign language, technology, and visual aids may all be possibilities....

- Ask the individual about their preferences,
- Get their attention before speaking, tap or use a visual sign if appropriate,
- Limit background noise and distractions. One-on-one is best for communication,
- Provide an outline of the main topic, especially if they use speech reading,
- Speak clearly at a normal pace, do NOT yell or over-enunciate,
- Make eye contact—Look directly at them while speaking,
- Do not cover your mouth, chew gum, or look around while speaking,
- Ensure area is well lit; avoid standing in front of a light source - back light or glare can make it difficult to see clearly,
- If you need to repeat, try rephrasing ** NEVER FAKE UNDERSTANDING OR SAY, “NEVERMIND, ITS NOT IMPORTANT”.

In Groups or Meetings

- Use name tags for group interactions with unfamiliar people,
- Allow for extra time for one-on-one conversations on new topics,
- If appropriate use an INTERPRETER!!
- Establish turn-taking rules; whereby everyone raises their hand and waits to be called on before talking.