

The following is a transcript of audio segments for slides in this lesson.

Lesson 4.1

In this lesson, you will learn about ways to train your assistant in:

- How you communicate
- How to assist you when communicating with others
- Giving feedback
- Dealing with difficult situations

Slide 4.2

We begin this lesson by asking the instructors how they train their assistant in ways they communicate.

Slide 4.3 – Communication Assistance Database

The instructors suggest that you tell your assistant:

- How you communicate Yes and No
- If you use gestures or signs and what they mean
- If you use a communication board and how you select items
- Where the assistant should stand or sit when you are communicating
- What you want the assistant to do when you are communicating
- What you want the assistant to do if you need help understanding what other people are saying
- What you want the assistant to do if you need help reading, understanding written materials, or completing forms
- How to assist you over the telephone

Slide 4.5 – Tips for Training a New Assistant

It might be useful to document how you communicate and what you want your assistant to do. That way you have it in writing and you can use it with all your communication assistants.

- Complete the communication assistance form and give them a copy (it's in the resources for this lesson)
- Show them how you communicate
- Be patient and respectful
- Help them to be a good communicator with you before they assist you communicating with another person
- Do not share private information with a communication assistant that you don't know and trust.
- Things not to share include:
 - Confidential information about your identity (address unless required, social insurance number, date of birth)
 - Financial information (PINs, account numbers, credit cards)
 - Your schedule (where you are and what you do)
 - Passwords

You may want your communication assistant to sign a confidentiality form to keep private all conversations you have where you use their assistance.

Slide 4.8

Casey tells us how he gives feedback to his assistant.

Slide 4.11

When there's a serious problem, our instructors suggest that you

- State the problem
- Explain the consequence of the problem
- Explain how it makes you feel
- Ask what the assistant can do to fix the problem
- If necessary, suggest what you need to happen
- Find out if they are willing to do what you are suggesting
- If appropriate, decide on a date to review things.

Slide 4.13

It's a good idea to think about or discuss some of the points raised in this lesson. For example:

- What are the important things you want your communication assistant to know?
- What are some phrases that you can use to give polite feedback to an assistant?
- What are some steps to take when there is a serious problem in working with a communication assistant?