

# Working with a Communication Assistant

## Lesson 4 Training a Communication Assistant



## About This Lesson

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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

## Resources

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- ❖ Slides
- ❖ Audio scripts
- ❖ Communication assistance form
- ❖ Privacy form

## Things to Explain About Your Communication

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- ❖ 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

## Things to Explain About Your Communication (Cont'd)

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- ❖ 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



## Tips for Training a New Assistant

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- ❖ Complete the communication assistance form in the resources file here and give a copy to the assistant
- ❖ Demonstrate how you communicate
- ❖ Be patient and respectful
- ❖ Help them to be a good communicator with you before they assist you communicating with another person



## Privacy

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- ❖ 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

## Privacy (Cont'd)

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

## Polite Phrases to Use when Giving Feedback

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You may want to use some polite phrases when giving feedback such as :

- ❖ I would prefer if you could...
- ❖ I'm sure you don't mean it but...
- ❖ It would be helpful if you could...
- ❖ I would appreciate it if...
- ❖ Do you think you could...
- ❖ If it's not too much trouble, could you...

## When there's a Problem

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- ❖ 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.

## Things to Think About and Discuss

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- ❖ 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?



## Feedback

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Please complete the feedback form for this lesson before moving to the next lesson.

