

Quick Reference Guide

Communication: Supporting Individuals

What is Communication?

Communication is defined as 'a two-way interaction where information, meanings and feelings are shared both verbally and non-verbally.'¹

Verbal Communication

- Verbal communication is the use of speech.
 - It can be direct and face-to-face, or via phone or video.
 - It involves the spoken word, as well as the tone of one's voice and sounds made.
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Non-verbal Communication

- Non-verbal communication makes up as much as 55% of our communication.
 - It involves non-speaking, visual forms of communication, such as facial expressions, eye contact, position, gestures, and the use of sign language.
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Written Communication

- Effective written communication relies on the older person being able to read (being literate), understanding the text and having adequate vision or the ability to wear reading glasses.
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Assisted Communication

- Assisted communication uses technology to replace spoken or written forms of communication.
 - These are known as aided forms of Augmentative and Assistive Communication (AAC).
 - It can include speech synthesisers, where software converts text to speech, electronic devices e.g. a touch screen computer, tablet or smartphone that converts speech to text or uses symbols and pictures, or an electrolarynx.
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¹ <https://www.skillsforcare.org.uk/Documents/Learning-and-development/Care-Certificate/Standard-6.pdf>

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