

# Communication charts

The communication chart is a simple but powerful way to record how someone communicates with her or his behaviour, and how we are communicating with them. Everyone who is dependent on others for support has an especially critical need to have her or his communication understood.

## Benefits for the person

Using the communication chart in day to day support means that:

- The person is listened to.
- The person can direct their life and support as much as they possibly can.
- We understand and can respond consistently to how the person communicates.
- There is a decrease in frustration and the behaviours that go with it.
- People respond consistently to what the person is communicating.

## Benefits for employees and the organisation

- Teams can do their own communication charts in different ways to explain how they communicate with their non-verbal behaviours.
- To share the best ways to communicate together – when and how to contact each other.
- The preferred way to communicate with each other, for example, communication books, email, etc.

## Using it with an individual

- Decide who to involve by looking at the person's relationship circle.
- Share a couple of examples and explain the meaning of each column.
- Fill out the second or third column first.
- Start with either the behaviour or the meaning of the behaviour and then the context and finally what should happen.
- Once you have a communication chart, find out whether everyone is responding to the person's communication in the desired way – perhaps using working/not working.
- Add to the person's one page profile to begin a more detailed person-centred description.
- Review with individual employee in one-to-ones, and with the team together, as well as in the person's person-centred review.

## Using it with a team

- Decide which of the communication charts to start with.
- Share a couple of examples and explain the meaning of each column.
- Fill out the second or third column first.
- Start with either the behaviour or the meaning of the behaviour and then the context and finally what should happen.
- Add this information to the person-centred team plan.
- Review in team meetings.