

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 organization

- 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.