

STAFF to STUDENT COMMUNICATION DO'S and DON'TS

DO...	DON'T...
~ use as few words as possible	> overload student with verbal info until comprehension is clear
~ be at eye level relative to the person's position (e.g., w/c, on mat, stander, etc.)	> yell
~ use gestures	> act as though they're not there
~ model	> run out of the room screaming
~ seek others' input	> show frustration
~ repeat in another way if person doesn't seem to understand	> get too close
~ establish consistency	> give cues too quickly
~ keep directions simple	> answer for the student
~ allow processing time/response time	> use hostile body language
~ provide alternative modes of communication	> talk about them as if they aren't there
~ make statements/requests short/direct	> give too much information at once
~ say "show me"	> pretend to understand when you don't (staff)
~ validate what they are trying to communicate	> act like student is deaf or stupid
~ stay calm/neutral/body-voice in control	> assume they understand English
~ pair verbal with sign/line drawing/etc.	> take student's frustration personally
~ be patient (I'm listening, keep trying)	> ask in question form
~ determine level of representation	> be negative
~ pre-teach – let them know what is <u>expected</u> behavior	> be too fast
~ redirect	> be complicated
~ pay attention to their body language	> assume they understand
~ acknowledge when you understand	> use negative body language
~ know your limits	> invade their space
~ use communication at their level	> minimize the importance of what they are communicating
~ keep it simple and be aware of student's understanding	> rush the student
~ be aware of mode of communication and keep it available	> treat the student as if their message is not important
~ give the student complete attention	> answer or communicate for the student
~ keep trying if you don't understand	> give up
~ communicate respectfully	> talk too fast
~ give directions in the order that you want it accomplished	> lose your patience
~ encourage mutual communication	> ignore their frustration
~ listen	> show anger/fear
~ talk to – not at	> overreact
~ allow room – respect person space	> ignore signs (learn responses and behaviors)
~ follow through	> give options that aren't available

Basic ASL Communication Signs for LEEP Classrooms



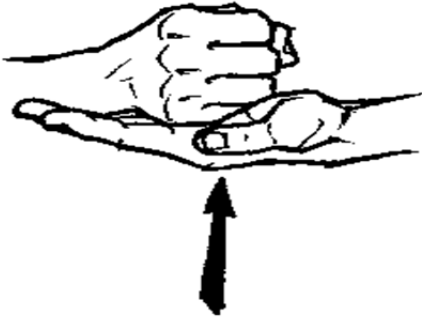
Go



Come



Stop



Help



Please (full circle, repeated)



Bathroom



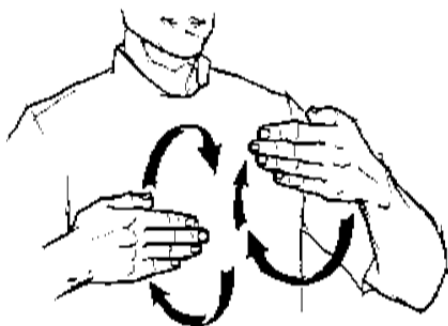
Eat



Drink



Play



Happy



Mad



Sad



Yes (repeat, head nods)



No (repeat, head shakes)



Move