

- **Types of Communication - (2)**

- Types of Communication: Components of Verbal Communication During Initial Assessment
  - 1→Have clarity when speaking. Speak slow, clearly, and use examples.
  - 2→Use relevance when communicating. Address clients immediate concerns.
  - 3→Convey confidence, provide accurate information, and acknowledge limitations. Using humor can relieve tension, but use it with caution at appropriate times.
- Types of Communication: Effective Written Communication via Email
  - 1→Follow agency guidelines, signature, and title of your name.
  - 2→Using military time for emails and medical documentation.
  - 3→Factual, objective, no opinions in the email.

- **Factors that Affect Communication with Individuals and Groups - (1)**

- Factors that Affect Communication with Individuals and Groups: Developmental Topics for Older Adult Client
  - 1→Slower processing, less spontaneous responses.
  - 2→Speak louder, but don't yell or use a high pitch voice. Use concise explanations, pause for responses, and use appropriate therapeutic touch.
  - 3→If you have extra time, allow for the client's response.

- **Client Education - (1)**

- Client Education: Evaluating Factors Affecting Client Learning
  - 1→Visual preference includes reading content and observing demonstrations. Strategies to visual learning include handouts to read, videos to watch, demonstration of technique.
  - 2→Auditory preferences include verbalizing information and client restating information. Specific strategies include talking about the information, encouraging group discussion, and using audiotapes.
  - 3→Kinesthetic preference includes talking, doing, and working hands-on. Specific strategies include return demonstration, simulation, role-playing.