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# Different communication techniques

Video audio transcription



The  
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Working together on positive  
behaviour support (PBS)

# Video audio transcription

## Different communication techniques



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Communicating takes place in many different ways, and it's particularly important to be aware of this when engaging with your participant and their support network as part of the behaviour support planning process.

In terms of positive effective communication, get the setting right first. Have the conversation in places that are relevant to the person, where

they feel comfortable and in a space that makes sense, in terms of what you're talking about.

It's also important to be aware of yourself and what messages you're giving off through your body movements, tone of voice.

And remember, communication is dynamic. It changes from moment-to-moment, especially when shifts in topic take place.

So, remember to read cues, adapt, slow down, watch and listen.

Don't be afraid of silence. People are often thinking and if you give them that space, they'll find the way to communicate their ideas.

You can try asking open questions rather than simple yes / no questions, because they can sometimes shut the conversation down.

Consider different techniques such as drawing pictures together, show and tell with props like photos or visiting places around the house or community discussion mats or Key Word Sign.

Let the person with disability lead the conversation and you fill in the gaps. You can find out more information on our website where we have some of these tools and we also link out to other tools, so have a look there too.

It's really helpful to remember that your fellow practitioners are a wealth of information. So, share and ask.

**Closing credits** (text presented on screen)

How will you use these ideas to improve engagement in your behaviour support practice?

Web address: [therightdirectionpbs.com](http://therightdirectionpbs.com)



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