Key Strategies for Clear Communication

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Use the template on the next page to make a poster reminding staff of key strategies for clear communication.

Key Strategies for

Clear Communication

* Use qualified interpreters.
* Slow down.
* Limit content to 1 - 3 key points and reinforce them.
* Check you have been clear with teach-back.

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Engage with your patients.

* Be respectful and caring.
* Listen actively without interrupting.
* Use open-ended questions to invite participation.
* Ask, “What questions do you have?”

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* Show how it is done.
* Use simple pictures and models.
* Don’t be vague. Put a number on it.