



a.sterk@amerpoort.nl

# STEP BY STEP COMMUNICATION

**AGNES STERK, FAMILY COACH**

## Rationale

Staff who support clients with intellectual disabilities use communication to realize the client's personal goals. Because of the differences in clients' ability levels, culture and tempo of communication, the quality of the cooperation between coaches and their clients is easily diminished.

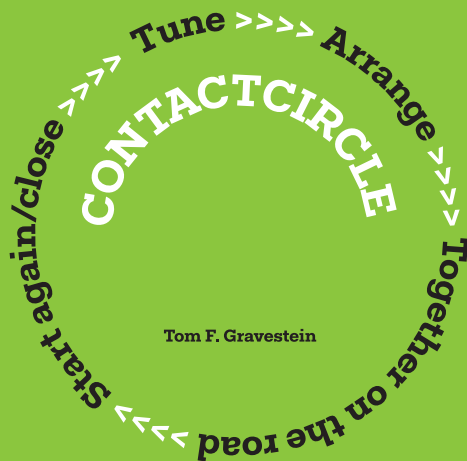
## Purpose

To give insight into the difference between communicating with, or actually being connected to a client.

## Summary

The 'Step by step Communication' plan offers support workers an opportunity to achieve a better understanding of their possibilities to influence and improve the quality of their communication with their clients.

**The 8 steps that will enhance your ability to be present, aware and improve communication are based on the Contactcircle.**



1. Take time to **prepare** yourself
2. Achieve personal **balance**
3. **Tune in** on the client
4. **Structure** every meeting
5. Reduce **noise** levels
6. **Non-verbal** communication
7. **Close** the meeting
8. **Write** a report

The step-by-step plan "We communicate" is based on observations of colleagues providing support, interviews with clients, and on literature. These observations show that communication is not always easy.

Support workers utilizing the 8 steps will have more tools at their disposal to get connected with their clients. The result will be an improvement of the client's quality of life. The plan is easy to use and suitable for any support worker. Each step consists of several questions which provide an insight in that particular aspect of communication.

**'To improve your connection with another, you need to be connected to yourself.'**