



Communication

The
QuILTSS
Institute





Communication

I show **Communication** competency by doing the following:

- I use person-first language to put the person before the disability and diagnosis
- I keep personal information confidential
- I use common language and avoid using jargon, acronyms, abbreviations, and other specialized language with the person and their family
- I actively work to eliminate misunderstandings in my communication with others
- I practice active listening skills
- I monitor the speed, volume, and tone of my speech
- I provide accurate and clearly written documentation in progress notes, daily logs, charting, emails, etc.
- I recognize barriers and obstacles in my communication with others and make changes as needed