



MAA Communication Tips – Participant Communication Tips

- **Listen First** – Avoid interrupting participants and families.
- **Use Plain English** – Keep language simple and avoid jargon.
- **Respect Differences** – Acknowledge cultural and accessibility needs.
- **Confirm Understanding** – Ask questions to check clarity.
- **Maintain Confidentiality** – Keep private information safe.

■ *Good communication builds trust with participants.*



MAA Communication Tips – Team Communication Tips

- **Be Clear & Concise** – Write simple, direct emails and messages.
- **Share Updates Promptly** – Don't delay important information.
- **Use Respectful Language** – Always maintain professionalism.
- **Give Credit** – Acknowledge colleagues' contributions.
- **Clarify Roles** – Confirm responsibilities in team projects.

■ *Clear communication strengthens teamwork.*



MAA Communication Tips – Crisis Communication Tips

- **Report Immediately** – Notify your supervisor right away.
- **Stick to Facts** – Avoid speculation or rumours.
- **Use Approved Messages** – Follow official scripts or templates.
- **Show Empathy** – Be calm and supportive with families.
- **Keep Records** – Document communication during crises.

■ *Calm communication prevents confusion in crises.*