

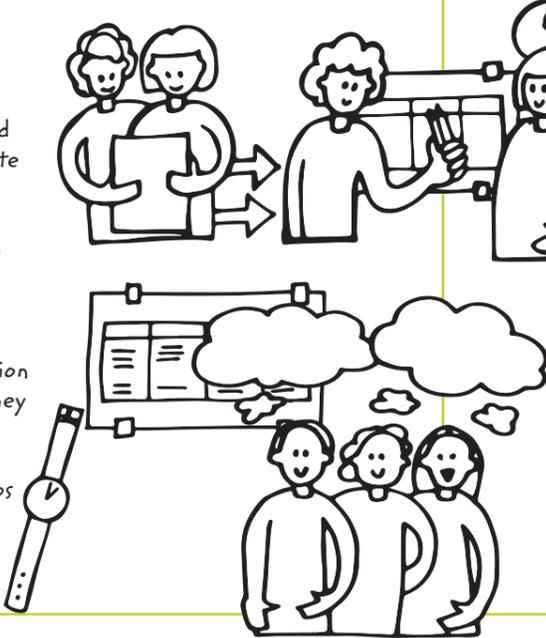


## TEAM 15 • COMMUNICATION CHART

### AGENDA ITEM

TIME	WHAT	WHO	OUTCOME	PLEASE COME PREPARED
 15 minutes	 Practicing communication charts - how well do you know your person-centred thinking tools?		 We have practiced completing a communication chart (1)	 Read pages ? ? in the 'Key Points and Top Tips booklet'

### TEAM 15 SESSION PLAN - PRACTICING

HOW LONG	ACTIVITY	HOW TO DO IT	WHAT TO SAY
<b>2</b> Minutes	Practising communication charts. 	Introduce communication charts by showing film clip or using the script. Summarise why they are used and how they can help. 	<div style="border: 2px solid black; padding: 10px;"> <p>I know that you already familiar with communication charts. This session is going to focus on practising completing communication chart 1.</p> <p><i>See separate script for what to say.</i></p> </div>
<b>12</b> Minutes	How do we complete a communication chart. 	Give each person Doris's story and a blank communication chart 1. Ask them in pairs to read Doris's story and complete the chart. Get some feedback from the group. Now pass round the completed communication chart; how close were they to this? If time discuss the groups thoughts about this. 	<p>This is Doris's story. After you've read it use the information to complete the communication chart for her.</p> <p>Let's go round the group and share what you put.</p> <p>Here's a completed communication chart for Doris. How close were you?</p> <p>Do you have any comments or thoughts about this you would like to share? Does anyone currently use the charts and if so how are they working? In what ways could you use the tool in your role?</p> 
<b>1</b> Minutes	Key point. 	Summarise the key learning point about communication charts. 	Communication charts are an important way to ensure we give people we support as much choice and control as possible in their lives. By understanding the underlying emotion or feeling behind a behaviour we can also provide better support for people.

## WHAT TO SAY

I know that you are already familiar with communication charts. This session is going to focus on practising completing communication chart 1. This is the chart that describes what the person is communicating to you. We start by completing the second and third column: 'when this happens' that describes the person's behaviour, the things that we can see or hear and 'we think it means' which describes what the person might be thinking or feeling. You can do these in either order. Then you complete the first and last column. The 'we need to do this' column describes what others need to do in response to support the person well. The 'at this time' section describes the context, what's happening in the environment or what might have just happened in other words what you think has triggered the behaviour.

Here are some things to remember: Be really clear and specific so that your colleagues can know exactly what they need to do to support the person or how to communicate with them. Make sure that there is a way for everyone who is involved in the person's life to see and use the chart. Don't forget to include the date that you developed the communication chart and when you are going to review it. You can use learning logs to check out the information in the chart.

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