



Communication with people with intellectual disabilities

How to feel confident in communicating with people with intellectual disabilities?





Learning topics

01

Interpersonal communication:
what is it, what are the goals of
interpersonal communication,
what are the main rules of
communication?

02

Communication with people with
intellectual disabilities:
differences and tips





What is interpersonal communication?

Interpersonal communication is the spoken or nonverbal exchange of information, ideas, and emotions between two or more individuals.





Goals of interpersonal communication



We communicate to:

- 1) exchange information, knowledge, ideas, opinion or emotions
- 2) create, develop and maintain interpersonal relationships





10 rules of communication

- 1.** Listen carefully
- 2.** Show interest
- 3.** Don't interrupt
- 4.** Pay attention to body language
- 5.** Send clear messages
- 6.** Don't over-interpret
- 7.** Pay attention to syntax and specialized vocabulary
- 8.** You don't always have to be right
- 9.** Don't get carried away by emotions
- 10.** Show empathy





How to communicate with people with intellectual disabilities?

Empathy

Openness to others

Respect



Try to get to know each other

You can also introduce yourself!
It's worth starting there and
learning a few things about
each other!





Who are you talking to?

Speak directly to the person with an intellectual (or other) disability, not to their parent or assistant. For example:

Yes: *Adam, how did you enjoy your trip?*

No: *How did Adam enjoy his trip?*





Nothing about us without us

If you are not able to communicate with a person with an intellectual disability, let him know that we will talk about it with someone else and try to include her or him in the conversation.





Language matters

We always say "person with a disability", not "disabled person". Remember that disability is just one of the characteristics of another person. It is not something more important than their other characteristics. When meeting a person with an intellectual disability, you must remember that they have their own character, talents and difficulties, their own interests and lifestyle.



Plain language



Speak in simple, understandable language, but not as if you were talking to a child when you are talking to an adult. Adapt your words to the person you are talking to – talk to the senior differently than to him 10-year-old child.





How to use plain language?

Do you remember ETR (easy-to-read)? You can use some of its rules.

1. Address the message directly to the recipient
2. Use single, simple sentences.
3. Use colloquial, popular words. You can repeat them multiple times – you don't have to look for alternatives!
4. Explain words that seem difficult to understand
5. Avoid metaphors
6. Don't use borrowings from other languages
7. Use examples.





Assertiveness

Being assertive means communicating your needs, wants, feelings, beliefs and opinions to others in a direct and honest manner.

**Setting
boundaries**

Equal treatment



Clear communication

- If you don't understand something, you can ask.
- When you see that the other person doesn't understand – you can ask or explain again.
- If you don't feel comfortable, you can communicate it.
- Before you help – ask.
- Remember not to interrupt or finish the other person's sentence.





Give you time



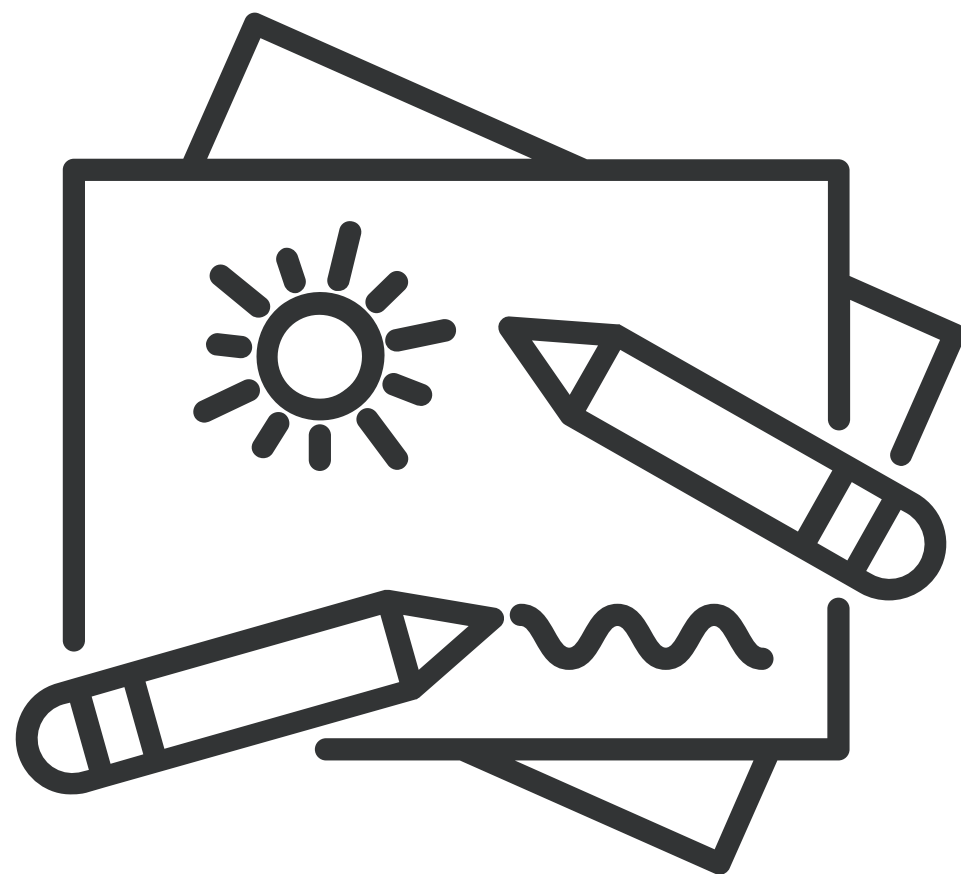
In all relationships, the key is empathy and openness to the other person. Patience is also important. Give yourself and the other person time.

**Relationships need time,
communication needs it too.**





Creativity



Thank you for
listening!





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