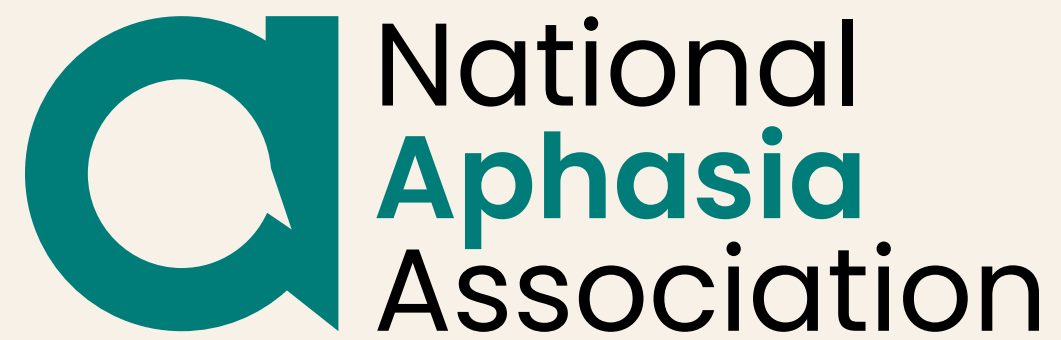




CONVERSATIONS THAT CONNECT

Week 2: Conversations That Work

Simple strategies. More confidence.
Better connection.

Today we'll practice supported
conversation in action — building on
what we started in Week 1.



"A rose by any other name would smell as sweet." William Shakespeare

COMMUNICATION PARTNER TRAINING (CPT)

**SUPPORTED COMMUNICATION (SCA) – APHASIA
INSTITUTE**

**SPPARC (Supporting Partners of People with
Aphasia in Relationships and Conversation)**

**BCA (Better Conversations with Aphasia) –
University College London**

**Conversational Coaching (Hopper T, Holland A,
Rewega M)**

**LEARNING TO SPEAK APHASIA TRAINING (LTSA)
Silverman**

Different Names. Shared Foundation.

- Recognizing **competence** — aphasia affects communication, not intelligence
- Creating **access** — changing the communication environment, not expecting the person with aphasia to do all the adapting
- Supporting **both** understanding and expression
- Using **multiple modes** — speech, writing, gesture, drawing, pictures, keywords, AAC
- Slowing down and allowing **time**
- Checking and **confirming** meaning rather than assuming
- **Sharing responsibility** for communication success
- Practicing in **real conversations**, not just teaching strategies
- Building confidence, participation, and connection!!!

Respect → Access → Support → Partnership



***“So what does that
actually look like in
conversation?”***



Quick review from Week One

Reduce distractions

Face the person

Give extra time



Rules!

Listen for the message

Don't fill in ... unless asked

Say when you didn't understand

Respect → Access → Support → Partnership



- Tone of Voice
- Obtain visual and auditory attention... “Mr. Smith...”
- Adult / Appropriate Topics and Materials
- Inclusion in every conversation
- Directly acknowledging the challenge
- AND any breakdown in communication



“Acknowledge Competency”

Respect → Access → Support → Partnership



- Think “environment” when you think about “accessibility”
- Reduce background noise and visual distractions
- Ask simple questions in a normal volume
- Use choices (visual/written when possible)
- Allow time (or ASK for time)



Respect → Access → Support → Partnership

- Keep pad of paper/marker or dry erase board handy
- Use Key Words – follow conversation
- Use gestures
- Be redundant/change terms
- Use photos/pictographs
- AAC devices/phone – text to speech and speech to text

Help get info IN and OUT



Key Word strategy

Write the important words

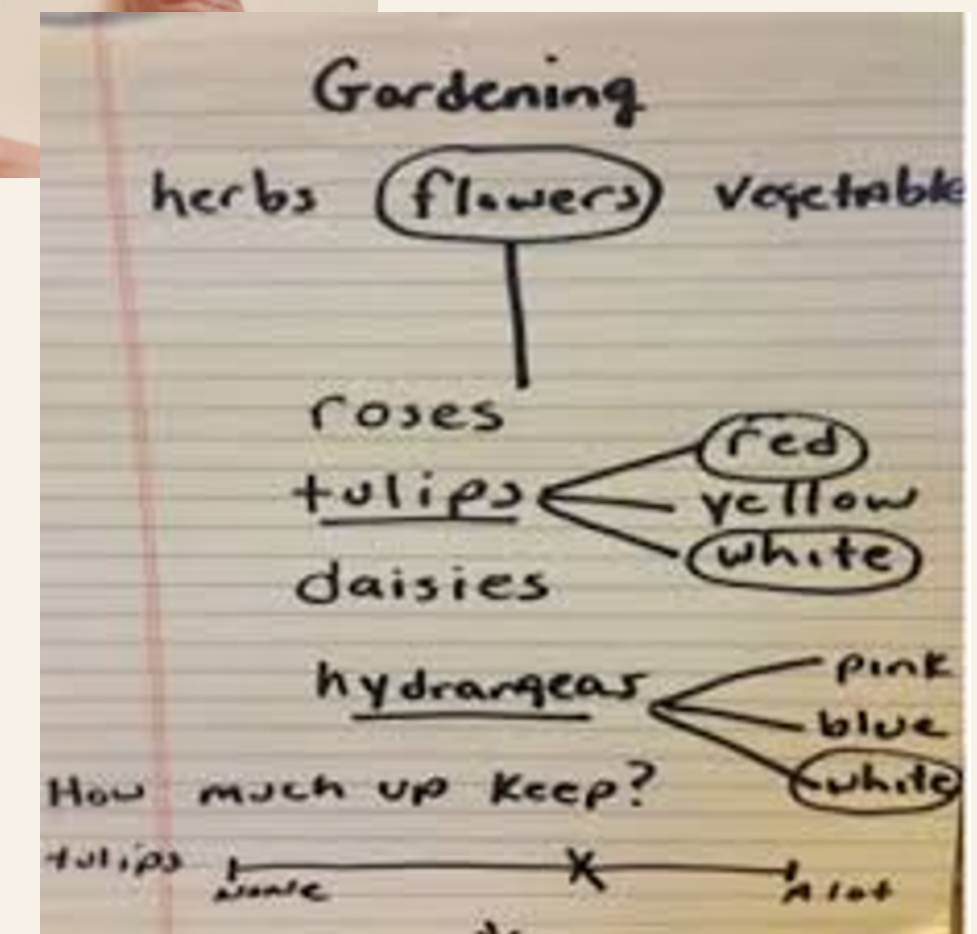
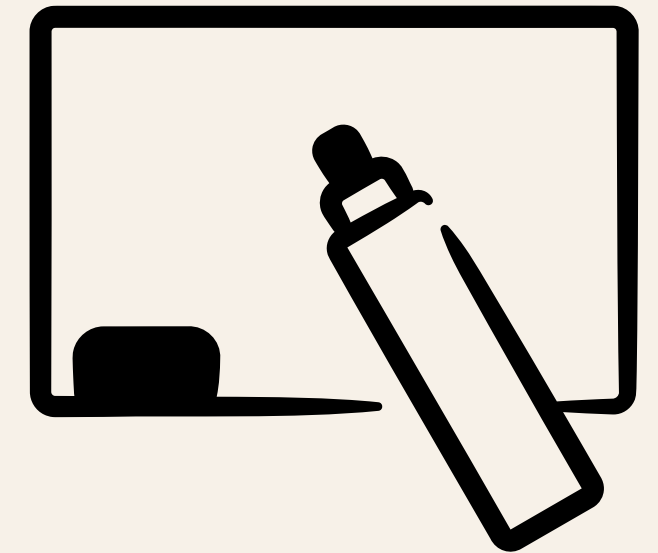
DOCTOR APPOINTMENT

WHEN? Tuesday / Wednesday

PAIN? Head / Arm / Leg

MEDICINE? Yes / No

Writing supports the conversation. It is not a test.



I WANT TO TALK ABOUT

Talk About

My feelings

A problem

Communication problem

My stroke

Abuse

My health

My medication

My medical decision

Risk of another stroke

WORKING TOGETHER

027-ClientResource-E

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pictographs – Aphasia Institute

DMV

My name is: _____

I need to register my vehicle.

I have aphasia. I have difficulty speaking/understanding. Please be patient with me.

I need to get/renew a driver's license.

I need license plates for my car

I need a handicap placard.

I need to change my address.

APHASIA RECOVERY CONNECTION



National Aphasia Association

Find a Provider

Search

Events

Donate

About Aphasia

Living with Aphasia

Resources & Support

Research

Get Involved

Home > Living with Aphasia > Living Day to Day

Everyday Activity Guides

Going to the Doctor

Going Shopping

Going to the Bank

Using Transportation and Getting a Ride

Ordering at a Restaurant

Attending a Family Event

Visiting a Place of Worship

Going to the Library

Communicating by Phone or Video Call

Experiencing an Emergency or Medical Situation

Parenting with Aphasia

Print Situational Wallet Cards

NAA – Living with Aphasia

YES

NO

The Aphasia Network

www.AphasiaNetwork.org

Chick-fil-A Menu Math				
Classics	Sides	Med. Drinks		
 \$3.29	 \$1.49	 \$1.79		
 \$3.89	 \$2.55	 \$1.69		
 \$3.59	 \$1.69	 \$1.69		
 \$4.19	 \$2.59	Desserts		
 \$3.99	 \$1.69	 \$1.95	 \$3.09	
 \$4.89	 \$2.55	 \$1.89	 \$1.29	
 \$3.69	 \$1.89	 \$1.25	 \$1.29	
Wraps and Salads				
 \$3.29	 \$5.49	 \$6.29		
 \$4.19	 \$5.49	 \$6.29		
	 \$6.29	 \$6.29		
	 \$6.29	 \$6.59		

Respect → Access → Support → Partnership

- Do not speak for the person
- Ask permission to fill in or share
- Ask about preferences for communication aids
- Teach ANY and ALL Communication Partners
- Acknowledge frustration
- Suggest tools/strategies if blocked
- Come back to any deferred topic
- MOST important = verification!! (review conversation and summarize to allow time/opportunity to modify/correct)



UNDERSTANDING IS COLLABORATIVE

Check that you got it

*Okay, Mr. Smith,
Let me tell you
what I
understand /
know so far...*

"Let me make sure I got it."

"I understood this part, but not this part."

"Is that right?"

"It's okay to say: I don't understand yet."

THIS WEEK'S TAKEAWAY

You don't
have to fix
every
conversation.



Let's talk
about it!