



## COMMUNICATION CHART SCRIPT

Your Team 15 for today is the communication chart. Being able to communicate is completely central to people having choice and control over their lives. We have to remember that not everybody communicates using words, and the communication charts are simple, but very powerful ways to describe how somebody communicates with their behaviour – the things that they do.

Looking specifically at ‘communication chart 1’, this is the chart that describes what we think a person is communicating, and also details how we need to respond to them. In this chart, there are four columns, and when we’re completing it, we would usually start with the second or third column first; this makes it a little bit easier. So in the second column, the ‘When this happens,’ you’re describing the behaviour; the things that you can see or hear. And in column three, which is the ‘We think it means’ column, what you’re looking at there is a way of describing what you think the underlying emotions or feelings are, or what you really think that person is trying to communicate when they do the things that they do.

Then you would go on to complete the first and the last columns. The last column is really important; it’s the ‘We need to do this’ column – so that’s describing in detail how others need to respond in order to really support that person well. Then the first column is the ‘When this happens,’ the time – which gives us the context for when the behaviour happens, and possibly the triggers behind it.

When you’re filling in this chart, you need to remember to be really clear and specific, so that your colleagues know exactly what they need to do to support that person well. You also need to remember that if you’re filling in a communication chart, you’ve got to make sure that everybody involved with that person can see the chart too, so that it’s really useful. And finally, you need to make sure that you’ve dated the chart and have thought about when you’re going to review that – because behaviours and communications change, and people are telling us new things about what’s important to them and how we can support them every day.

Next, you’re going to do an activity where you’re going to have a look at a real life story about somebody, and think about how you might fill in a ‘communication chart 1’ based on the story that you’ve read.

