

Practice Profile #9

Communicating



"Effectively sending and receiving information within the appropriate cultural context. Methods include verbal, nonverbal, electronic, and written communication."

Whether interacting with a coworker, supervisor, client, or service provider, all communication should be:

- 1. Clear**
- 2. Thorough**
- 3. Concise**
- 4. Accurate**
- 5. Timely**

See the Ohio Differential Response Practice Profiles (p. 40-42)

- Prepare ahead of time when communicating with individuals or groups by preparing talking points and identifying questions
- Refrain from gossiping or complaining to others
- Recognize and appropriately respond to nonverbal communication
- Arrange for deaf and language interpreters when needed