

Patiently wait for a response.

He may need some extra time to process your request. Give him the time and encouragement he needs to respond.

Repeat information or questions.

If he doesn't respond, wait a moment and ask again. Use the same phrasing and words as before.

Turn questions into answers.

Try providing the solution, rather than the question.

For example, say "The bathroom is right here," instead of asking. "Do you need to use the bathroom?"

Avoid literal expressions.

Directions such as, "Hop in!" may be taken literally and cause unnecessary confusion.

Avoid pronouns.

Instead of saying "Here it is," try saying, "Here is your hat."

Emphasize key words.

Stress the words that are most important such as, "Here is your coffee."

Treat him with dignity and respect.

Avoid talking down to him or talking as if he isn't there.

Also, be aware of the tone you use.

- Speak slowly and directly.
- Use a calming and relaxed tone of voice. A lower pitch is more calming.
- Convey an easy going, non-demanding manner of speaking.
- Be aware of your feelings and attitude. They're often communicated unintentionally, through tone of voice.

Pay attention to your body language.

- Always approach the person from the front and avoid sudden movements.
- Maintain eye contact.
- Be aware of your stance to avoid sending a negative message.
- Use positive and friendly facial expressions.
- Use nonverbal such as pointing, gesturing and touching.