COMMUNICATION TIPS

😊 Smile
😊 Be patient
😊 Speak slowly & clearly. Louder isn’t better.
   • Make your pronunciation clear.
😊 Rephrase instead of repeating.
   • Use simple sentence structure.
   • Avoid using idioms, slang, jargon.
😊 Politely ask students to write down something when you do not understand what they are saying after a repetition.
😊 Actively listen. Don’t think from the outset that you can’t understand.
😊 Allow enough wait time when asking questions.
   • (Non-fluent English speakers need more time to translate questions into their own language, process the information, formulate responses, and then translate them back into English.)
😊 Smile
😊 Write down information
   • Names, phone numbers, addresses, dates, directions, steps, fees, costs.
   • Use visuals if possible.
😊 Understand the person’s needs. Don’t make assumptions.
😊 Make an effort to show rather than say.
   • Use gestures to indicate directions.
😊 Accent ≠ ESL
😊 Smile
😊 Use the student’s name while talking.
😊 Smile
😊 Nodding ≠ Understanding
😊 Direct student if you don’t have the answer.
😊 Follow up if possible.
😊 Smile