

Communication Guide

Northwestern Illinois Center for Independent Living

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How to Use this Guide

Centers for Independent Living (CIL's) were started in the late 1970s, to establish a non-residential center to support people with disabilities, live their independent lives. It took a while for this grassroots effort, known as the Independent Living Movement, to find its way into all 50 states and the US Commonwealth; but we are here, and we are a strong service!

Illinois was one of the first adaptors of the Independent Living Movement, in the early 1980's. Northwestern Illinois Center for Independent Living (NICIL) is one of the original five (5) CIL's in Illinois.

Fast forward 35-plus years and today, NICIL, as well as 21 other CIL's, continue to work hard every day to develop programming and services that support our consumers, in the five (5) county-NICIL territory which includes: Carroll, Jo Daviess, Lee, Ogle, and Whiteside Counties. Our time is dedicated to serving all people with disabilities to live their independent lives, as they see fit. It is an honor and a privilege to serve!

Our services are tailored to each individual with whom we work. There are some common barriers which keep individuals from living independently. These barriers (or topics) are referred to in the industry as issue areas. There are nine (9) issue areas:

- Assistive Technology
- Attitudinal Barriers
- Communication
- Education
- Employment
- Healthcare Services
- Housing
- Physical Barriers
- Transportation

All NICIL staff are trained to be subject matter experts in these issue areas. Our team has developed issue-area guides to be available to our consumers, which are user friendly. These guides are designed to provide a basic understanding of the issue area, as well as to give information for self-direction. However, we want to be part of the process of independent living, so please, contact our team for one-on-one (individual) services.

Please use this guide to give you a helping hand in understanding the Communication issue area and use the resources provided as a starting point. When you are ready, know that we are here to support your independent living path.

Check out our website, www.nicil.org for access to all of our issue area guides. Contact the office at 815-625-7860 or via email at frontdesk@nicil.org to request for a copy to be emailed to you. Enjoy!

Introduction

Have you ever given an answer to a question someone asked you when you realized that you didn't really hear the question, you just answered thinking you heard it? We all have and there is actually a reason for that! We answer not to the question, but for a desired reaction. Ponder that for a moment; we will come back to it!

Today, everyone believes that we live in a world that has instant communication. Reality check, we don't! The internet is faulty; websites have countless errors, even the websites that have subject-matter expertise. Texting another, (believing that this is instant communication) is only as reliable as the availability of the other person. Same with calling on the phone; this isn't instant if the person you called doesn't answer!

Communication is not about how fast we can get an answer. Communication is about relaying information to another person. After that, we can only hope for communication to be returned back to us. Yes, that is right! We have no control over anyone else; we only have control over ourselves. In a sense, this is really where communication starts.

One question that might come up is, how can I get others to communicate better with me. This is a great question, and one we will answer later on!

Ok, back to the ponder question: Unless we establish a communication system with someone, we don't understand their expectations, and we answer how we think they want us to! This concept will be explained more in this guide.

How to get started? First things first! Understand that this will take time and effort, if you want to find the right method of communication for you to use with EACH of your recipients. Read this guide, understand what your need to be successful, then call us for an appointment. We will be waiting!

Northwestern Illinois Center for Independent Living (NICIL)

412 Locust St.

Sterling, IL 61081

815-625-7860

www.nicil.org

Email: frontdesk@nicil.org

Are you listening to me?

Many of us in grade school in the 60's and 70's, who were labeled as dreamers would get that question, all the time from our teachers. Back then, individuals with attention disorders, communication issues, and cognitive issues were either labeled as dreamers or even worse than that. Today, the education system has improved for those of us with learning, cognitive, or behavior disorders, which do impact our abilities to communicate.

Think of it from a different way; how do babies communicate? Through learned behavior. When something isn't right, they start to cry and when they cry, what happens next? Somebody shows up! Then, it is a learning process to figure out what will make baby happy. Later on, the baby wants attention or hugs, and the same conditioning takes place. The baby cries, and a person arrives. Over and over, the behavior happens, until the baby grows in its abilities to communicate. We have a lot to learn over our lifetimes. As a baby, we learn that certain behaviors elicit certain responses. Someone will react, and some will not. Through trained behaviors, learning, and maturity, this moves into communication and conversations.

Definitions

There are oftentimes when people use language (slang or abbreviations) that may not make any sense to those not familiar with a specific topic. In this section, we want to take the time to identify some common terms that will come up, in your exploration of positive methods for communicating.

We have by design, focused on two-way communication in this guide, as well as most this guide's examples. Meaning just two people. The rules for communication are the same for two people or more.

Conversation – Two (2) or more people communicating (verbal or written) to each other using common language and respectful tones.

Maslow's Hierarchy of Needs – A tool used to understand the current functioning level of an individual. This is an excellent communication tool to use in the right manner. We will provide more detail later in this document.

Receiver – The person whom you are communicating with. We all have a role as the receiver, when we are in a conversation. This is often forgotten, when having a discussion. The receiver can also be thought of as the listener in the conversation.

Lecturing – Rarely does the lecturing process work in a conversation. Lecturing is nonstop talking, without seeking a receiver's input. Lecturing will not work well in any environment, unless it is in a classroom setting and even then, it is not always successful.

Sender – The person who is speaking or “sending the message.” Communication is two way. During conversation, each person should have time to be the receiver of the message and the sender of the message.

Message – The conversation. The message is just another word for conversation. We are explaining or sending our message when we are the sender. We are receiving the message when we are listening to the sender.

When is a good time to talk?

We as adults only listen for about 20 minutes, in a single hour of conversation. Those 20 minutes are not consecutive. Have you ever been in a meeting for a long time and looked around at the audience? Most have tuned out and may have been tuned out since the start of the meeting!

Timing is everything! We use Maslow’s Hierarchy of Needs, as an indicator for assessing when the right time is to talk to someone. Let’s give an example: You want to talk with your roommate about the dishes left in the kitchen sink. The time to talk to the roommate is not at 3:00am because if he/she is asleep, their basic need for sleep would not be met. However, if your roommate works the late shift, then 3:00am may be his/her primary time because of feeling of accomplished due to finishing work. During this primary time (stage 3 - belonging and love,) your roommate will be more likely to respond in a positive manner if their basic need has been met.

Food and medication are also key indicators of when the time may or may not be right for having a serious conversation. For example, you are working with a co-worker who is diabetic. It is 30 minutes until lunch time. Would now be a good time to talk? Based on your history with this co-worker, you know that this person eats lunch on a regular schedule, in order to manage their blood sugar. Perhaps it would be a good time to talk, if it’s a short conversation, without too much discussion or time. As soon as that 30-minute window is up, it would not be a good idea to prevent your co-worker from going to lunch.

If you would choose to have this conversation before lunch, not only could you cause undue stress for both of you, chances are this situation could cause harm, if the individual who is diabetic’s blood sugar would drop.

Select your time to talk with someone. Try setting appointment times or asking for a specific meeting time, which is convenient for both parties involved. For better communication, capture an individual’s full attention, when the timing is right.

Personal knowledge plays a powerful role in communication. When you know an individual well, you may be able to pick up on other clues about the right time to talk to them. However, remember one thing, no one is a mind reader! Ask the question: I would like to talk with you about something; when is the best time today that we can talk?

What about professional service providers?

Professional service providers (doctors, dentists, attorneys) should be available to you and your schedule. Unfortunately, most do not even ask for their customer's time preference, and instead, issue the appointment time. Remember, these service providers work for you! Request an appointment at a time that works best for you.

Let's talk about doing your part for this appointment. When you set your appointment, ensure you have enough time scheduled to see this provider. Ask for it! The scheduler does not know what your needs are, if you do not share this with them.

Finally, be prepared for your appointment! Take the time to get all of your questions and concerns down on paper. This helps for two (2) reasons: You will remember what your questions are and you can leave a copy for more follow up, if needed. You also are taking control of an appointment time that you own, when you come prepared for answers!

What about me and my best time?

Social norms and business operational hours are not always ideally suited for each person, but these are some of the things that we have no control over. Each person, with or without a disability, should know the best time periods for one to be at best performance. For example, if you are a night person, a 7:00am appointment to see your doctor might not be best for you. Perhaps, 3:00pm might be better. Use this knowledge to your advantage! Advocate for the best appointment time for yourself!

Let's expand this example. You need a doctor appointment, in order to talk with the doctor about your medication. You are a night person and do not like appointments prior to 2:00pm. The doctor's office offers you a 7:00am appointment time and you don't want it. Simply state "that time period doesn't work for me, do you have an appointment time after 2:00pm?" No further explanation is needed! You do not owe anyone a reason for your selection of time. We often feel that we need to over explain a choice, when this is simply not needed! When we give too much information, we are not helping our request be achieved, and can often confuse the message we are trying to get across in the first place.

Advocacy and communication are close partners, in many situations in our lives. Be prepared to give only necessary information, using a pleasant tone, and see how well your communication will improve!

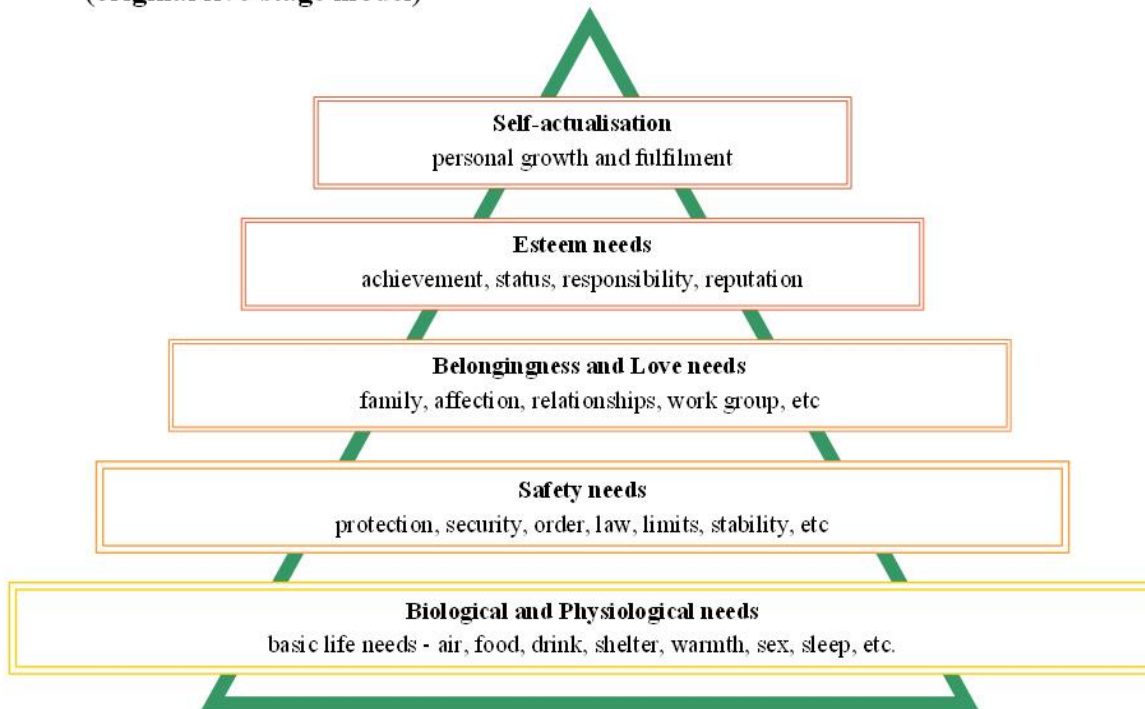
Maslow's Hierarchy of Needs

According to Simplypsychology.org, "Maslow's hierarchy of needs is a motivational theory in psychology comprising a five-tier model of human needs, often depicted as hierarchical levels within a pyramid.

Needs lower down in the hierarchy must be satisfied before individuals can attend to needs higher up."

So, what does this have to do with communication? Maslow believed that a person had to have one level of needs secured, before they could move on to the next level of need. Hunger is one of the basic and physiological needs. If you haven't ate all day, it is harder to focus on anything else as all you can think about is food. You won't be open to having an honest conversation until you have found something to satisfy your hunger.

Maslow's Hierarchy of Needs (original five-stage model)



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Understanding Communication

It shouldn't be that hard to communicate, right? While this is true, communication does become tough when two (2) people do not share the same upbringing, culture, religion, etc. Not sharing the same sense of correct timing can also make communication difficult.

We learned earlier that timing is important for getting the receiver to be open to communication. Let's move onto the other things that can impact our communication efforts. Once we understand this, we can work on how to communicate effectively, and we will be on our way to healthy communications!

First things, first! If the right time is part of ensuring effective communication, then what other factors play into a conversation? Here are some other factors:

- Approach
- Environment
- Capacity to communication
- The Ask

Approach

Our approach to the receiver sets the tone for the conversation. Literally, the way we approach our receiver, sets the tone. If, for example, you approach the receiver, without their noticing which startles them, they most likely are not going to be open to further conversation. Once startled, our bodies react with fight or flight endorphins. This means that we will react to defend (fight) ourselves or remove ourselves from the situation (flight). Learned behaviors, past experiences, cultural experiences, and family of origin all combine together to make our reaction. Once we are startled or put into an awkward situation, our attitude can be visible, and it will affect our desire to continue conversation.

Similarly, defensive body language, facial expressions, tone of voice, etc. can put your receiver on the defensive, even clothing can be off-putting to your receiver.

Think about the way in which you are approaching your receiver. It will make a difference in their response.

Environment

The location of the communication can also have an impact on our conversation, as well as impact the receiver to fully understand our needs. Ever step outside to talk with a friend, in the cold winter weather? It might be nice to step out for clean air, even at a lower temperature, but after a short period of time, one of you will become cold. Shortly thereafter, the conversation location needs to be changed, as the temperature plummets, which makes it no longer possible to focus on the conversation, for one (or both) parties, only on the temperature.

The environmental issue goes beyond room temperature. It can include:

- Noise level
- Confidence in privacy
- Confidence in those around
- Privacy
- Smell
- Number of people
- Size of room
- Lighting
- Trust
- Phobia's

The list could continue (dependent on the situation and/or location) with many other environmental components. If someone is not comfortable in the environment, they will not receive the intended message.

Finally, please note, if someone becomes irate due to the environment, the efforts to communicate should end as you will not regain the conversation, until the environment is secured.

Capacity to Communicate

At first, this may appear as if we are discussing the ability to talk. This may be a consideration, dependent on the receivers' capacity. However, in this case, we are discussing the receiver's ability (capacity) for communication.

An example for this situation is one that most of us, at one time or another, have encountered. A friend invited you to coffee to catch up with on another since it has been a long time. You are open to the invitation from your friend and agree on a time and location that both of you like.

On the day of the coffee meeting, you and your friend arrive, at the same time, place orders, and settle into a conversation about your lives. Your friend begins about why he/she has been busy and unable to visit with you. The conversation continues with some drama, and finally, the friend says, "Shelia, I hate to ask this, but I need to borrow \$2,000 from you, that is the real reason I wanted to see you today." If you are Shelia, your capacity to communicate was just taken away from you.

Why? Let's start with all that we have learned so far:

- Timing – You thought you were meeting a friend for coffee, not a banking appointment.
- Approach – You thought you were meeting a friend to catch up on life events, not to become part of their drama.
- Environment – You thought you were meeting a friend at one of your favorite coffee spots, not a business conference room.
- Capacity – You thought you were meeting a friend, not at a business proposal with the immediate need to search your finances for support.

As Shelia, you are in a no-win situation. Any reply, other than an offer to give the \$2,000, will leave you with one less friend. Giving the money will lead to feelings of resentment and continuing to receive "coffee invitations," which are really pleas for funding.

There are times when the sender (communicator) limits the conversation. This may mean that they have been offended or that the conversation is simply not appropriate.

The Ask

The Ask comes up frequently in communication, in all conversations. At some point, there has to be some type of “Ask” when the sender and receiver are communicating. The value of the “Ask” is in the eyes of both parties.

Let’s continue with our example from our “Capacity to Communicate” section. You are still Shelia and your friend has just asked you for \$2,000 to help her out of a situation. How do you, as Shelia feel? Well that depends on:

- Your personal relationship with your friend.
- Their financial situation
- Their ability to repay the loan, if it happens
- Your ability to lend that amount of money
- Other considerations about the money, such as discussing the loan with a partner.

Much goes into the answer for the “Ask”. It is not that simple.

It is important to remember that just because someone “Asks” for something does not mean that we are obligated to fulfill that “Ask”. Yes, it is ok to say no; I need more time to think about this, or plainly, no. No further explanation is needed by you (as Shelia) as to why. No is no.

Wrapping up this section, we are now understanding communication a bit more. Examples used in this section are here by design, not to make you feel uncomfortable, but to remind you to see some of the pieces in communication: Conversations are not always appropriate. If they are not appropriate, we need to end the communication, not apology for our response.

Relationships and Communication

Communication, like relationships, need to be a partnership. Both people need to take part, as both the receiver and the sender in relationships and communication. We offer some tips and suggestions about communication efforts in relationships. This could mean siblings, parents, employers, co-workers, children, significant others, neighbors, etc. The closer this person is to you, the more communication effort needed, not less which is not often the case.

Let’s start with some basics on this one. No one is a mind reader! Do not expect those in your relationship to know what you want or your needs, unless YOU make the effort to communicate! Yes, it is that simple!

Example: You are meeting your significant other (SO) at the neighborhood café for dinner and later, the movies. At some point, you communicated all this information to each another. During the day, your co-worker shares their thoughts on the movie you are going to see that evening with you’re SO. After listening to your co-worker, you are having second thoughts about seeing the movie.

You arrive at the café to meet your SO. You begin to state that your co-worker, Jane saw the movie over the weekend and hated it. The conversation ends or at least, you thought it did. Did your statement to your SO, about Jane's opinion, just tell him/her that you do not want to go to THAT movie? No, this was not effective communication. It was a statement, simple as that. This statement did not translate into what you wanted or what your thought was about the movie to your SO.

This may not seem like a realistic conversation, but it is! In close relationships, we tend to shortcut our communication efforts with body language and facial expressions. Being in a long-term interpersonal relationship does not replace the need for adequate communication effort, including using our words. We then wonder why we are frustrated! It works both ways.

One more example! A group of four (4) friends want to go to dinner, when asked, no one states any interest in any particular restaurant. One friend suggests a location, two (2) say yes, one (1) says no, you move onto another location. A new suggestion appears, no one objects and off the friends go. Everyone is seated, food and drinks ordered, and conversation starts. The restaurant is busy and the order appears to be taking a bit longer than friend A expects. Friend A then says "I knew we shouldn't have come here. I heard the service was bad". Everyone then feels awkward, but where was Friend A, when the restaurant selection was being discussed? Everyone has been there!

The closer the relationship, the less we communicate, when actually, it should be the opposite. The closer the relationship, the more effort should be given for communication and with great care.

This goes for co-workers, neighbors, and any other people with whom you have interpersonal relationships. When we make the extra effort to communicate, we are giving a greater effort in preserving our relationships.

Written Communication

We think we are great at communication face to face, but we believe we are even better communicators in writing! Actually, we are not very good at written communication either! Why? We do not understand that our receiver still needs to be included in the conversation, rather than be lectured to in writing. We will explain all this and give you suggestions on how to improve your written communication.

When discussing written communication, we mean all written communication:

- Letters
 - Professional
 - Personal
- Text messages
- Emails
- Fax
- Instructional

There are the more common types of written communication, which most of us encounter in the normal course of our days.

Letters

Letter communication comes in many different styles, but for the sake of this issue we are keeping it focused on professional letters and personal letters.

Professional letters – Many company’s offer their staff templates or specific instructions, as to how their professional letters are to look, as well as the context of the document. This can be very beneficial to new staff and to those new to written communication.

Our friends at PMI.org gave us some great information in their “*Practical Guide to Effective Written Communication*,” which gives some important points in written communication:

1. Errors in communication can easily lead to major embarrassment or worse.
2. Written communication provides a more permanent record and can avoid misunderstandings.
3. Spelling and grammar checkers provide continuous feedback.

This article continues with some additional tips that we can learn from:

- Understand your target audience
 - Define the audience
 - Understand the audience
 - Address the reader’s issues
- Get the message across
 - Talk directly to the reader
 - Take your time to write
 - Consider how the reader sees you
- Select the best format for optimal results
 - Use the proper structure
 - Use proper English

We encourage you to read this article, as well as others that are available regarding professional communication. Local community colleges offer courses that will also guide communication efforts.

Our 35-plus years in business have allowed the NICIL team some deep insights into professional written communication. We agree with our friends at PMI. Here are some other tips to help:

- Know your audience; know how they will use this information.
- Written communication is great for the receiver to use as a checklist for follow up.
- **DO NOT USE ALL CAPITALS!** All capitals send the message to the receiver that you are yelling. Yelling should never be part of a professional communication.

- Do not write when angry. If you feel that you must write, then write, but do not send it for at least 24 hours!
- Follow proper communication and wording. Slang is to be used only if the audience uses this slang in exactly the same manner.
- Professionals expect short sentences.
- Professionals expect proper grammar, spelling, and sentence structure. If this is not present, credibility is lost.
- Make certain your “Ask” is appropriate because otherwise, creditability can be lost and not regained.
- If this is for an employer, understand the protocols that are in place for written communication including:
 - Prior approval (if applicable)
 - Number of people copied in on the communication
 - When to expect a reply
 - What to do if a reply is not received
 - Paper copies for filing
- Keep it professional. Avoid becoming too familiar or personal.

Written communication is a great way to have tangible record of your communication effort that you can refer back to at a later date.

Personal letters require the same effort of professional letters; clear, concise, proper grammar and spelling. In personal letters, being less formal may be acceptable, especially if it is a close relationship. However, keep check on the emotions and remember that just like spoken communication, keep the inappropriate language out of the communication.

Text Messages

One of the key elements in written communication is to use proper spelling and grammar. In addition, when texting, just like written letters, know your audience! BRB could mean “be right back” or could mean something else in another business. BRB used to mean “back up, right bin” (instructions for tape, to tape backups) in the late 80’s.

Texting in a professional setting is not meant to replace full documentation. It is meant for short communication. In a work environment, be informed about whether texting is allowed during work time. Many companies have forbidden the use of cellphones due to confidentiality.

Emails

Email should be structured as professional letters in your work environment. Same rules apply:

- Short
- Structurally sound
- Know your audience
- Emails are permanent
- When angry, do not reply to an email

- Call, if you are not sure of the context of the message. Don't assume!
- Identify any need for response

One last word about emails. If you are responding in anger, make sure you check, recheck, and have waited at least 24 hours before sending, then delete! Once an email is out, there it is rarely received as intended and many relationships have ended due to a poorly worded email.

Fax

Faxing was an early method of written communication that worked well for document sharing, but did not work well for communication. While faxing has fallen out of favor over the last five years or so, we have learned some important information.

- Fax coversheets are to be brief and formal, by design.
- Method of reply instructions are usually requested.
- The copy of the original document that was sent via fax, may not be the easiest to read. If you have trouble making out the context, its okay to ask for a second copy of the document!
- There may be more secure methods for communication.

If this is a work fax, be informed of your company's policy for faxing documents and receiving them as well!

Instructions

Instructional communication must be professional and concise. There is no room for errors or interpretation when sending out instructional materials. Have you ever purchased an item that needed assembly, only to receive poorly written instructions causing additional work and frustration? Keep this scenario in mind, when writing instructional documents.

Instructional communications, in general, are written to keep the work process functioning as designed. Still others are for safety on the job or with equipment. Either way, instructional communications are to be written for the intended audiences and should be easy to understand.

Distracted Communication

Distracted communication, like distracted driving, should never be done! The audience awaiting your message will know if you are distracted. Responses to distracted communication usually come in the form of no response or responses that are the result of not understanding what is being communicated.

Prepare in advance, as you would for anyone, when you are communicating either in person, in writing, via phone, etc. in a clear, concise, well thought out process.

Body Language – Myth or Mystery

Body language is one of our most powerful communication tools. Just 30% of what we say is communicated through speech, but 70% of what we say is communicated through body language. While this concept has merit, the percentage will vary, dependent on your relations, environmental conditions, as well as many other elements which go into body language.

All people must realize that communication is an effort and a talent. Assumptions do not hold well to large groups. Here is an example: You are outside at an event, in the late evening. The small group gathered is listening to the sender, when someone yawns. Then the next person yawns. The yawn travels around the circle of friends gathered. What would the body language state about this situation? In theory, the people listening to the sender were all tired and/or bored by the sender. Is that true? Body language theory would say yes, but no. As adults, yawns are triggered not by how tired we are, but in actuality by the need for oxygen! Yawning is also an involuntary, reactionary response. Everyone yawns!

Let's take this example one step further and say that this group now starts to cross their arms across their chest. Body language experts would state that this a defensive stance due to anger, defiance, or protection. In reality, it is later in the evening, the temperature dropped, and this is a process for keeping oneself warm.

Do not assume anyone's body language is telling of their mental or physical condition. Ask for confirmation, if you want to communicate!

I, Me, My Statements

I, me, and my statements are sometimes the most difficult words in the English language. These statements are known as "I" statements. When senders give I statements in a conversation, it changes what the receiver hears. These statements limit communication, at all levels. The receiver no longer hears a conversation, but a litany of what the sender wants and that it is all about them!

I statements are also not encouraged in fair-fight conversations, except if making a feelings statement. Kind of deep! We, at NICIL teach relationship classes, fair-fighting skills, and many others.

What all this boils down to is this: Communication is conversation between two people. The statements (wording) needs to be about both the people in the conversation.

Wrapping all this up with the Communication Bow!

We have discussed much so far. Let's first recap:

- Timing is everything! Find the right time to communicate.
- Identify the purpose to set the stage of the conversation.
- Understand how communication works:

- Approach
- Environment
- Capacity to communication
- The Ask
- The Ask should be appropriate.
- As part of the effort to communicate, consider the relationship.
- Know your body language and use it wisely.
- Watch I Statements. Communication is two-sided, not one
- If you are the sender, be sure that you are also the receiver. Ask questions to involve the other person in the communication!
- If you are the receiver, it is ok to say no, especially, if the Ask is not appropriate.
- If the conversation is making you uncomfortable, it is ok to say so.
- Communication is two way, so be sure that both parties are included!

Review your communication often, prior to execution. We often get in a hurry to get something sent in an email or a quick call. When done in haste, communication can cause more damage than be helpful. Thoughtful communication will increase your credibility. Keep that in mind with all your efforts!

Tips and Suggestions

Tips and suggestions for communication may seem unnecessary, but the truth is there can be many errors in communication. Creditability can be damaged and the message lost by errors distracting the receiver. Here are some tips that we have not mentioned previously:

- Communication begins and ends with you! Know when to approach and when to hold off.
- Keep eye contact with the recipient.
- Everyone has the role of recipient to play, even if you start the conversation.
- Inappropriate comments and swearing are not part of communication.
- Keep emotions intact. Unchecked emotions can cause hard feelings.

NICIL has more than 35 year of experience in supporting the independent living movement. We assist in helping people with disabilities live the life of their choosing. Call us if you have questions or concerns about any aspect of your life.

Resources

Practical Guide to Effective Written Communication by Thomas P. Koehler, 2001 at <https://www.pmi.org/learning/library/practical-guide-effective-written-communication-7828>

Conclusion

We hope that this guide has not only given insight into how you think about communication, but also how to plan and achieve healthy communication daily.

Communication is not always easy, but is always necessary! We at NICIL believe that we all deserve to live passionately and enjoy every day, in all areas of life!

The NICIL team is ready to help you with the decisions involved in choosing your most independent life, in any way we can. Our services for one-on-one sessions are free. Workshops, classes, and developing resumes do have fees, and we would be happy to share our pricing schedule with you. Being independent is just that; your way, your choice! We want to be part of this process! Call us for your appointment; we will be waiting!

Northwestern Illinois Center for Independent Living (NICIL)
412 Locust St.
Sterling, IL 61081
815-625-7860
www.nicil.org