

Establishing a Connection

The first step in getting to know the person you support is spending time with them so you can build a relationship of mutual trust and understanding.

Establishing a connection has just as much to do with you as it does with them!

How do you establish a connection?

It's helpful to keep in mind the values of sincerity, kindness, patience, acceptance and openness when you're trying to connect with the person.

Below are some specific tips to help you get started:

Follow their lead

- What does the person like talking about?
- What does the person like doing?

Patience is key

- Take time to get to know the person and give them time to get to know you

Observe

- Look at the person's environment and what makes them feel comfortable
- Consider the person's behaviour and how it changes in different situations

Actively listen

- Show the person you're listening – be engaged and responsive
- What is the person communicating with their voice, gestures, body language, eyes or Visual Supports?

Be responsive

- Show interest in what the person communicates

Don't be discouraged

- Remember not to take behaviours personally – it may take time for the person to warm to you

