

Key Communication

Techniques

Following are just some of the key communication techniques you can use when interacting with people who are blind or vision impaired.

- Introduce yourself and others, don't assume voice recognition.
- One of the best ways to be helpful to someone is to say, "How can I best assist you?".
- In a group setting, at the outset of a program, do a roll call.
- Make welcome – person, support person & guide dog!
Eg. Provide orientation and a dog water bowl.
- If their hand is extended, acknowledge through contact.
- Mention safety hazards, for example: poles/bollards, low-hanging racks, cords.
- If you are with two or more people, use the person's name when directing questions to them.
- Speak naturally & clearly rather than yelling.
- Talk directly to the person, never channel conversation through a third person.
- Be DESCRIPTIVE! For example: Left / right not "over there" or "watch out for that".



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