

THE BEST FRIENDS™ APPROACH TO COMMUNICATION

- Minimize distractions
- Make eye contact, use gesture, and speak up
- Listen actively
- Pay attention to nonverbal communication
- Address the person as an adult
- Always introduce yourself
- Make a good first impression
- Use the *person's* preferred name
- Use positive language
- Give lots of compliments
- Ask for an opinion
- Use the Life Story to improve conversation
- Use repetition
- Use good timing
- Use humor
- Don't take the *person* too literally
- Screen out troubling messages or news
- Realize that behaviors communicate a message
- Try three times to turn a *no* into a *yes*
- Don't argue or confront
- Respond to emotional needs
- Take the blame
- Be affirming