

Top tips to help you communicate

R N I B

See differently

Tips to communicate with someone with sight loss and learning disabilities.

- Always introduce yourself, either by name or by your tactile signifier.
- Find out and use a person's preferred communication method. This could be speech, sign-along, objects of reference, eye pointing, etc.
- Record what someone's preferred communication method is (especially if non-verbal). E.g. what does yes look like, what does no look like.
- Find out the best position for you when communicating. E.g. should you stand/sit on a specific side. It could be a certain distance to aid communication.
- If someone does not understand, say/communicate the phrase, or question again in a different way.
- Allow time for a person to respond, more time may be needed. Be calm and patient waiting for a response.
- Be aware that some non-verbal communication may not be picked up or understood as easily (smiling, nodding head or leaning forward). Verbal cues may need to be used to provide reassurance.
- Be aware of the impact of the surrounding environment, e.g. noise level and distractions.

Sight Loss
Advice Service

We're here for everyone affected by sight loss.

Get in touch with us on **0303 123 9999** or visit **[rnib.org.uk/advice](https://www.rnib.org.uk/advice)**