



COMMUNICATION AND INTERACTION

Verbal/Written Skills/Conversational /Social Skills



I FOR WHAT PURPOSE / REASON

EXPRESSIVE

RECEPTIVE

CONVERSATIONAL

SOCIAL SKILLS

For successful communication and interaction to occur:

- **A message is sent then received and understood by another.**
- **Verbal and some level of written skills are usually employment pre-requisites.**
- **COMPETENT conversational and social skills are soft skills.**

Everyone communicates, finding the best way to match needs / abilities within work context is the goal



RESEARCH - WHAT OTHERS FOUND

Enabling a Young Adult with Complex Communication Needs to Use an iPad for Communication in the Community: Facilitators and Barriers. Flinders University, 2014

Unpublished Thesis: Kristi Sproates, Pamarala Raghavendra, Fiona Rillotta

During the course of this case study, a non verbal young adult with ASD and ID learned to use an iPad to communicate in the community, with multiple communication partners, in two different settings with different communication goals. Perseverance with learning the task and the support of others aided his successful communication interactions, which in turn facilitated communication and participation in the community. Future research should include more environments and include more participants, further gauging the effectiveness of young adults using an iPad to communicate in the community.

Despite communication barriers, using technology to aid communication is how people can increase their participation in their communities. Potentially leading to employment outcomes.

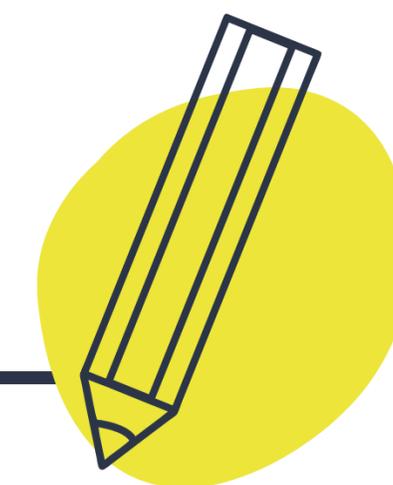


APPY IDEAS/SOLUTIONS



Ways to improve communication and interactions:

- There is a baseline knowledge of their communication style and level of competency. Eg Ken can understand what people say but has difficulty expressing himself.
- Visual aids/resources /step by step instructions can support learning new skills
- Effective training of others 'Communication Partner' training supports are available
- Utilise and build on existing communication strengths
- Practice, practice practice



TECHNOLOGY SOLUTIONS

Apps/Software/Resources

Educating others

- [Inclusive business Practices - E-Book Resource](#)

Conversational/Social Skills - Evidence-Based App

- [PEERS](#)

[Communication, Access, Literacy and Learning online RESOURCES](#)

Android Accessibility App

- [Action Blocks](#)

Accessible, streamlining multiple tasks:

- Make a phone call - calls any number you assign to it.
- Send a text message: a button for automated text, eg; "I finished work, can you pick me up, please"
- Say something out loud: a communication tool for those unable to verbally speak.
- All buttons are displayed on the home screen where the icon can be changed to personalised images.



REAL LIFE

A middle-aged male who has Autism needed help to learn how to use his phone. At baseline – support workers were taking his phone and replying to his messages.

Who considered his choice, control and privacy? Not everyone. Yet him replying with typing words due to language processing of text becomes anxiety-provoking and takes all the fun out of it.

Solution: Assessment of skills, needs, abilities and motivation (he values his connections with others in high regard). A learning program was set up and included visual schedule and instructions for both himself and his support workers

Outcome: In real-time he now responds to messages from his friends and family using his unique introductory line 'This is X X speaking' – yet it's a text. Does anyone mind? No!

