

Tips to keep in mind when sitting down with a client:

- Talk clearly and slowly.
- Take it slow.
- Be patient.
- Don't offer too much at once.
- Avoid using technical jargon, slang or terms.
- When first introducing a new term, name or title make sure to say in full in first time use.
- Avoid using acronyms until your client is comfortable with the terminology.
- Take notice and be aware of any health issues such as low vision and low hearing.
- Be attentive to the area in which you are communicating. Too much background noise can be distracting.
- Ask if they are comfortable in this setting.
- Speak clearly and make eye contact.
- Speak directly to them not their side.