



Tips for Working with Older Adults:

- Resist the temptation to stereotype older adults.
 - Avoid speech that may be patronizing ("elderspeak").
 - Minimize background noise and other auditory distractions.
 - Face older adults when you speak with them.
 - Maintain eye contact.
 - Ask open-ended questions.
 - Express understanding and compassion to help older adults manage uncertainty.
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- Include older adults in the conversation even if their companion is in the room.
 - Use direct, concrete, actionable language.
 - Listen without interrupting.
 - Verify listener comprehension during a conversation.
 - Use humor and a direct communication style with caution when interacting with non-Western older adults.
 - Avoid hurrying older people.
 - Speak plainly and clearly and in a normal tone.
 - Keep a notepad handy so you can write down important points.
 - If an older person has difficulty hearing the difference between certain letters and numbers, give context for them. For instance, "m is for Mary" or "five, six" instead of "56." Be especially careful with letters that sound alike.
 - Make sure there is adequate lighting, including sufficient light on your face.
 - Try to minimize glare.
 - Stick to one topic at a time.
 - Frequently summarize the most important points.
 - Give the person a chance to ask questions.
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