

Positive Communication Approach

POSITIVE COMMUNICATION APPROACH	
Approach the resident from the front, gain eye contact, and smile.	Smile
Greet the resident using his or her name.	"Good morning, _____."
Introduce yourself and the activity.	"I'm _____ and I'm here to help you _____."
Show the memory book page for the activity.	"Look at this."
Guide the resident to the activity.	"That says _____, so let's get up and _____."