

# Tips for Talking

Make time for conversations,  
talking is not always in words!



This booklet is for you if you are struggling to take part in conversations. Your family, friends and carers should read it too.



**Alzheimer  
Scotland**  
Action on Dementia

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Grateful thanks to Kevin Gentles for taking part.



This booklet has some **tips for talking**.  
You may need **help** with some of the tips.  
You can use the tips that **you like**.  
There is **advice at the end** of the booklet  
for the people you **talk** to.

# Talking



Talking to **one person** is best.  
Talking in a group can be tricky.  
Say **one thing** at a time.  
Keep sentences **short**.

# The room



Be in the **same room**.

Talk **face to face**.

The room should be **light**.

**Cut out background noise.**

**Wear your glasses**



**Wear your hearing aids**



Do not rush

SLOW  
DOWN

Give **extra time** for listening.

Allow **time** to understand what is said.

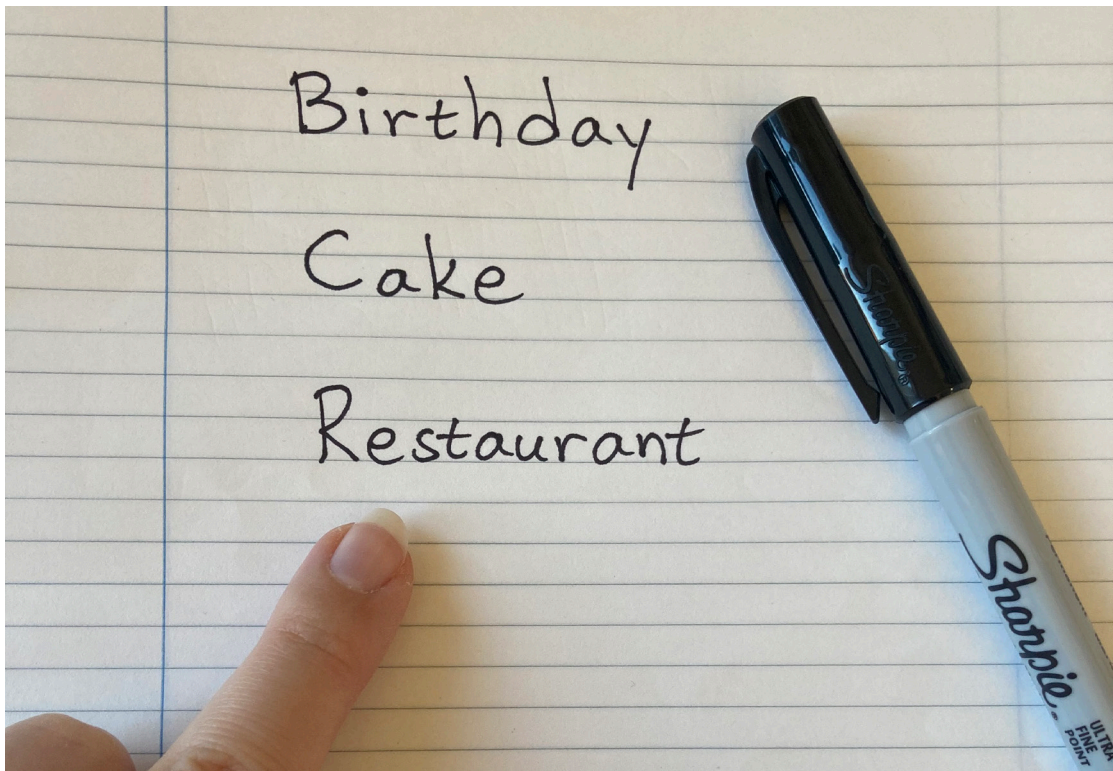
Give **extra time** for talking.

Allow **pauses** for thinking.

Keep calm. Relax.



# Pen and paper



You can write down **key words**.

Someone can **write for you**.

The words can help you **keep on topic**.

You can **point** to the words.

## If words are tricky



Sometimes you might forget a word.

Try to **talk around** the word.

Try a **different** word

# Try again



Sometimes the other person  
may not understand.

You can **try again**.

You can stop and try again **later**.

# Talk without words



**Point** to an object.

**Bring** an object.

# Talk without words



**Facial expressions** can help.

**Gestures** can help.

# Use objects



Keep some objects to help with talking.

**Point** to an object if you forget a word.

**Pictures** can help. A **map** can help.

A **newspaper** can help.

A **calendar** can help.

# Write a list

## My Family:

Stephen

Kim

Laila

Cole

Malik

Jennifer

Gary

## My Places:

Home

Malik's house

Church

Gloria's cafe

Library

Park

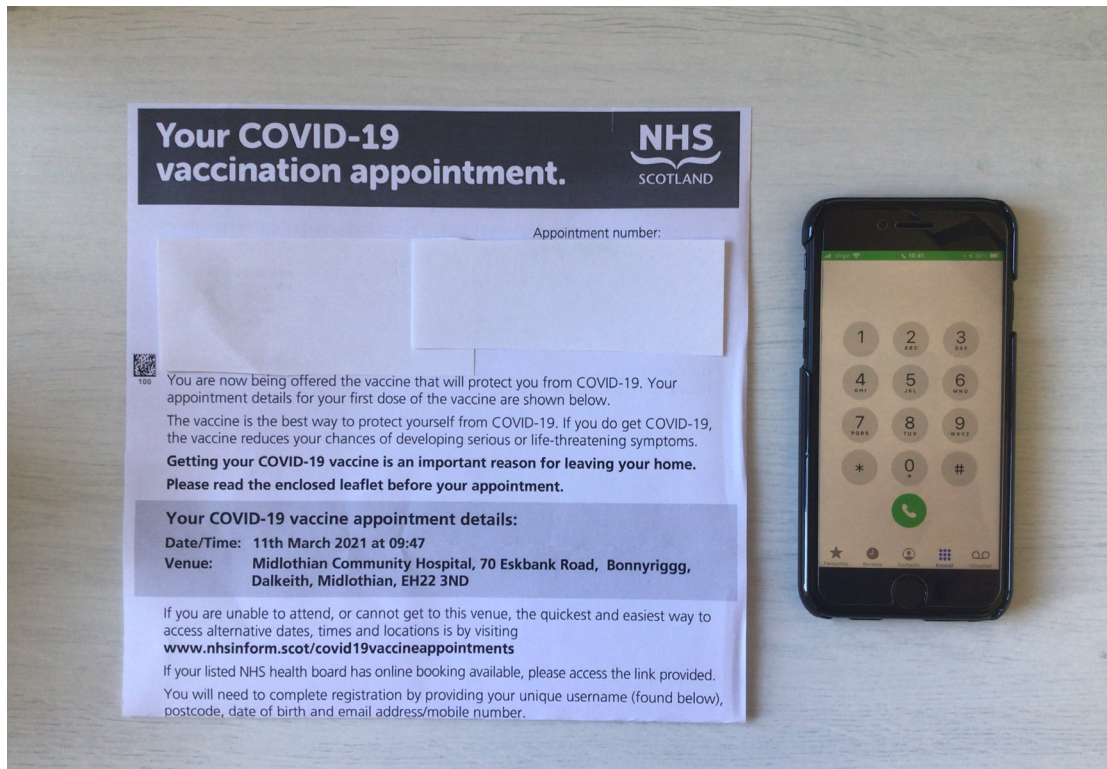
Gary's house

Keep a **list** of useful words.

List the **names** of your family.

List **places** you like to talk about.

# Get ready for talking



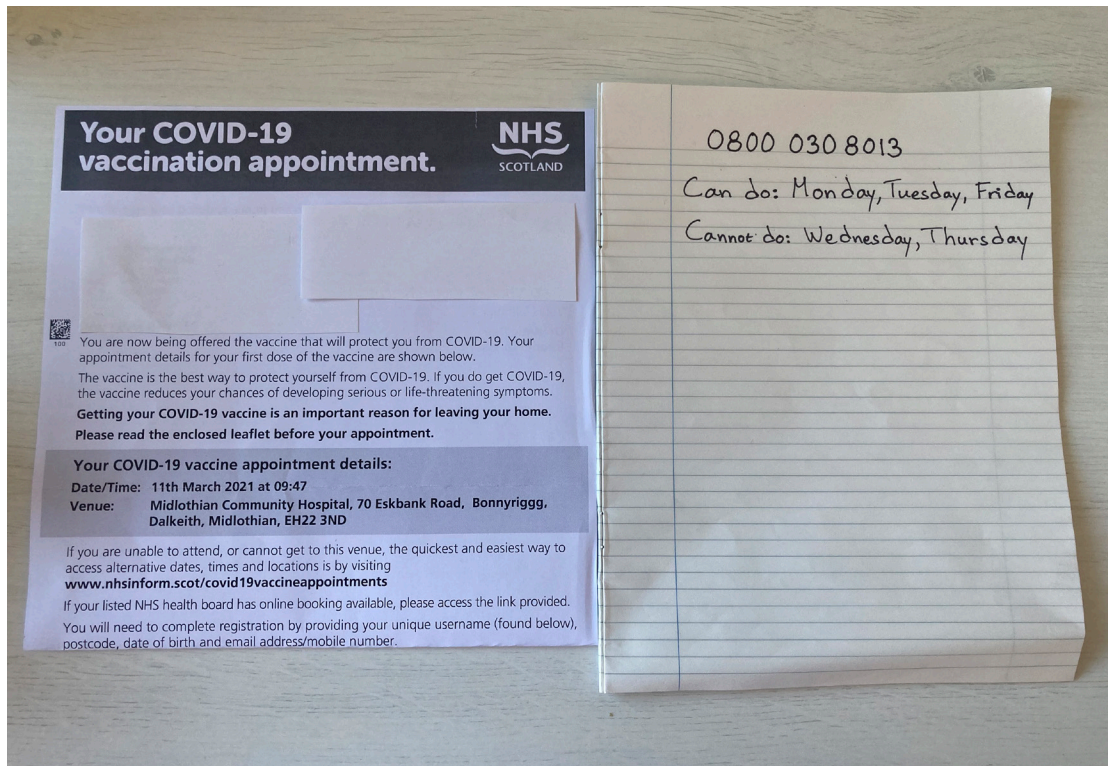
Get ready before you make a **phone call**.

Get ready before you have an  
**appointment.**

Get ready before you talk about  
something **important.**



# Get ready for talking

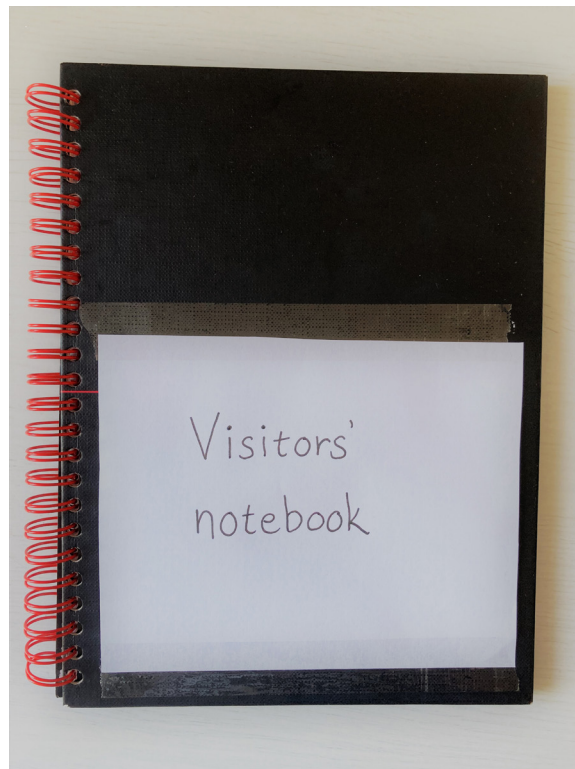


**Write down** what you want to say.

Someone can **help you write**.

Ask for important information **in writing**.

# Visitors' Notebook



Keep a visitors' notebook in your home.

Put a label on your notebook.

**Ask all visitors to write  
why they have come.**

# Visitors' Notebook



Use the notebook to **remember**.

Use the notebook to **talk about your news**.

# Take photos



Take photos during your day.  
You can take photos with a **camera**.  
You can take photos with a **phone**.  
You can take photos with a **tablet**.  
Other people can take photos.

# Take photos



Use the photos to **remember**.

Use the photos to **talk about your news**.

# Make a life story book



You can **make a book** about your life.  
You can ask for help to make the book.

Use a **binder**.

A binder lets you add more pictures later.  
Friends and family can add to the book.

# Make a life story book



Use the book to **talk about your life**.

Look at the book with your family.

Look at the book with your friends.

# Getting to know me form

Getting to know me form available at: <https://www.alzscot.org/our-work/dementia-support/information-sheets/getting-to-know-me>

## getting to know me

This information will help staff to support you. It will help us get to know you, understand who and what is important to you, and how you like things to be.

We invite you, your family, friends and carers to complete this information with as much detail as you want to share with us.

Please ask a member of staff if you need any help to complete this information.

**my name:** my full name & the name I prefer to be called

**the person who knows me best:**

**home, family & things that are important to me:**  
your family, friends, pets or things about home

Alzheimer Scotland has made a form.  
The form is called **getting to know me**.  
The form can help others get to know you.  
You can **bring the form** if you have to  
go to hospital.



## Tips for the people you talk to



### **Starting a conversation.**

Use a **comment** instead of a question.

This gives an opening without testing the person's memory or word-finding.

Use questions carefully to offer choices.

# Open question



Use the **right level** of question  
for the person.

Wide choice, **harder to answer.**

## Choice of two



Less choice, **easier to answer.**

# Once at a time



Even less choice,  
**even easier to answer.**

## Objects or pictures to point to



Choices help the person have some **control of their life.**

# Helping to hold on to the message



Spoken words only last an **instant**.  
Written words, pictures, gestures and  
objects give the person **more time**.

## Helping to hold on to the message



Use these yourself in conversations to **help the other person join in.**

## Further information

If you would like to feedback on your experience using this booklet, please email: [AHPDementia@alzscot.org](mailto:AHPDementia@alzscot.org).

To explore other ways of living well with dementia please visit: [www.cpcs.online](http://www.cpcs.online).

**Alzheimer Scotland** is Scotland's national dementia charity. Our aim is to make sure nobody faces dementia alone. We provide support and information to people with dementia, their carers and families, we campaign for the rights of people with dementia and fund vital dementia research.



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