



# 7 C'S OF COMMUNICATION FOR AGED CARE PROFESSIONALS

## CLARITY

- ask questions to seek clarification
- ask what they want and need

## CONCISE

- speak slowly and clearly
- make eye contact and smile
- be direct

## CORRECT

- talk to them and not about them to others
- avoid jargon and acronyms

## COMPLETE

- don't rush, this can cause stress for clients
- actively listen and engage

## CONSIDERATION

- explain what you are doing
- limit background noise

## CONCRETE

- ensure they understand
- use visual prompts or interpreters if required

## COURTESY

- be respectful, open and honest
- use their preferred name