

## The impact of unrecognised communication support needs

Lack of understanding can result in people's behaviour being misunderstood. A person may be described as 'challenging'. But their behaviour may be a result of an unmet communication support need.

Do any of the following examples sound familiar?

<b>Presenting behaviours</b>	<b>Possible explanations</b>
A person does not turn up for an important event	They cannot read the invitation. <b>Was this misinterpreted as lack of interest?</b>
A child is disruptive in a group.	The child cannot take part in a group activity properly because they do not understand the instructions. So they make lots of mistakes. <b>Was this misinterpreted as naughtiness?</b>
A woman swears at an advice worker.	The woman is frustrated because she has word-finding difficulties following a stroke and because the advice worker does not understand her. <b>Was this misinterpreted as verbal abuse?</b>
A man looks distracted during a group discussion.	The man cannot understand what is being said when more than one person is speaking at a time. <b>Was this misinterpreted as boredom?</b>
A young person arrives late for a focus group.	The young person stammers. Their name is the hardest thing to say. So they avoid introductions at the beginning of groups. <b>Was this misinterpreted as lack of interest and rudeness?</b>
People do not use your service, or fail to turn up to an event or exhibition stand.	They don't understand the directions or think no-one will understand them when they get there. <b>Was this misinterpreted as apathy?</b>