



# Building Relationships through Face-to-Face Visits: Tips for Success

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## Action Steps

- Plan the face-to-face visit for a time and location convenient for the individual.
- Prepare carefully with the individual for a visit that is comfortable, relaxed, and enjoyable.
  - Avoid service settings.
  - Suggest locations in line with the individual's age and interests.
  - Do an activity together.
- Spend time getting to know one another.

## Communication Tips

- Keep your focus on the individual; maintain eye contact.
- Make sure your facial expressions and body language reflect interest and engagement.
- Ask if you can join in an activity the individual is doing.
- Talk with the individual, not about him or her. Avoid third person pronouns.
- Don't talk excessively. Allow time for processing.
- Share something about yourself.
- Watch the individual for responses, both verbal and non-verbal.
- Ask for interpretation when needed.

## Do's and Don'ts

- Engineer a pleasant, comfortable, and positive experience.
- Be relaxed and enjoy your time together.
- Follow the individual's lead and pace.
- Keep the conversation positive, pleasant, and fun from the person's perspective.
- Show interest, engagement, and enjoyment through your facial expressions, words, and tone of voice.
- After the meeting, make notes on what you learned.
- Include what you have learned in the PCISP to prepare you and the team to promote movement toward the individual's good life.
- Don't revert to interacting with other people instead of the individual.
- Don't put technology, such as laptops or cell phones, between you and the individual.
- Don't overstay your welcome or the individual's tolerance for a visit.