DESTINATION *Illumination*

Illuminating Minds. Preventing Crisis.
Empowering Neurodivergent Communities.

BEST TECHNIQUE EVER:
LISTENING

Effective communication builds trust, reduces stress, and promotes safety when interacting with people with IDD.

HEARING
Focus fully on what the person is saying. Eliminate distractions.

VALIDATING FEELINGS
Acknowledge emotions as real and important. Use calm, respectful words.

REFLECTING
Mirror back what you hear to show understanding.

PARAPHRASING
Restate in your own words to make sure you understand.

GIVING EMPATHY
Show compassion and let them know you care.

BEING PRESENT
Give your full attention. Put distractions aside.



PEOPLE WITH IDD MAY NEED:

- Extra time to respond
- Simple language
- Clear, consistent information
- Patience and respect

NOT ADVISING
Resist the urge to give personal advice unless asked.

NOT INSTRUCTING
Avoid telling people what they "should" do.

NOT SHAMING
Never make the person feel bad for how they feel or what they say.

NOT RUSHING
Give them time to process and respond. Patience is key.

Listening isn't just hearing words—it's showing you care.

BE PRESENT. BE KIND. JUST LISTEN.

SEE THE PERSON. NOT THE DISABILITY.

BUILD TRUST. REDUCE STRESS.

SUPPORT DIGNITY. PROMOTE SAFETY.

YOUR RESPONSE MAKES A DIFFERENCE.

STRONGER TOGETHER. KINDER COMMUNITIES.

Content adapted with appreciation and credit to Dr. Karen Harvey.