

COMMUNICATION SKILLS

I. VERBAL COMMUNICATION

This section is designed to train functional verbal communication skills related primarily to body parts, function words, and basic personal information. It is highly recommended the function word and verbal information skills in Section I be recognized for their importance and high frequency of applicability in everyday living, and thus be given careful consideration when planning each handicapped individual's habilitation program.

The TAXONOMY does not develop a formal speech and language program since excellent materials already exist on the subject and it is believed this aspect of a client's training is best handled by specialists in this area. The skills in Section I are not, therefore, intended to be used as a substitute for available professional speech and language training services.

257.1 MAJOR BODY PARTS

For each body part selected for training, instructor points to body part (own or client's) and asks: "What is this?"

- | | | | |
|---------|---------|-----------|---------|
| ■ Head | ■ Teeth | ■ Stomach | ■ Hands |
| ■ Eyes | ■ Ears | ■ Back | ■ Legs |
| ■ Nose | ■ Neck | ■ Arms | ■ Feet |
| ■ Mouth | ■ Chest | | |

For each body part selected for training, client is asked: "Point to _____."

- | | | | |
|---------|---------|-----------|---------|
| ■ Head | ■ Teeth | ■ Stomach | ■ Hands |
| ■ Eyes | ■ Ears | ■ Back | ■ Legs |
| ■ Nose | ■ Neck | ■ Arms | ■ Feet |
| ■ Mouth | ■ Chest | | |

257.2 BODY PARTS: Head

For each body part selected for training, instructor points to body part (own or client's) and asks: "What is this?"

- | | | | |
|-------------|-------------|----------|----------|
| ■ Hair | ■ Ear lobes | ■ Tongue | ■ Chin |
| ■ Forehead | ■ Nostrils | ■ Gums | ■ Jaw |
| ■ Eyebrows | ■ Lips | ■ Cheeks | ■ Throat |
| ■ Eyelashes | | | |

For each body part selected for training, client is asked: "Point to _____."

- | | | | |
|-------------|-------------|----------|----------|
| ■ Hair | ■ Ear lobes | ■ Tongue | ■ Chin |
| ■ Forehead | ■ Nostrils | ■ Gums | ■ Jaw |
| ■ Eyebrows | ■ Lips | ■ Cheeks | ■ Throat |
| ■ Eyelashes | | | |

257.3 BODY PARTS: Torso

For each body part selected for training, instructor points to body part (own or client's) and asks: "What is this?"

- | | | | |
|-------------|---------|-----------|--------|
| ■ Shoulders | ■ Navel | ■ Abdomen | ■ Hips |
| ■ Waist | | | |

For each body part selected for training, client is asked: "Point to _____."

- | | | | |
|-------------|---------|-----------|--------|
| ■ Shoulders | ■ Navel | ■ Abdomen | ■ Hips |
| ■ Waist | | | |

257.4 BODY PARTS: Arms And Hands

For each body part selected for training, instructor points to body part (own or client's) and asks: "What is this?"

- | | | | |
|--------------|------------|------------|---------------|
| ■ Underarms | ■ Forearms | ■ Fingers | ■ Fingernails |
| ■ Upper arms | ■ Wrists | ■ Thumbs | ■ Thumbnails |
| ■ Elbows | ■ Palms | ■ Knuckles | |

For each body part selected for training, client is asked: "Point to _____."

- | | | | |
|--------------|------------|------------|---------------|
| ■ Underarms | ■ Forearms | ■ Fingers | ■ Fingernails |
| ■ Upper arms | ■ Wrists | ■ Thumbs | ■ Thumbnails |
| ■ Elbows | ■ Palms | ■ Knuckles | |

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258.1 BODY PARTS: Legs And Feet

For each body part selected for training, instructor points to body part (own or client's) and asks: "What is this?"

- | | | | |
|----------|----------|-----------------|------------|
| ■ Thighs | ■ Shins | ■ Arches | ■ Toes |
| ■ Knees | ■ Ankles | ■ Balls of feet | ■ Toenails |
| ■ Calves | ■ Heels | | |

For each body part selected for training, client is asked: "Point to _____."

- | | | | |
|----------|----------|-----------------|------------|
| ■ Thighs | ■ Shins | ■ Arches | ■ Toes |
| ■ Knees | ■ Ankles | ■ Balls of feet | ■ Toenails |
| ■ Calves | ■ Heels | | |

258.2 MAJOR ORGANS OF THE BODY

For each organ selected for training, client is asked: "Where is (are) your _____?" Client is to indicate the location of the organ by pointing to appropriate area of body and/or stating location.

- | | | | |
|---------|-----------|---------|-----------|
| ■ Brain | ■ Kidneys | ■ Lungs | ■ Stomach |
| ■ Heart | | | |

For each organ selected for training, client is asked: "What does (do) your _____ do?" Client is to state the basic function of the organ.

- | | | | |
|---------|-----------|---------|-----------|
| ■ Brain | ■ Kidneys | ■ Lungs | ■ Stomach |
| ■ Heart | | | |

Client is given 5 one-task directions for each of the tasks in the skills below (e.g. *Left*: 1. "Raise your *left* hand." 2. "Point to the door on the *left*." 3. "Open the *left* window." 4. "Point to the person on the *left*." 5. "Tap your *left* foot."). It is recommended each direction be given only once, and instructor vary the directions each training session to insure client is learning the meaning of the words in a variety of contexts.

258.3 FUNCTION WORDS: Left — Right

- | | |
|---|--|
| ■ Left : Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Right : Client follows all 5 one-task directions | ■ The first time each direction is given |

258.4 FUNCTION WORDS: Up — Down

- | | |
|--|--|
| ■ Up : Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Down : Client follows all 5 one-task directions | ■ The first time each direction is given |

258.5 FUNCTION WORDS: On — Off

- | | |
|---|--|
| ■ On : Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Off : Client follows all 5 one-task directions | ■ The first time each direction is given |

258.6 FUNCTION WORDS: In — Out

- | | |
|---|--|
| ■ In : Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Out : Client follows all 5 one-task directions | ■ The first time each direction is given |

258.7 FUNCTION WORDS: Under — Over

- | | |
|---|--|
| ■ Under : Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Over : Client follows all 5 one-task directions | ■ The first time each direction is given |

258.8 FUNCTION WORDS: Around — Through

- | | |
|---|--|
| ■ Around : Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Through : Client follows all 5 one-task directions | ■ The first time each direction is given |

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Client is given 5 one-task directions for each of the tasks in the skills below (e.g. *Above*: 1. "Look *above* you." 2. "Move the book to a shelf *above*." 3. "Open the drawer *above* this one." 4. "Point to a name that's *above* your name on the list." 5. "Put your hands *above* your head."). It is recommended each direction be given only once, and instructor vary the directions each training session to insure client is learning the meaning of the words in a variety of contexts.

259.1 FUNCTION WORDS: Above — Below

- **Above:** Client follows all 5 one-task directions
- **Below:** Client follows all 5 one-task directions
- The first time each direction is given
- The first time each direction is given

259.2 FUNCTION WORDS: Behind — In Back Of — In Front Of

- **Behind:** Client follows all 5 one-task directions
- **In back of:** Client follows all 5 one-task directions
- **In front of:** Client follows all 5 one-task directions
- The first time each direction is given
- The first time each direction is given
- The first time each direction is given

259.3 FUNCTION WORDS: On Top Of — Next To — Between

- **On top of:** Client follows all 5 one-task directions
- **Next to:** Client follows all 5 one-task directions
- **Between:** Client follows all 5 one-task directions
- The first time each direction is given
- The first time each direction is given
- The first time each direction is given

259.4 FUNCTION WORDS: Side — Beside — Outside — Inside

- **Side:** Client follows all 5 one-task directions
- **Beside:** Client follows all 5 one-task directions
- **Outside:** Client follows all 5 one-task directions
- **Inside:** Client follows all 5 one-task directions
- The first time each direction is given
- The first time each direction is given
- The first time each direction is given
- The first time each direction is given

259.5 FUNCTION WORDS: Before — After

- **Before:** Client follows all 5 one-task directions
- **After:** Client follows all 5 one-task directions
- The first time each direction is given
- The first time each direction is given

259.6 FUNCTION WORDS: First — Middle — Last — Every Other

- **First:** Client follows all 5 one-task directions
- **Middle:** Client follows all 5 one-task directions
- **Last:** Client follows all 5 one-task directions
- **Every other:** Client follows all 5 one-task directions
- The first time each direction is given
- The first time each direction is given
- The first time each direction is given
- The first time each direction is given

259.7 FUNCTION WORDS: Forward — Backward

- **Forward:** Client follows all 5 one-task directions
- **Backward:** Client follows all 5 one-task directions
- The first time each direction is given
- The first time each direction is given

259.8 FUNCTION WORDS: Toward — Away From

- **Toward:** Client follows all 5 one-task directions
- **Away from:** Client follows all 5 one-task directions
- The first time each direction is given
- The first time each direction is given

259.9 FUNCTION WORDS: Vertical — Horizontal — Diagonal

- **Vertical:** Client follows all 5 one-task directions
- **Horizontal:** Client follows all 5 one-task directions
- **Diagonal:** Client follows all 5 one-task directions
- The first time each direction is given
- The first time each direction is given
- The first time each direction is given

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Client is given 5 one-task directions for each of the tasks in the skills below (e.g. *Row*: 1. "Put these buttons in a *row*." 2. "Point to the people standing in a *row*." 3. "Put a *row* of pegs in the pegboard." 4. "Put the chairs in a *row*." 5. "Give me the blocks that are in a *row*."). It is recommended each direction be given only once, and instructor vary the directions each training session to insure client is learning the meaning of the words in a variety of contexts.

260.1 FUNCTION WORDS: Row — Column

- **Row:** Client follows all 5 one-task directions
- **Column:** Client follows all 5 one-task directions
- The first time each direction is given
- The first time each direction is given

260.2 FUNCTION WORDS: Clockwise — Counterclockwise

- **Clockwise:** Client follows all 5 one-task directions
- **Counterclockwise:** Client follows all 5 one-task directions
- The first time each direction is given
- The first time each direction is given

260.3 FUNCTION WORDS: Same — Alike — Different

- **Same:** Client follows all 5 one-task directions
- **Alike:** Client follows all 5 one-task directions
- **Different:** Client follows all 5 one-task directions
- The first time each direction is given
- The first time each direction is given
- The first time each direction is given

260.4 FUNCTION WORDS: Whole — Half — Part

- **Whole:** Client follows all 5 one-task directions
- **Half:** Client follows all 5 one-task directions
- **Part:** Client follows all 5 one-task directions
- The first time each direction is given
- The first time each direction is given
- The first time each direction is given

260.5 FUNCTION WORDS: Pair — Equal

- **Pair:** Client follows all 5 one-task directions
- **Equal:** Client follows all 5 one-task directions
- The first time each direction is given
- The first time each direction is given

260.6 FUNCTION WORDS: Some — Many — Much

- **Some:** Client follows all 5 one-task directions
- **Many:** Client follows all 5 one-task directions
- **Much:** Client follows all 5 one-task directions
- The first time each direction is given
- The first time each direction is given
- The first time each direction is given

260.7 FUNCTION WORDS: Several — Few

- **Several:** Client follows all 5 one-task directions
- **Few:** Client follows all 5 one-task directions
- The first time each direction is given
- The first time each direction is given

260.8 FUNCTION WORDS: All — Every — None

- **All:** Client follows all 5 one-task directions
- **Every:** Client follows all 5 one-task directions
- **None:** Client follows all 5 one-task directions
- The first time each direction is given
- The first time each direction is given
- The first time each direction is given

260.9 FUNCTION WORDS: This — That — Other

- **This:** Client follows all 5 one-task directions
- **That:** Client follows all 5 one-task directions
- **Other:** Client follows all 5 one-task directions
- The first time each direction is given
- The first time each direction is given
- The first time each direction is given

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Client is given 5 one-task directions for each of the tasks in the skills below (e.g. *Most*: 1. "Point to the book with the *most* pages." 2. "Give me the cup with the *most* water in it." 3. "Show me the box with the *most* buttons in it." 4. "Point to the plate with the *most* cookies on it." 5. "Give me *most* of the pencils."). It is recommended each direction be given only once, and instructor vary the directions each training session to insure client is learning the meaning of the words in a variety of contexts.

261.1 FUNCTION WORDS: Most — Least

- | | |
|--|--|
| ■ Most: Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Least: Client follows all 5 one-task directions | ■ The first time each direction is given |

261.2 COMPARISONS: Size

- | | |
|---|--|
| ■ Small: Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Smaller: Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Smallest: Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Large: Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Larger: Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Largest: Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Big: Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Bigger: Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Biggest: Client follows all 5 one-task directions | ■ The first time each direction is given |

261.3 COMPARISONS: Proximity

- | | |
|---|--|
| ■ Close: Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Closer: Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Closest: Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Near: Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Nearer: Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Nearest: Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Far: Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Farther: Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Farthest: Client follows all 5 one-task directions | ■ The first time each direction is given |

261.4 COMPARISONS: Width

- | | |
|--|--|
| ■ Narrow: Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Narrower: Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Narrowest: Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Wide: Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Wider: Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Widest: Client follows all 5 one-task directions | ■ The first time each direction is given |

261.5 COMPARISONS: Height

- | | |
|--|--|
| ■ Low: Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Lower: Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Lowest: Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ High: Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Higher: Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Highest: Client follows all 5 one-task directions | ■ The first time each direction is given |

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Client is given 5 one-task directions for each of the tasks in the skills of comparison below (e.g. *Short*: 1. "Point to a *short* tree in the picture." 2. "Pick up a *short* bottle." 3. "Fill one of the *short* glasses with water." 4. "Sit on the *short* stool." 5. "Put your hand on the *short* ladder."). It is recommended each direction be given only once, and instructor vary the directions each training session to insure client is learning the meaning of the words in a variety of contexts.

COMPARISONS: Height (Cont.)

- | | |
|--|--|
| ■ Short : Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Shorter : Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Shortest : Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Tall : Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Taller : Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Tallest : Client follows all 5 one-task directions | ■ The first time each direction is given |

262.1 COMPARISONS: Length

- | | |
|--|--|
| ■ Short : Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Shorter : Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Shortest : Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Long : Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Longer : Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Longest : Client follows all 5 one-task directions | ■ The first time each direction is given |

262.2 COMPARISONS: Weight

- | | |
|--|--|
| ■ Light : Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Lighter : Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Lightest : Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Heavy : Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Heavier : Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Heaviest : Client follows all 5 one-task directions | ■ The first time each direction is given |

262.3 COMPARISONS: Age

- | | |
|--|--|
| ■ Young : Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Younger : Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Youngest : Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ New : Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Newer : Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Newest : Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Old : Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Older : Client follows all 5 one-task directions | ■ The first time each direction is given |
| ■ Oldest : Client follows all 5 one-task directions | ■ The first time each direction is given |

262.4 VERBAL INFORMATION: Stating Name

- "What is your name?" (Client is to state first and last names):
- "What is your first name?": ■ "What is your nickname?":
- "What is your middle name?":
- "What is your last name?":

262.5 VERBAL INFORMATION: Spelling Name

- "How do you spell your first name?":

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VERBAL INFORMATION: Spelling Name (Cont.)

- "How do you spell your middle name?": ■ "How do you spell your nickname?":
- "How do you spell your last name?":

263.1 VERBAL INFORMATION: Initials

- "What is your first initial?": ■ "What is your middle initial?":

263.2 VERBAL INFORMATION: Address

- "What is your living situation?" (e.g. live with parents, live in group home, in foster care home):
- For client who lives in group home, "What is the name of your group home?":
- "What is your street address?": ■ "What street do you live on?": ■ "What area of town do you live in?":
- "What city do you live in?": ■ "What state do you live in?": ■ "What is your zip code?":
- "What is your mailing address?" (Answer must include street address, city, state, and zip code):
- "What county do you live in?": ■ "What country do you live in?": ■ "Are you a U.S. citizen?":

263.3 VERBAL INFORMATION: Telephone Number

- "What is your telephone number?": ■ "What is your area code?":

263.4 VERBAL INFORMATION: Birthdate

- "How old are you?": ■ "What is your age?":
- "When is your birthday?" — States month: ■ States day:
- "What year were you born?":
- "What is your birthdate?" — States month: ■ States day: ■ States year:
- "Where were you born?": ■ "What is your place of birth?":

263.5 VERBAL INFORMATION: Family Names

- "Are your parents living or deceased?":
- "What is your father's first name?": ■ "What is your stepfather's first name?":
- "What is your mother's first name?": ■ "What is your stepmother's first name?": ■ "What is your mother's maiden name?":
- "Do you have houseparent(s)?": ■ If yes: "What are your houseparents' names (is your houseparent's name)?":
- "Do you have a legal guardian?": ■ If yes: "What is your legal guardian's name?":
- "Do you have any brothers?": ■ If yes: "How many brothers do you have?": ■ "What is his (are their) name(s)?":
- "Do you have any sisters?": ■ If yes: "How many sisters do you have?": ■ "What is her (are their) name(s)?":

263.6 VERBAL INFORMATION: Sex And Marital Status

- "Are you a male?" ■ "Are you a female?" ■ "What sex are you?"
- "Are you a boy?" ■ "Are you a man?" ■ "Are you a girl?" ■ "Are you a woman?"

Client is shown pictures of a boy, a girl, a man, and a woman, and asked to verbally identify each.

■ Says: *Boy* for the boy ■ *Girl* for the girl ■ *Man* for the man ■ *Woman* for the woman

- "Are you a child?" ■ "Are you an adult?"
- "Is your title *Mr.*?" ■ "Name a person whose title is *Mr.*"
- "Is your title *Ms.*?" ■ "Name a person whose title is *Ms.*"
- "Is your title *Miss*?" ■ "Name a person whose title is *Miss.*"
- "Is your title *Mrs.*?" ■ "Name a person whose title is *Mrs.*"
- "Are you single?": ■ "Are you married?":
- "Are you divorced?": ■ "Are you separated?":
- "Are you widowed?": ■ "Are you a widow?": ■ "Are you a widower?":
- "What is your marital status?":
- "What is your husband's (wife's, spouse's) first name?": ■ "What is your maiden name?":
- "Do you have any children?": ■ If yes: "How many children do you have?": ■ "What is your child's (are your children's) first name(s)?":

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264.1 VERBAL INFORMATION: Agency Awareness

- "Where do you work (go to school, live)?" (Client is to state name of agency):
- "Where is (*name of agency*) located?" (Client is to indicate street address verbally or non-verbally):
- "What is (*name of agency*)?" (e.g. school, sheltered workshop, activity center, group home):
- "What does (*name of agency*) have to offer you?" (Gives reasonable answer)
- "Why are you at (*name of agency*)?" (Gives reasonable answer)
- "Why do you think you belong or don't belong at (*name of agency*)?" (Gives reasonable positive or negative answer)
- "What skills are you learning at (*name of agency*)?" (Gives reasonable answer)
- "How much longer will you (probably) need to be at (*name of agency*)?":
- "Who at (*name of agency*) should you ask for help when you have a problem?":

264.2 RELAYING SIMPLE MESSAGES

Client is given five simple messages to relay (e.g. "Tell _____ I'm going to be late to the meeting."). Client may verify a message with instructor before relaying it. It is suggested instructor vary the messages each training session, and arrange for a variety of message recipients and contexts in which messages are to be delivered (e.g. recipient is at work in office, is engaged in conversation in hallway, is on the telephone).

- Client relays all five messages
- Each message relayed is relayed to correct person
- All *components* of each message relayed are present (e.g. name of person message is from, time, place)
- Each component relayed of a message is *accurate* (e.g. correct name of person message is from, correct time, correct place)
- Each message relayed is *communicated clearly* (e.g. client's speaking volume is sufficiently loud; syntax and other components of message delivery do not interfere with communication)
- Social etiquette used by client while delivering each message is appropriate (e.g. interrupts appropriately, knocks on closed door before entering, approaches recipient before delivering message, uses appropriate eye contact)