



Bonding

**Facilitating intergenerational
solidarity and learning through
building friendships between
youngsters and elderly**

www.bondingproject.eu



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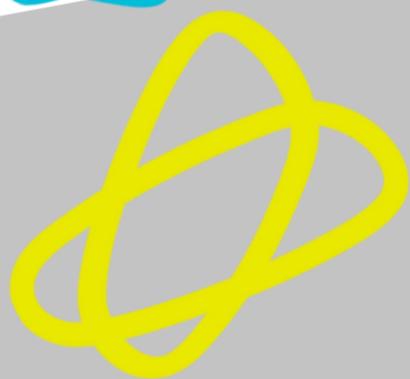
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Communication Tips for Befrienders

Behaviours to embrace

- **Responding** to the challenges of the relationship in an empathetic manner.
- **Treating** befriendees as unique individuals by showing respect.
- **Forming** a stable, genuine and honest relationship.
- **Understanding** their hopes, experiences, dreams and challenges.
- **Seeking** training support and help.
- **Displaying** an approachable, positive and open attitude.



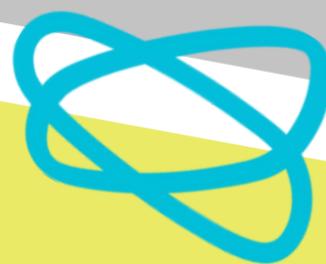
Mistakes to avoid

- **Placating** by agreeing with everything.
- **Advising** on sensitive matters that you are not knowledgeable about.
- **Comparing** your experiences.
- **Rehearsing** and preparing in advance your actions/communication.
- **Derailing** by changing the subject or make jokes about a situation.

DOs



- **Be aware of the person's health before engaging to communication** (e.g., hearing aid, memory loss).
- **Make sure you are in a comfortable environment without distractions** (e.g., TV or radio).
- **Speak clearly, articulately, and make eye contact.**
- **Use clear and precise questions and sentences.**
- **Employ visual aids, if possible. Visual aids help being creative:**



"Is there any pain in your back"? (pointing to their back)

DON'Ts

- **Don't make fun of your befriendees' issues.**
- **Don't talk to the person as if you were talking to a child.**
- **Don't be too serious or hasty.**
- **Don't disregard talk that may seem to be "rambling".**
- **Don't attempt to touch or invade their personal space if they are showing signs of fear or aggression.**



"Being with" not "doing for"
Treat your befriendees with equality and empathy

For more information visit the sites below:

 [Bonding](https://www.bondingproject.eu)  www.bondingproject.eu

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