

## **Video transcript**

### **STARs - Bob & Aileen communicating with good strategies**

#### **Aileen**

Let's observe again, with both individuals this time using a range of strategies to support the conversation.

#### **Aileen**

How did you get here today?

#### **Bob**

I cannae.

#### **Aileen**

If you're able to write then... You came by taxi?

#### **Bob**

Yes, yes.

#### **Aileen**

All the way?

#### **Bob**

No, no.

#### **Aileen**

How else did you travel to Edinburgh?

#### **Bob**

choo choo choo choo choo choo.

#### **Aileen**

Did you come by train?

**Bob**

Yes.

**Aileen**

You did, you came by train. Ok, so you came by train and by taxi, so you're obviously not local to Edinburgh.

**Bob**

No, no, no.

**Aileen**

Where do you come from? Can you show me? ... You came from Maryhill?

**Bob**

Yes.

**Aileen**

Did you come from Maryhill today?

**Bob**

No, no, no, no, no, no.

**Aileen**

Is Maryhill where you originally come from?

**Bob**

Yes, lovely, great

**Aileen**

What about today? Where did you come from? Where do you live? B.I... biggs. Right, B.I.G.G.S.B. It's a longer word than that?

**Bob**

Yes.

**Aileen**

Yes. Is there something in your book that says where you live? Bishopbriggs near Glasgow.

**Bob**

Yes

**Aileen**

Ok. What do you like? What are your hobbies and your interests? Footie.

**Bob**

Yes.

**Aileen**

Football. And coming from Glasgow can I assume that you're a Celtic or Rangers supporter?

**Bob**

No, no, no, no, no

**Aileen**

Of course, Maryhill, so you must be Partick Thistle man.

**Bob**

Not bad.

**Aileen**

Are you a real follower of them?

**Bob**

Oh aye, aye, lovely.

**Aileen**

How? In what way? Do you go to their matches or did you used to? Tues, Tuesday. Was there a match on Tuesday night?

**Bob**

Yes, yes.

**Aileen**

Uh huh.

**Bob**

Lovely, I'm not kidding.

**Aileen**

2-1.

**Bob**

Not bad

**Aileen**

Was that the Scottish cup fourth round?

**Bob**

Yes, yes. Not bad

**Aileen**

Who were you playing?

**Bob**

Ohhh...

**Aileen**

You were obviously a happy man. Was it united?

**Bob**

No.

**Aileen**

Dunfermline?

**Bob**

Yes.

**Aileen**

So you beat Dunfermline?

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**Bob**

Not bad.

**Aileen**

Good.

**Bob**

Not bad.

**Aileen**

Good. So you were there?

**Bob**

Yes.

**Aileen**

What is it that Stuart does, Bob? Well actually I think it tells us there, isn't it? He's a pilot.

**Bob**

Yes.

**Aileen**

But you were telling me something earlier about Stuart.

**Bob**

Erm .. oh aye. Dum dum dum dum, dum dum dum dum.

**Aileen**

Is he getting married?

**Bob**

Yes, yes, yes.

**Aileen**

He's 41.

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**Bob**

Yes.

**Woman**

And he's getting married?

**Bob**

No bad.

**Aileen**

I think you were telling me something else about Stuart though, erm... earlier you were telling me something about four.

**Bob**

Oh aye, yes.

**Aileen**

Can you, can you tell. Four what, Bob, four? We were talking about him being in the... getting stripes.

**Bob**

Yes.

**Aileen**

Ok. What stripes? Erm... because he is a commercial pilot.

**Bob**

Yes.

**Aileen**

Is he, is he getting a promotion?

**Bob**

Yes and... Bom.

**Aileen**

Is that the top job?

**Bob**

Yes.

**Woman**

So is he getting a promotion to being a captain?

**Bob**

Yes, no bad.

**Aileen**

Very good.

**Bob**

Lovely.

**Aileen**

Although not always accurate, Bob communicates through writing key words. It is important to find out the most effective way an individual communicates. Provide paper and pencil for writing or drawing. Listen to the intonation. This conveys a significant part of our message whether with words or not. Use and encourage the use of gesture to reinforce or clarify a message. Where appropriate, use the individuals' communication book. It is important in conversation not to ask what you already know or can see in front of you. For example with a communication book, conversation is not a test. In this clip, communication improved when both Bob and his communication partner shared responsibility and worked together for a successful outcome.