

# HOW TO START A CREATIVE CONVERSATION

Penny Allen



















## 10 tips for a Creative Conversation

- 1.** Establish good rapport before beginning the conversation.
- 2.** Sit on the level of the person and facing them. Keep still.
- 3.** Don't leap in. Take your time.
- 4.** Maintain eye contact as much as possible.
- 5.** Make it clear that you are there to listen.

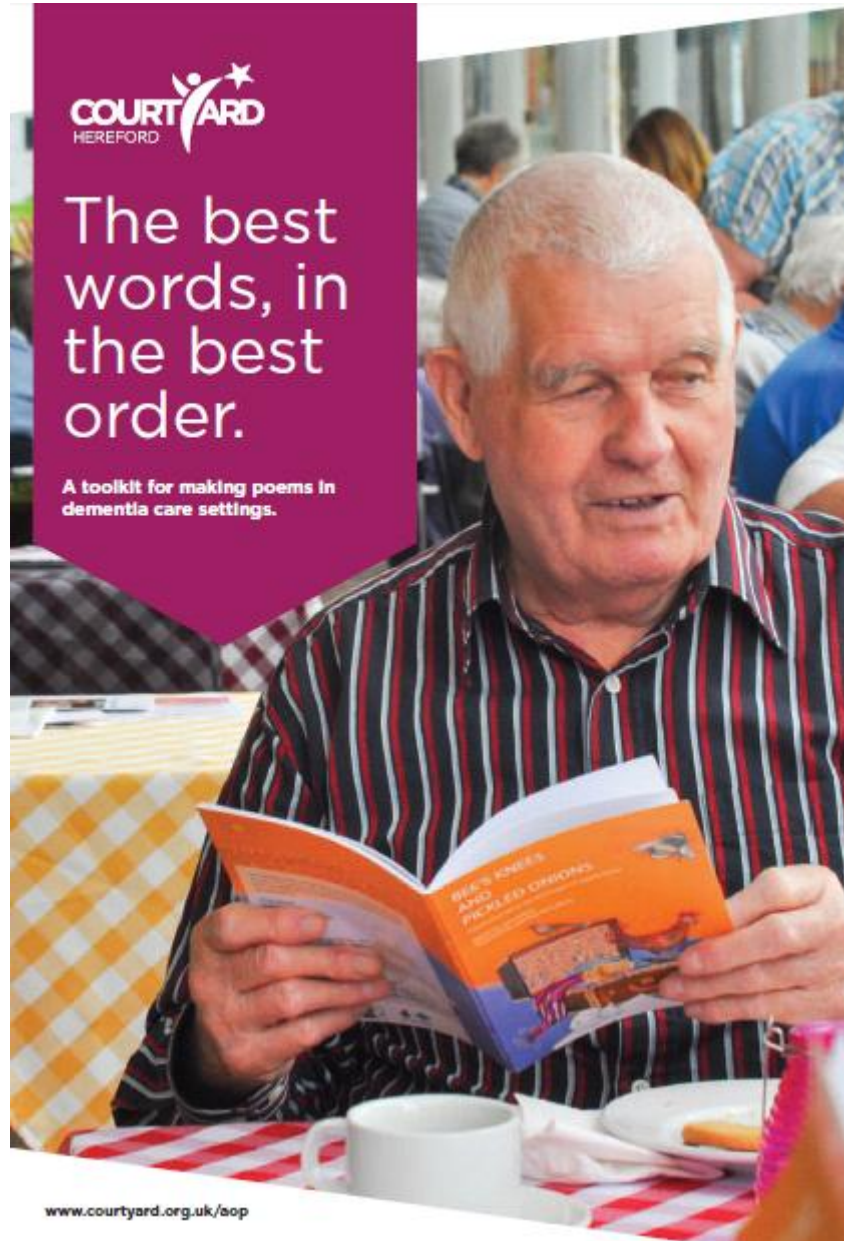
## 10 tips for a Creative Conversation

- 6.** Show by the expression on your face and tone of your voice that you are interested.
- 7.** Try holding the person's hand to reassure them, if appropriate.
- 8.** Respect silences. Don't fill them with chatter. Don't finish people's sentences for them.
- 9.** Don't ask too many questions. Or suggest too many subjects.
- 10.** Write down what the person says if it would be helpful, and share it back with them; it can prove very reassuring to them that what they say matters.



# The best words, in the best order.

A toolkit for making poems in dementia care settings.



Penny Allen  
Adult Participation Manager  
[penny.allen@courtyard.org.uk](mailto:penny.allen@courtyard.org.uk)