

BASIC – SKILL 1

Following instructions

1. Look at the person.

Rationale:

Looking at the person shows you are paying attention.

Helpful hints:

- Look at the person as you would a friend.
- Avoid staring, making faces, or rolling your eyes.
- Look at the person throughout your conversation.
- Avoid being distracted.
- Looking at the person will help you understand his or her mood.

2. Say “Okay.”

Rationale:

Saying “Okay” lets the person know you understand.

Helpful hints:

- Answer right away.
- Use a pleasant voice.
- Speak clearly.
- Smile and nod your head (if it is appropriate to do so).

3. Do what you’ve been asked right away.

Rationale:

You are more likely to remember exactly what you’re supposed to do if you do it right away.

Helpful hints:

- Complete each step of the task.
- You are more likely to get the work done quickly when you do it right away, and you may be able to get back to what you were doing.
- Stay on task. Don't let other things interfere.
- Do the best job you can.
- If you have problems, ask for help.

4. Check back.

Rationale:

Checking back lets the person know you have followed the instruction.

Helpful hints:

- Tell the person you have finished as soon as you are done.
- Explain exactly what you did.
- Ask if the job was done correctly.
- Correct anything that needs to be done over.