



Supported Conversation for Adults with Aphasia (SCA™)

Pictographic resources developed by the Aphasia Institute are designed to be used **as part of a conversation** between you and a person with aphasia or someone who ‘knows more than they can say’. They will be most effective when supported with techniques that are part of the Supported Conversation (SCA™) method.

You can learn more about SCA™ by taking this short, free [elearning module](#) - available on our website.

SCA™ has TWO main goals:

ACKNOWLEDGING COMPETENCE

Show your patient that “You Know They Know’ what they want to say.

If you only do one thing – do this!

- Speak naturally (with normal loudness), using an adult tone of voice
- Recognize your patient’s frustrations and fears of being thought of as stupid – use a phrase such as, “**I know you know**”
- Understand and comment on the frustration you both experience when, despite your best efforts, communication breaks down
- Deal openly with situations in which you have to communicate with someone else to obtain or give information

REVEALING COMPETENCE

Help your patient to **Exchange Information, Give Opinions and Express Feelings**

Get your Message IN

Help your patient to understand you

Use short, simple sentences and an expressive voice

- Use gestures that the patient can easily understand
- Write keywords/main idea in large bold print (e.g., **pain**)
- Use pictures – focus on one at a time

Get their Message OUT

Help your patient to convey their message

Ask “yes/no” questions and make sure the patient has a way to respond (e.g., write yes/no in large print and ask the patient to point)

- Ask one thing at a time
- Ask the patient to gesture, point to objects, pictures and written keywords (e.g., “Can you show me...?”)
- Give the patient time to respond

VERIFY the Message

Make sure you have understood each other accurately

- Summarize slowly and clearly what you think the patient is trying to say (e.g., “...so let me make sure I understand...”)
- Add gesture or written keywords as necessary
- Ask yes/no questions to check your patient’s understanding of important information