

Michelle Baker

Listen and Observe

I was asked by my agency to attend the classes because of my communication skills with the people I work with everyday. I need to do this work and keep doing it as it is a part of me. It is a part of everyday. I've changed since becoming a Communication Mentor in that I pay attention more to the little things that to some people mean nothing. I'm able to show others the different ways that people communicate. I'm most proud of seeing a smile from someone I support when I "get it." My biggest challenge is getting the support staff to follow through with or at least try the recommendations. What I'd say to others who are thinking of becoming a Communication Mentor – listen and observe.

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