



Goal Bank

The following are sets of goals to use when working with your clients. These lists are fairly comprehensive; all goals will not apply to all clients. Feel free to choose the most appropriate ones for each of your clients.

Goals for Fun

- Client will tell jokes
- Client will brag about family
- Client will play bingo
- Client will say or sing Happy Birthday with the device
- Client will request a movie
- Client will complain about politics
- Client will talk about Facebook
- Client will use device while playing cards
- Client will recite a prayer
- Client will use nicknames for friends
- Client will use sarcasm
- Client will trash talk a friend
- Client will flirt with another person
- Client will communicate pride in someone or something
- Client will complain about bad service
- Client will yell or cheer at the TV during sporting events
- Client will participate in bible study
- Client will communicate vacation wishes
- Client will express gratitude
- Client will talk about current events
- Client will tell someone a secret
- Client will talk about past travel experiences
- Client will request intimacy
- Client will use inside/personal jokes (e.g, catch phrases)

- Client will ask to do a leisure activity
- Client will indicate preference of TV/Movie type
- Client will request to listen to music
- Client will ask to put seasonal decorations up
- Client will communicate about favorite sports teams
- Client will reminisce about a fun time (e.g., previous vacation, wedding, birth)
- Client will plan a family reunion
- Client will communicate about upcoming social event
- Client will indicate they want to go shopping
- Client will order their favorite meal when dining
- Client will ask the waiter for more of their preferred beverage
- Client will talk about their pets
- Client will tell a practical joke
- Client will participate in a game
- Client will ask to spend time with family pet (e.g., bird in cage)
- Client will request to reconnect with long lost friend
- Client will ask to go for a walk
- Client will communicate road rage
- Client will be able to ask Siri to tell a joke
- Client will throw out the F-Bomb

Goals for Medical Risk

Physical Symptoms

- Client will report discomfort
- Client will indicate pain on pain scale
- Client will indicate symptoms to physician
- Client will report side effects of medications
- Client will ask for help related to physical symptoms
- Client will indicate acute physical symptoms of distress (e.g., chest pain)
- Client will report dizziness
- Client will report shortness of breath

Medical Information

- Client will communicate medical history
- Client will communicate change in medical condition
- Client will state insurance information
- Client will state changes in medications
- Client will state medical wishes (organ donor/DNR/etc.)
- Client will report symptoms in a timely manner
- Client will report safety issues
- Client will review safety strategies
- Client will state contact information of self/caregiver/etc.
- Client will state allergies

Pain Descriptors

- Client will communicate severity of pain using pain scale/facial icons/etc.
- Client will describe pain
- Client will communicate changes in pain
- Client will communicate effectiveness of pain meds/treatment
- Client will ask questions related to pain management
- Client will request pain meds or treatment options
- Client will ask to be repositioned in order to alleviate pain

Ask Questions re: Medical Condition

- Client will ask questions related to medical condition
- Client will actively participate in plan of care by asking questions
- Client will ask for a list of prescriptions
- Client will ask about side effects of medications

Goals for Safety Risk

Info in a Crisis

- Client will state demographic information
- Client will communicate an emergency
- Client will request help when injured/lost
- Client will identify an emergency contact
- Client will state general physician
- Client will state specialty physicians
- Client will refuse medical treatment
- Client will state hospital of choice
- Client will state next of kin
- Client will give medical history
- Client will state physical limitations
- Client will inform others of communication impairment
- Client will give a list of medications taken

Requests for Help

- Client will request help with personal needs
- Client will indicate where they need to go in the community
- Client will make an appointment
- Client will communicate to void bodily functions

Personal Needs

- Client will ask for personal items
- Client will ask for help with tasks
- Client will make errand requests
- Client will ask for food/water
- Client will ask for help with hygiene

Directives

- Client will explicitly state opinion
- Client will state feeling of emotion/mental status (e.g., loneliness, sadness, frustration)
- Client will give directives to increase comfort (e.g., turn up the heat)
- Client will make preference regarding environment (e.g., move location)

Goals for Social Isolation Risk

Social Introductions

- Patient will introduce self
- Patient will interact socially
- Patient will participate in small talk
- Patient will exchange information in a social conversation
- Patient will state opinions
- Patient will brag about grandkids
- Patient will make others feel welcome
- Patient will talk about previous occupation
- Patient will talk about hobbies
- Patient will ask others about their occupations/hobbies

Common Social Messages

- Patient will express feelings
- Patient will make observations
- Patient will give compliments
- Patient will respond to compliments
- Patient will invite someone to visit or lunch
- Patient will encourage someone to call
- Patient will share about family news
- Patient will share about progress/success
- Patient will share positive affirmations
- Patient will request or offer hugs
- Patient will express concerns/anxieties
- Patient will inquire about others

Opinions

- Patient will state opinion
- Patient will break the ice with a compliment
- Patient will state agreement or disagreement (e.g, love, disdain)
- Patient will reduce undesired behavior by expressing displeasure

Over the Phone

- Patient will invite people to visit
- Patient will initiate contact with others
- Patient will manage communication strategies (slow down, cue to wait, etc.)
- Patient will state communication preferences (email/text/phone call)
- Patient will inform others he/she is using a speech device
- Patient will ask someone to speak louder
- Patient will ask identifying information (Who are you? Why are you calling?)
- Patient will make appointments
- Patient will use the phone for social purposes
- Patient will ask for a call back or direct caller to caregiver

Goals for General Competency

Operation Competency - operation of the device (e.g. find, reach, and operate)

- Patient will indicate the need for help in using the device via gesture or facial expression
- Client or communication partner will turn the device on and off
- Client or communication partner will charge the device
- Client or communication partner will select home screen
- Client or communication partner will select/operate the camera
- Client or communication partner will activate an icon/keyboard/settings
- Client or communication partner will show/hide the workspace
- Client or communication partner will make or modify an icon
- Client or communication partner will use the whiteboard
- Client or communication partner will adjust settings
- Client or communication partner will delete an icon
- Client or communication partner will watch tutorials within device
- Client or communication partner will make or modify a folder
- Client or communication partner will adjust the volume

Linguistic Competency - the meaning of symbols and how to use them (e.g. use an icon to greet, request, or make choices)

- Client will demonstrate a desire to communicate with gesture, icon, or facial expression (communication intent)
- Client will greet others using most efficient mode (device, gesture or facial expression)
- Client will identify 2 foods desired given a choice or independently
- Client will select appropriate folder that corresponds with a given topic (e.g. restaurants or sports)
- Client will use 2-3 icons to express needs (entry level)
- Client will demonstrate understanding of icon activation and result/cause effect (nod, smile, laugh, frown)
- Client will point to or activate icon to express/request
- Client will make a choice out of a field of two icons
- Client will communicate an idea when prompted with a carrier phrase
- Client will make core vocabulary folder (word, nouns, verbs)
- Client will create own phrase in type and talk
- Client will write a message on the whiteboard (picture or word)
- Client will share photos or videos to retell event
- Client will tell a joke with the device to connect with others in a playful way
- Client will use sequence of icons (e.g. scripted monologue)

7

Social Competency - pragmatic skills (e.g., strategies for discourse, turn-taking, topic initiation, etc.) and sociorelational/interpersonal skills (interest in communication partner, engaging interactions, maintaining rapport, putting partners at ease)

- Client will greet others using most efficient mode (device, gesture or facial expression)
- Client will wrap up or end a conversation
- Client will engage in turn-taking (e.g. take 2-3 turns in a scripted dialogue)
- Client will introduce a new topic
- Client will gain communication partner's attention
- Client will use the device to vent frustrations
- Client will use the device to complete a scripted phone call
- Client will introduce him/herself
- Client will raise hand to slow conversation to provide input
- Client will use appropriate styles of communication with others (e.g. voice affection to family but not strangers)
- Client will participate in small talk
- Client will initiate communication about a shared interest
- Client will participate in a scripted face-to-face conversation

Strategic Competency - use strategies to optimize efficient and effective communication in spite of AAC limitation, linguistic, operational, or social impairments (e.g. using communication partner support to facilitate communication, using gestures/facial expressions, providing choices, etc.)

- Client will switch to most efficient modality for communicating (gesture, voice, device) as necessary
- Client will respond to prompts/cues to use device when communication breaks down
- Client/communication partner will use a strategy to clarify communication breakdowns
- Communication partner to provide human scanning
- Communication partner will list instances communication breakdown and provide for future programming
- Communication partner will create icons that will prevent frequent areas of communication breakdown
- Client will indicate that they need time to create a message about a topic
- Client will use device to cue themselves to speak (reading or imitating words on device)
- Client will use the device for repetition and to improve verbal communication
- Communication partner will use icons to re-direct client when perseverating
- Communication partner will support the client in navigation of the device
- Communication partner will confirm accuracy of message (ask clarifying questions, pause for user to respond)
- Communication partner will verbally acknowledge icons selected by the client
- Client will use the device in home programming activities

8

Goals for Communication Effectiveness

Asking Questions

- Patient will ask WH- questions
- Patient will ask for clarification
- Patient will self-orient by asking questions
- Patient will ask questions about upcoming plans
- Patient will ask questions to gain knowledge about surroundings

Answering Questions

- Patient will communicate preferences
- Patient will answer yes/no questions
- Patient will ask for clarifications
- Patient will re-direct communication errors
- Patient will provide demographics
- Patient will refuse to answer questions
- Patient express disagreement

Making Clarifications

- Patient will request clarification using Fast Talk
- Patient will convey lack of understanding
- Patient will request repetition
- Patient will indicate preferred mode of communication
- Patient will indicate rate of speech to optimize comprehension (e.g., talk slowly)

Dealing with Disability/Loss

- Patient will express feelings of grief/hope/loss
- Patient will explain what is wrong with him/her
- Patient will express hope for improvement
- Patient will state goals
- Patient will report improvements/progress
- Patient will milestones needed for returning to work
- Patient will ask questions about therapy or rehabilitation process
- Patient will express frustration
- Patient will state limitations and abilities
- Patient will express thoughts to pastor, counselor, confidant