

## FOUNDATIONS · RESOURCE 06

# Understanding Different Ways Clients Communicate

**TL;DR · QUICK SUMMARY**

- Neurodivergent clients may communicate, process information and express themselves differently.
- Differences in communication do not indicate a lack of understanding, engagement or capability.
- Paying attention to communication preferences can improve trust, understanding and client outcomes.
- Adapting communication benefits many clients, not just neurodivergent ones.

**A Note Before You Read On**

This resource offers general guidance and reflects common experience, not professional, legal, medical or financial advice. It is not a substitute for employment law, HR policy, occupational health guidance, or individual professional assessment. Every person's experience of neurodivergence is different, so please adapt anything here to your own situation. The Uniquely Wired Network does not accept liability for decisions, actions or outcomes arising from the use of this material. If you need advice specific to your circumstances, please consult a qualified professional (e.g. HR, legal, medical, or financial advisor).

## Why This Matters

Financial planning relies heavily on communication.

Clients need to understand information, explore options, ask questions and make decisions.

When communication styles differ from our expectations, misunderstandings can occur.

Recognising communication preferences allows planners to create a more accessible and supportive client experience.

## What This Might Look Like

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- Preferring email over phone calls.
- Taking longer to respond to questions.
- Asking detailed or highly specific questions.
- Providing extensive information.
- Needing extra time to process options.
- Appearing reserved during meetings but providing detailed feedback afterwards.
- Preferring written summaries after discussions.

## What You Can Do

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### 1. Ask About Preferences

#### Consider asking:

- How do you prefer to receive information?
- Do you find visual examples helpful?
- Would written follow-up be useful?

### 2. Provide Multiple Ways to Engage

- Verbal discussion.
- Written summaries.
- Visual explanations.
- Follow-up emails.
- Structured action plans.

### 3. Allow Processing Time

**Not everyone thinks best on the spot.**

**Some clients prefer time to reflect before making decisions.**

## Helpful Phrases You Can Borrow

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You don't have to use these exact words — take what fits and leave the rest.

"Would you like some time to think about this before deciding?"

"I can send a written summary after the meeting if that's helpful."

"What's the best way for you to receive information?"

## Quick Tips

- Don't mistake communication differences for disinterest.
  - Avoid interrupting or rushing clients.
  - Provide written follow-up.
  - Support different communication preferences.
  - Be clear and specific.
  - Allow time for reflection.
- Check understanding regularly.

### Before You Go

Good communication isn't about everyone communicating in the same way.

It's about ensuring information can be understood, processed and acted upon.

A small adjustment in communication can often make a significant difference to the client experience.