10 Absolutes of Memory Loss From Jo Huey	
Never argue.	Never say "I told you."
INSTEAD, AGREE.	INSTEAD, REPEAT.
Never reason. INSTEAD, DIVERT.	Never say, "You can't." INSTEAD, SAY, "DO WHAT YOU CAN."
Never shame.	Never command or demand.
INSTEAD, DISTRACT.	INSTEAD, ASK OR MODEL.
Never lecture. INSTEAD, REASSURE.	Never condescend. INSTEAD, ENCOURAGE AND PRAISE.
Never say "remember."	Never force.
INSTEAD, REMINISCE.	INSTEAD, REINFORCE.

DUKE DEMENTIA FAMILY SUPPORT PROGRAM Duke Center for the Study of Aging and Human Development dukefamilysupport.org 919-660-7510