

Building confidence

Confirming

Always confirm that you have received the correct message. *'I understood that I am to meet you at the corner at three o'clock. Is that right?'*

Why be an assertive communicator?

- Everyone has times when they don't understand
- We are judged by our communication abilities
- Those with normal hearing don't know how to help
- Being passive results in misunderstandings and missed opportunities
- Misunderstanding and missed opportunities result in feelings of isolation, sadness and inadequacy

Recommended approach for successful communication

- Use 'I' statements. Do not blame others
- Make a specific request
- Explain why you are making the request
- Be courteous
- Express your gratitude

- It's ok to get the message wrong
- When I don't get the message, I ask people to repeat it or say it another way
- I tell people I have a hearing loss
- When it's impossible to hear names, numbers and other information, I can ask the speaker to write it down for me
- I feel free to disagree with what others say or do
- I can say NO and not feel guilty
- I feel comfortable wearing my hearing aids in public
- If someone shouts at me, I ask them politely to speak normally
- When the music is too loud in the restaurant or pub, I ask someone to turn it down
- When I go out for a meal, I ask for a quiet place in the restaurant
- I don't apologise for asking others to help me at times

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Repair Strategies for Communication Breakdown

Cork Deaf Association

Coping Strategies

Hearing loss can have a major impact on everyday living. Communication plays an essential role in all aspects of people's lives so any breakdown in the ability to communicate effectively can decrease a person's quality of life significantly.

A number of strategies can be used by the hard of hearing person to help cope with this breakdown in communication.

There are three types of communication style: passive, aggressive and assertive.

Passive: Passive communicators isolate themselves by avoiding situations.

Aggressive: Aggressive communicators take over a conversation in order to avoid having to work to understand the other person.

Assertive: Assertive communicators are not afraid to tell people about their hearing loss. They ask for help rather than demand help.

The following are some coping strategies for occasions when you didn't understand *any* of the message being communicated to you.

Repetition

Ask the person to repeat what they said. *'Could you say that again please?'*

Ask the person to repeat what they said but at a slower rate. *'Could you say that again please, a little more slowly?'*

Rephrasing

Ask the person to rephrase what they said or say it in a different way. *'Can you rephrase that for me?'*

Key Words

Ask the person to repeat the important words in the sentence. *'Can you repeat the main ideas of what you were saying?'*

Ask the person to state the topic of the message. *'Can you tell me the topic of what you were saying?'*

The following are some coping strategies for occasions when you understood *only part* of the message being communicated to you.

Repetition/Rephrasing

Tell the person the part of the message you understood and ask them to repeat or rephrase the other parts. *'I understood you were talking about the office. Can you rephrase what you said?'*

Ask a Question

Ask a general or specific question related to the part of the message you understood. *'She did what at two o'clock?', 'Jane was going where?'*

Spelling

Ask the person to spell the topic word/important words of the sentence. *'Can you spell the name of the restaurant?', 'Can you spell the name of the city you were talking about?', 'Was that 'F' as in Frank?'*