

## TIPS FOR COMMUNICATION

*Successful communication requires INTENT for both the speaker and the listener!*

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### General Tips

- Reduce background noise and distractions in your environment.
- Choose restaurants that have less background noise.
- Move to where your conversation partner can see your face.
- Make sure that you and your conversation partner wear your hearing aids (if you use them).
- Get your conversation partner's attention before speaking.
- Save important conversations for when you are fresh and at your best.
- Practice your SPEAK OUT! exercises daily and come to Refreshers when recommended.

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### Tips for when you're having difficulty being understood

- Say every single word with INTENT!
- Look for signs that your conversation partner is understanding you. If you're not sure, ask them if they understand.
- Be brief and to the point.
- Limit conversations when you feel tired.
- Socialize in small groups or one-on-one when possible.

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### Tips for the listener

- Avoid interrupting the speaker.
- Allow extra time for responding. Don't rush them.
- Give the speaker your full attention.
- Be honest when you do not understand the speaker. A polite way to say this is – "I didn't understand that... could you say it again with more INTENT, please?"
- Check your own understanding by repeating the message back to the speaker to confirm that you heard them correctly.
- Clarify by asking yes/no questions or giving options to choose from.
- Treat the person with dignity and respect.

#### REFERENCES

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