

## Strategies for Communicating with Unfamiliar Listeners

*Thank you to CAYA for this resource.*

- Repeat your message.
- Program a button with a message about how you communicate:
  - I.e. “I use this device to help me talk.”
  - “Please let me know if you don’t understand my voice.”
  - “Please give me a minute to compose my message.”
- Supporters:
  - Help client access messages about how they communicate.
  - Help communicate to waiters/clerks etc. about how the device works and how the individual uses it.
- Use another form of communication:
  - “It starts with \_\_\_\_.”
  - Sign, vocalization, facial expression, pointing, communication book/board
- If the person doesn’t hear you:
  - Turn the volume on your device up.
  - Repeat your message.
  - Rephrase your message (say it a different way).
  - Have person come behind and read your screen. (Supporters can help with this by letting individuals know that it’s ok to do this.)
- If they don’t understand:
  - Repeat in a different way.
  - Rephrase or give a key word.
  - Give them a “category” for what you are trying to tell them:
    - “I’m trying to tell you about \_\_\_\_.”
    - “It’s a \_\_\_\_.”