



The following is a transcript of audio segments for slides in this lesson.

Lesson 3

Facilitating Understanding of Spoken Language

In this lesson, you will learn how to help a person who has difficulty understanding what other people are saying. You will get tips on how to recognize when a person does not understand what is being said and how to support a person to understand spoken language.

Slide 4 – Recognizing When a Person May Not Understand

There are many ways that a person might demonstrate that they are not understanding. For example, they might:

- Look confused
- Shrug their shoulders
- Get distracted
- Lean forward to hear better
- Not respond to questions
- Answer questions inconsistently
- Answer questions inappropriately
- Agree with everything that is said
- Get agitated or frustrated
- Move around or act out
- Start another activity

Slide 6 – Assisting a Person to Understand What is Being Said

The person that you are assisting may want you to check that they are understanding what the other person is saying. They may want you to tell the person to speak up and not to shout when talking to them. They may want you to tell them to speak more clearly or more slowly, to face them so that they can see their mouth when they are speaking. They may want to move to a quiet space so that they can concentrate on what the other person is saying. They may want you to ask the person to use everyday language and to avoid using any jargon or terminology. They may want you to suggest that the person use shorter and simpler sentences and to pause between sentences so that they have time to process what is being said.

Slide 7 – Extra support for a Person to Understand What is Being Said

Some people may need more support to understand what is being said and this is something you should negotiate with them ahead of time. If more support is required you might explain words and concepts that the other person is using, or you may rephrase things in ways that the person can understand. You might want to relate what the person is talking about to the individual's life experience, or to show pictures or words on the person's communication display to illustrate what is being talked about.

It also helps sometimes to use gestures which will act out what is being said, to demonstrate what is being said using objects, maps, photographs or diagrams. Always ask the person, "do you want more information?" or ask the person if they have more questions.