

# Say It Other Ways



## Description

Present information in a different way when the person doesn't seem to hear or understand you.

## Who May Benefit?

People who have difficulty hearing, listening or understanding, including those who are unable to wear their hearing devices.

## Tips

- Rephrase what you said, speaking slowly and clearly when people ask you to repeat yourself or they don't seem to hear or understand what you said.
- Break your sentence into smaller parts, emphasize the most important words, use simpler words or add information to provide context. For example, instead of saying "Do you want me to get a blanket?" you might say "You look cold. Do you want a blanket?" Then wait for a response.

### *MESSAGE IN*

- Use everyday language in simple sentences to ensure people can understand.

### *MESSAGE OUT*

- Speak slowly and clearly so people feel less rushed and are able to express themselves more effectively.

### *CHECKING IN*

- Check whether you need to rephrase or add more information for the person to hear, understand and respond.

