

**6 TOP TIPS**

# Speech, Listening & Understanding

**PACE**



When you are talking, try to be aware of how fast you are talking. Talking too fast can make your speech unclear and make it difficult for others to understand you.

Take your time, and try not to get flustered if someone asks you to repeat something. We all mishear things sometimes.



**READING**

Reading is a great way of being able to learn new words and their pronunciation and can also help if you have difficulties finding the right words to say.

You may also prefer to listen to an audiobook whilst sitting with the book in front of you.

**ASK FOR HELP**

Don't be afraid to tell people what you need. If you need people to speak slowly when giving you instructions, or you need people to give you time to process information before responding, or perhaps you need to have conversations in a quiet setting tell them that.



**ACTIVE LISTENING**

Make sure you are fully focused on the person you are talking to.

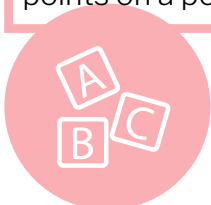
Maintain eye contact (where possible), and if you understand what is being said, show this by repeating back what's been said or nodding. If you don't understand something don't be afraid to ask for it to be repeated.



**WORD FINDING**

If you find it difficult to find the right words to say, take your time and try not to get flustered or annoyed with yourself.

If you need to have an important conversation or telephone conversation at work, plan what you are going to say. Can you jot down the main points on a post-it note to help you?



**DISTRACTIONS**

When you are trying to listen to instructions or have an important conversation, don't be afraid to ask to have this in a quiet setting, so that you can focus on what is being said to you.

Ask if you can wear headphones if you need to concentrate in a noisy setting, ask for instructions to be given in writing as well as verbally if this helps you.

