

The CCL: Conversation Tactics Checklist (shortened version).

Instructions: In certain situations it is much more difficult to hold a conversation with another person because you cannot hear or make out what is being said. This could happen if you or your conversational partner has a hearing impairment but everyone experiences this difficulty at one time or another. For instance, in the presence of traffic noise or loud music it may become difficult to hear or talk. There are various ways of coping with this difficulty and these “conversation tactics” are listed below.

Please answer each question according to how frequently you employ these tactics when holding a conversation becomes difficult because you are unable to hear or communicate.

All of these items refer to what you do about the situation. If you believe that the tactic doesn't apply to you at all, please check off “never use”.

- | | I USE THIS TACTIC | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | NEVER | RARELY | SOMETIMES | USUALLY |
| 1. Try to move with the talker to a quieter place. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Give up trying to understand and switch off. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Ask the talker to show his or her face when speaking. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Remind a talker that shouting does not help. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Give more information to make sure the other person understands. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Ask the talker to say something in a different way. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Ask the talker to speak more clearly. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- | | NEVER | RARELY | SOMETIMES | USUALLY |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| 8. Pretend to understand what the talker is saying. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | NEVER | RARELY | SOMETIMES | USUALLY |
| 9. Make sure you can see the talker's face clearly. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | NEVER | RARELY | SOMETIMES | USUALLY |
| 10. Turn off any external noise or shut window, etc. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | NEVER | RARELY | SOMETIMES | USUALLY |
| 11. Ask the talker to tell what the subject of the conversation will be about. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | NEVER | RARELY | SOMETIMES | USUALLY |
| 12. Speak clearly. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | NEVER | RARELY | SOMETIMES | USUALLY |
| 13. Ask the talker to write down important information or unusual words e.g. names of people. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | NEVER | RARELY | SOMETIMES | USUALLY |
| 14. Replay in your mind what you have just heard and try to piece together the sounds. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | NEVER | RARELY | SOMETIMES | USUALLY |
| 15. Use visual clues – watch the lips of the speaker. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | NEVER | RARELY | SOMETIMES | USUALLY |
| 16. Make the minimum amount of effort and withdraw into your own thoughts. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | NEVER | RARELY | SOMETIMES | USUALLY |
| 17. Use gestures or sign language. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | NEVER | RARELY | SOMETIMES | USUALLY |

18. Take note of facial expressions and gestures.

NEVER RARELY SOMETIMES USUALLY

19. Ask a talker to catch your attention before speaking to you.

NEVER RARELY SOMETIMES USUALLY

20. Move closer to the talker.

NEVER RARELY SOMETIMES USUALLY

21. Keep calm and unflustered when you miss one thing, so as not to miss the next.

NEVER RARELY SOMETIMES USUALLY

22. Catch the other person's eye before speaking.

NEVER RARELY SOMETIMES USUALLY

23. Take note of what the person is doing or looking at.

NEVER RARELY SOMETIMES USUALLY

24. Ask the talker to speak more slowly.

NEVER RARELY SOMETIMES USUALLY

25. Repeat back to the talker what you think you have just heard.

NEVER RARELY SOMETIMES USUALLY

26. Ask the talker to repeat what they said.

NEVER RARELY SOMETIMES USUALLY

27. End the conversation if the other person looks irritated.

- | | NEVER | RARELY | SOMETIMES | USUALLY |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| 28. Ask the talker to speak more loudly. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | NEVER | RARELY | SOMETIMES | USUALLY |
| 29. Get irritated with the other person. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | NEVER | RARELY | SOMETIMES | USUALLY |
| 30. Avoid having the conversation altogether if you think it will be difficult. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | NEVER | RARELY | SOMETIMES | USUALLY |
| 31. Decide that what you are saying is not important enough to keep repeating it. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | NEVER | RARELY | SOMETIMES | USUALLY |
| 32. Ask a quietly spoken talker to speak more loudly. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | NEVER | RARELY | SOMETIMES | USUALLY |
| 33. Smile if you are following, frown or look puzzled if you are not. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | NEVER | RARELY | SOMETIMES | USUALLY |
| 34. Deliberately ignore the other person until he or she communicates more effectively. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | NEVER | RARELY | SOMETIMES | USUALLY |
| 35. Ask a talker to face you when talking. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | NEVER | RARELY | SOMETIMES | USUALLY |
| 36. Write down what you want to say. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | NEVER | RARELY | SOMETIMES | USUALLY |
| 37. Organize what you want to say in your mind before saying it. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | NEVER | RARELY | SOMETIMES | USUALLY |

38. Give up and leave if conversing is too difficult. NEVER RARELY SOMETIMES USUALLY
39. Repeat what you say word for word. NEVER RARELY SOMETIMES USUALLY
40. Turn your ear towards the talker. NEVER RARELY SOMETIMES USUALLY
41. Keep quiet to avoid the effort of conversing. NEVER RARELY SOMETIMES USUALLY
42. Avoid talking about unimportant things. NEVER RARELY SOMETIMES USUALLY
43. Mentally fill in the gaps or guess when you miss parts of the conversation. NEVER RARELY SOMETIMES USUALLY
44. Use fewer words or simplify to get your message across. NEVER RARELY SOMETIMES USUALLY
45. Phrase a question so that only a few answers are possible. NEVER RARELY SOMETIMES USUALLY

Subscale items (NB three items each load two subscales)

1. Disen. 2,8,16,27,29,30,31,33,34,38,41,42 (12 items)

2. Opt. Sp. 3,4,7,9,11,15,19,24,35 (9 items)

- 3. Opt. Vol. 1,10,20,28,32,40 (6 items)
- 4. Antic./mitig. 12,17,36,37,39,44,45 (7 items)
- 5. Context. 9,15,18,21,22,23,43,45 (8 items)
- 6. Confirm. 5,6,13,14,25,26 (6 items)