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”.

<table>
<thead>
<tr>
<th>I USE THIS TACTIC</th>
<th>NEVER</th>
<th>RARELY</th>
<th>SOMETIMES</th>
<th>USUALLY</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Try to move with the talker to a quieter place.</td>
<td>☐ ☐ ☐ ☐ ☐</td>
<td>NEVER</td>
<td>RARELY</td>
<td>SOMETIMES</td>
</tr>
<tr>
<td>2. Give up trying to understand and switch off.</td>
<td>☐ ☐ ☐ ☐ ☐</td>
<td>NEVER</td>
<td>RARELY</td>
<td>SOMETIMES</td>
</tr>
<tr>
<td>3. Ask the talker to show his or her face when speaking.</td>
<td>☐ ☐ ☐ ☐ ☐</td>
<td>NEVER</td>
<td>RARELY</td>
<td>SOMETIMES</td>
</tr>
<tr>
<td>4. Remind a talker that shouting does not help.</td>
<td>☐ ☐ ☐ ☐ ☐</td>
<td>NEVER</td>
<td>RARELY</td>
<td>SOMETIMES</td>
</tr>
<tr>
<td>5. Give more information to make sure the other person understands.</td>
<td>☐ ☐ ☐ ☐ ☐</td>
<td>NEVER</td>
<td>RARELY</td>
<td>SOMETIMES</td>
</tr>
<tr>
<td>6. Ask the talker to say something in a different way.</td>
<td>☐ ☐ ☐ ☐ ☐</td>
<td>NEVER</td>
<td>RARELY</td>
<td>SOMETIMES</td>
</tr>
<tr>
<td>7. Ask the talker to speak more clearly.</td>
<td>☐ ☐ ☐ ☐ ☐</td>
<td>NEVER</td>
<td>RARELY</td>
<td>SOMETIMES</td>
</tr>
</tbody>
</table>
8. Pretend to understand what the talker is saying. ☐ ☐ ☐ ☐ ☐

9. Make sure you can see the talker’s face clearly. ☐ ☐ ☐ ☐ ☐

10. Turn off any external noise or shut window, etc. ☐ ☐ ☐ ☐ ☐

11. Ask the talker to tell what the subject of the conversation will be about. ☐ ☐ ☐ ☐ ☐

12. Speak clearly. ☐ ☐ ☐ ☐ ☐

13. Ask the talker to write down important information or unusual words e.g. names of people. ☐ ☐ ☐ ☐ ☐

14. Replay in your mind what you have just heard and try to piece together the sounds. ☐ ☐ ☐ ☐ ☐

15. Use visual clues – watch the lips of the speaker. ☐ ☐ ☐ ☐ ☐

16. Make the minimum amount of effort and withdraw into your own thoughts. ☐ ☐ ☐ ☐ ☐

17. Use gestures or sign language. ☐ ☐ ☐ ☐ ☐
18. Take note of facial expressions and gestures.

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

20. Move closer to the talker.

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

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

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

24. Ask the talker to speak more slowly.

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

26. Ask the talker to repeat what they said.

27. End the conversation if the other person looks irritated.
28. Ask the talker to speak more loudly.

☐ ☐ ☐ ☐ ☐

29. Get irritated with the other person.

☐ ☐ ☐ ☐ ☐

30. Avoid having the conversation altogether if you think it will be difficult.

☐ ☐ ☐ ☐ ☐

31. Decide that what you are saying is not important enough to keep repeating it.

☐ ☐ ☐ ☐ ☐

32. Ask a quietly spoken talker to speak more loudly.

☐ ☐ ☐ ☐ ☐

33. Smile if you are following, frown or look puzzled if you are not.

☐ ☐ ☐ ☐ ☐

34. Deliberately ignore the other person until he or she communicates more effectively.

☐ ☐ ☐ ☐ ☐

35. Ask a talker to face you when talking.

☐ ☐ ☐ ☐ ☐

36. Write down what you want to say.

☐ ☐ ☐ ☐ ☐

37. Organize what you want to say in your mind before saying it.

☐ ☐ ☐ ☐ ☐
Hallam: Conversation tactics

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)
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)