

Answering Families' FAQ's



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Learning Goals

- 🧑 To evaluate how questions can be used effectively to help us understand how parents think
- 🧑 To understand how listening is an active process
- 🧑 To review FAQs we encounter in our practice and reflect on our experience of handling them
- 🧑 To use case examples and role play to identify helpful responses



Common FAQs

“Will she talk like a deaf person?”

“Will he go to a normal school?”

“Do the hearing aids have to be this big?”

“How do I know what he’s hearing?”

“Does she need these aids? She hears when she hasn’t got them on.”

“His Dad doesn’t like taking him out with the hearing aids on, can you talk to him?”



Typical Strategies for FAQs that Challenge us

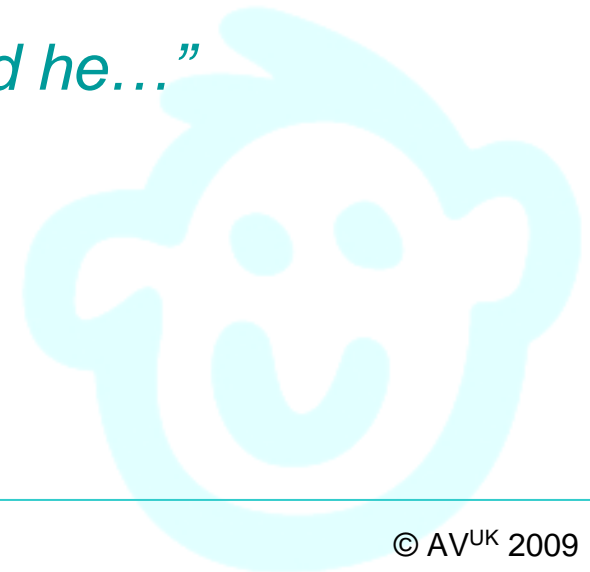


Anecdotes

“His Dad won’t take him out”



*“Oh yes, I knew a Dad once
who was just
the same, and he...”*



Lots of information-heavy talk

“Does she need these aids? She hears when she doesn’t have them on.”



“Well, if you look at this diagram, you can see that the low frequency sounds are being amplified less than the high frequencies, which are the ones particularly needed for hearing the details of”

Avoidance

“Will she go to a normal school?”



future?

“Let’s cross that bridge when we come to it. There’s plenty of time, she’s only a year old. The Hearing Impairment Support Service will be in touch with you to assess her needs when the time comes”

Meaningless Reassurance

“Do the hearing aids have to be this big?”

“Most people think they look large at first, but you’ll soon get used to them. Actually these are the smallest ones available, we always use them for babies”

Answer the perceived “information content”

“Will he talk like a deaf person?”



“That depends on a number of factors, such as the level of hearing loss, the method of education you choose, and”

Answering FAQs more effectively



Find out what the person really wants to know

What's prompted you to ask about that?

Can you tell me what that makes you feel like?

Could you tell me more about that?



Answering FAQs more effectively



**Make time and space for
and talking**

Let's make a note of that and go back to it.

Let's book a time together to discuss this.

*That's an interesting question, let me think about it for a
minute.*



Answering FAQs more effectively



**Acknowledge and validate
perceptions and feelings**

“It sounds as though you have been thinking about this a lot”

“Can talk about how that makes you feel?”

“What are your hopes for your child?”



Prompts and Probes

- 🧒 Ask for clarification
- 🧒 Suspend your assumptions
- 🧒 Have an enquiring attitude
- 🧒 Pay special attention to the last comment
- 🧒 Be aware of non-verbal messages and check their meaning
- 🧒 Be aware of your body language
- 🧒 Wait



Answering FAQs more effectively

- 👤 Listen carefully to the question: affect, information or both?
- 👤 Use prompts and probes to find out what the person is thinking.
- 👤 Take time to give a thoughtful answer.
- 👤 Give more than half the talking time to the other person.
- 👤 Acknowledge perceptions and feelings.
- 👤 Conclude the conversation with an agreed summary and plan.
- 👤 Know your boundaries.
- 👤 Take care of yourself.



Boundaries

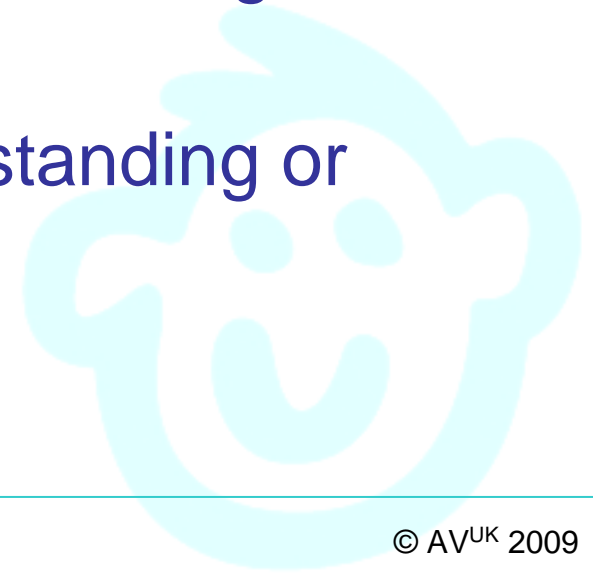
- Give your parents a clear understanding of your role
- Stay within your professional remit
- Agree to refer to other services as needed





Looking after yourself

- 🧠 Take time to reflect, make notes and think about the conversation
- 🧠 De-brief and discuss with a trusted colleague
- 🧠 Go back and clarify any misunderstanding or misinformation



Role Play



An opportunity to experience the kind of unscripted discussion that arises when we try to answer parents' FAQs



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