

Example of Use of the Communication Repair Strategies

You and your family are in the car. You are in the backseat. It is hard to see your mom's face as you are traveling. Everyone is hungry and you think your mom mentioned stopping to get fast food but you didn't hear clearly and aren't sure that was what she said. You want to ask her what she said.

HOW COULD YOU ASK YOUR MOM WHAT SHE SAID?

Repeat at a slower rate	Mom, can you say that more slowly please?	REPETITION
Repeat spoken more clearly	Mom, can you say that again more clearly please?	
Emphasize key word(s)	Mom, did you say we were stopping for <u>fast food</u> ?	
Repeat louder	Mom, I didn't hear you – could you say that again louder?	
Break into two sentences	Did I hear you say food? Where can we stop for food?	REVISION
Different words, same meaning	Can we go to a restaurant for lunch? Fast food?	
Different form (word order)	I would like to stop for fast food too.	
Add just a little information	Are we stopping for fast food <u>now</u> ?	ADDITION
Define terms	It's lunchtime and I am hungry.	
Add background context	I'm hungry too. I like Burger King more than McDonald's.	

DISCUSSION QUESTIONS:

Review each of these responses, picturing yourself in the backseat of the car with your mom driving.

1. Which of these responses to your mom shows that you were really paying attention to what she said about going for lunch?
2. Which strategies require your mom to say something back to you?
3. Would these strategies be less frustrating for your mom than if you said 'huh?' or 'what?'?
4. Think about each of these strategies. Which ones are easiest or come most naturally to you?
5. Which ones are the most awkward or would feel the strangest for you to use?

PRACTICE WILL HELP!!!