

## INTRODUCTION

The Living Well tool is a counseling tool that enables the client to identify and share communication situations in daily life which are relevant and important to them.

By selecting pictures which represent important communication situations, the client can express what is significant about the situation, identify effective communication strategies employed and describe the challenges experienced in these situations.

Through this dialogue, the audiologist and the client can jointly decide on new effective strategies that could be implemented, set goals for improved communication and formulate a plan for achieving these goals. By bringing the client's daily experience into the appointment in this way, the audiologist is able to create a holistic plan to address the client's needs for managing communication effectively in daily life.

The tool consists of a series of photo cards depicting a range of different real-life situations, a rating scale, a set of importance markers, two sets of strategy cards, a documentation form and a listening guide.

Below is a description of how the tool should be used.  
A video based user guide is also available on the Ida website:  
[www.idainstitute.com/livingwell](http://www.idainstitute.com/livingwell)

# HOW TO USE THE LIVING WELL TOOL



## Phase One: Selecting Situation Cards

Ask the patient to select four to six situation cards which they find important in terms of communication in daily life. An instruction card is provided for the client in the pack. The client can either select the cards in the waiting room or at the beginning of the appointment.



## Phase Two: Being Curious

Once the client has selected the situation cards, be curious. Ask open-ended questions and listen actively to the patient's response. For example, you may say to the client, "Tell me about the situation, what is important about it and how do you manage?"



## Phase Three: Rating in Terms of Ease and Importance

Ask the client to place the selected situation cards on the rating scale according to how easy or challenging each situation is to manage. Then ask the client to use the enclosed importance markers to rank the situations in order of importance.

# HOW TO USE THE LIVING WELL TOOL



## Phase Four: Identifying Strategies and Exploring New Ways

Based on your understanding of the client's challenges and priorities, you can begin to explore which effective communication strategies are being used at present and to identify new ways to use these in more challenging situations. Two sets of strategy cards are provided for you and the client to place with each of the situations selected. One set of strategy cards is for communication strategies and the other set is for technological strategies. Empty strategy cards are also provided for you to write down additional strategies identified.



## Phase Five: Documenting Decisions and Strategies

In order for you to remember what was discussed and decided in the appointment, you may use the documentation form provided to record which situation cards were selected, how the client rated them in terms of ease and importance, and which existing and new strategies were agreed upon. Note that it is possible to print the documentation form on the Ida website: [www.idainstitute.com/livingwell/living\\_well\\_for\\_teens\\_and\\_tweens](http://www.idainstitute.com/livingwell/living_well_for_teens_and_tweens). A listening guide is provided for you to use as you meet with the client to help you listen actively to what the client is saying.

COMMUNICATION STRATEGY

Put yourself in a position where you can hear better

COMMUNICATION STRATEGY

Move things in the room to make hearing easier

COMMUNICATION STRATEGY

Face the person speaking

COMMUNICATION STRATEGY

Let others know you have a hearing loss

COMMUNICATION STRATEGY

Make a plan ahead of time

COMMUNICATION STRATEGY

Ask people to repeat themselves when necessary

COMMUNICATION STRATEGY

Don't pretend you don't have a hearing loss

COMMUNICATION STRATEGY

---

Write your own idea

TECHNOLOGICAL STRATEGY

One hearing aid

TECHNOLOGICAL STRATEGY

Two hearing aids

TECHNOLOGICAL STRATEGY

Advanced connectivity  
e.g. Bluetooth

TECHNOLOGICAL STRATEGY

FM system

TECHNOLOGICAL STRATEGY

Telecoil

TECHNOLOGICAL STRATEGY

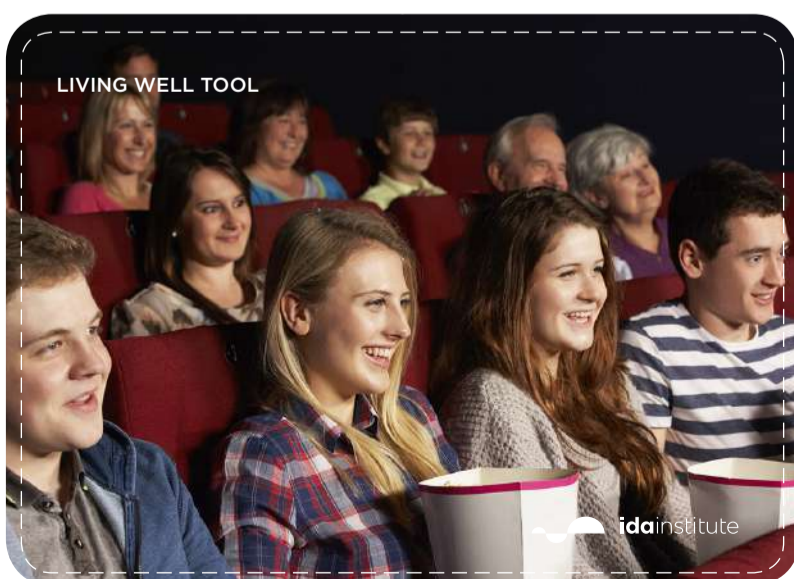
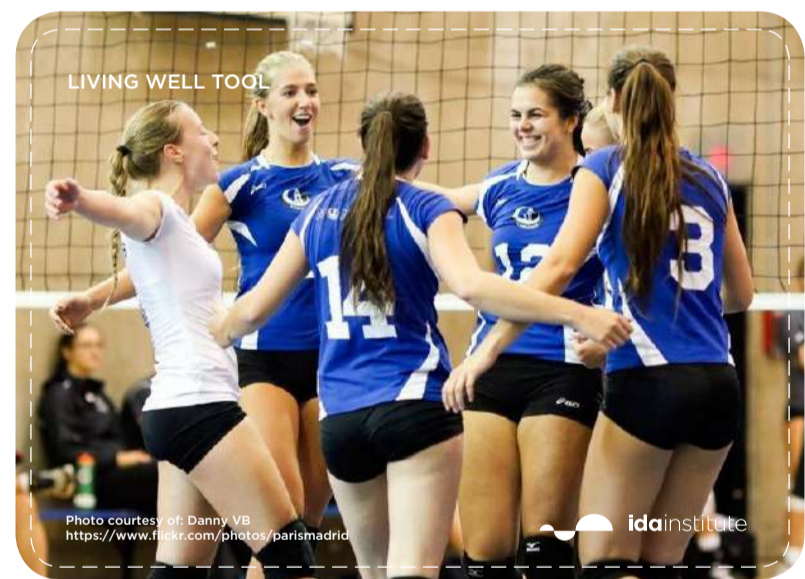
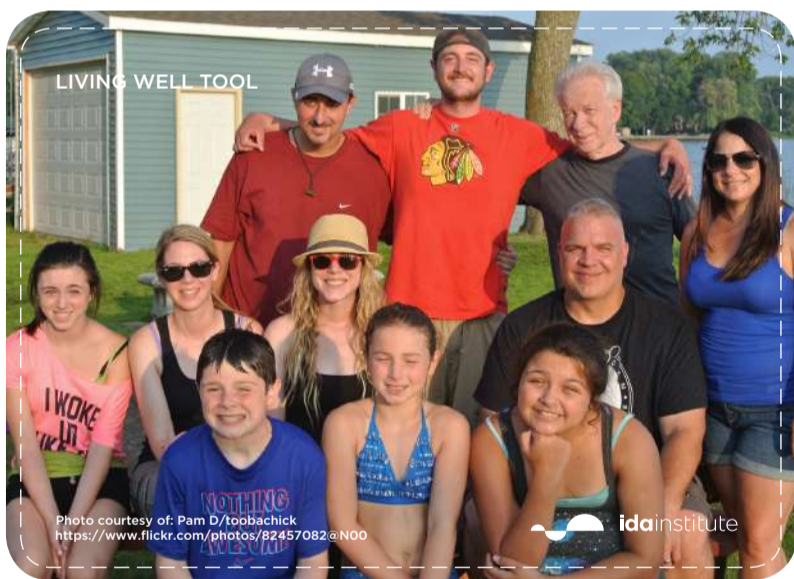
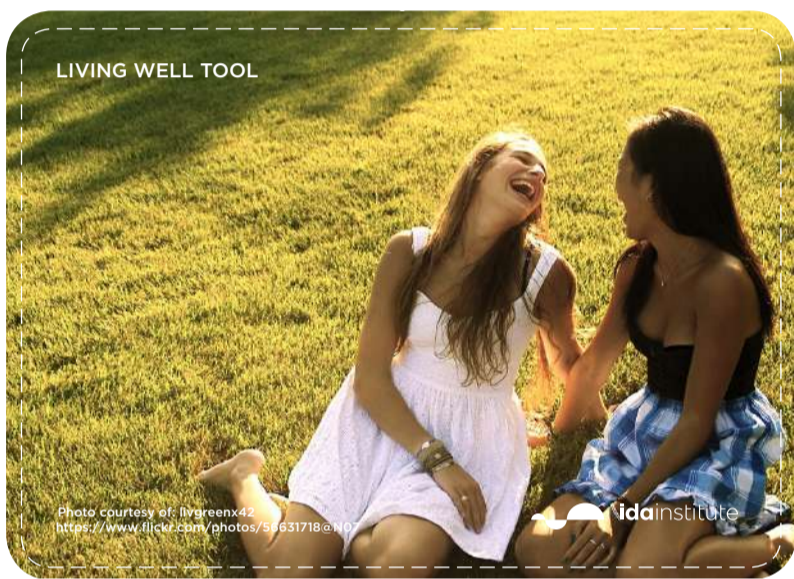
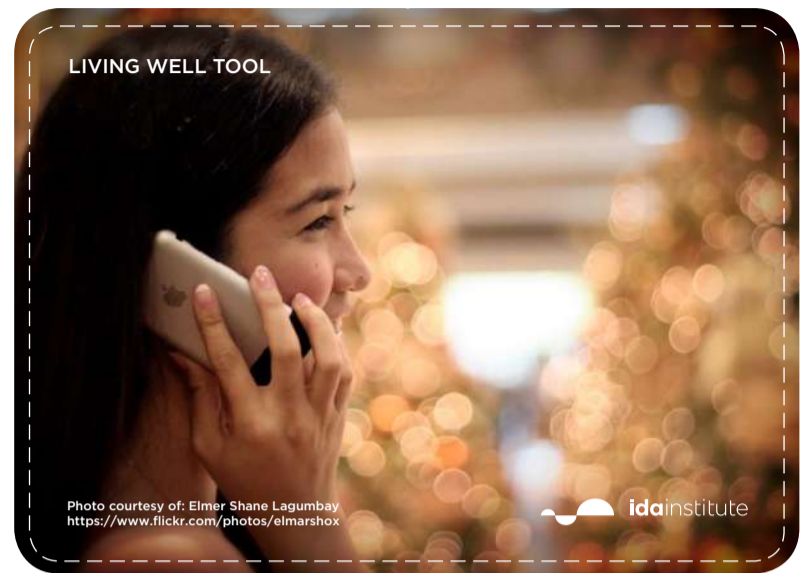
---

Write your own idea

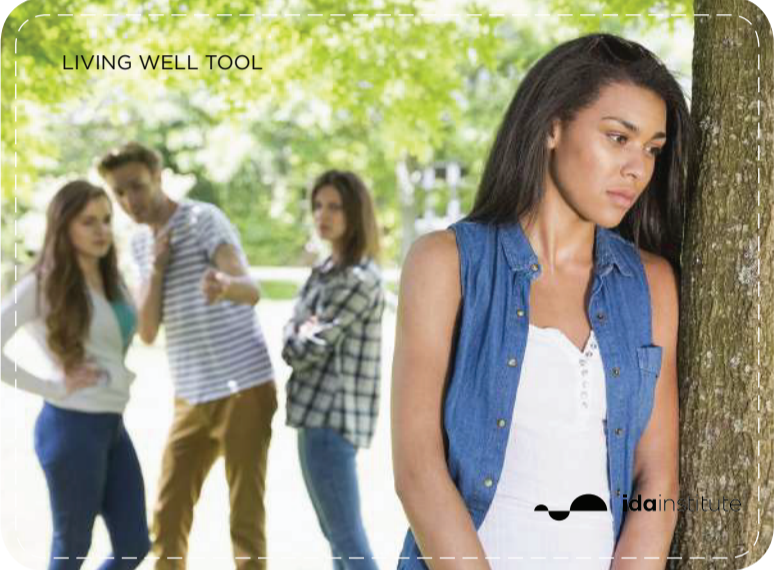
TECHNOLOGICAL STRATEGY

Directional microphones

# LIVING WELL TOOL FOR TEENS



# LIVING WELL TOOL FOR TEENS

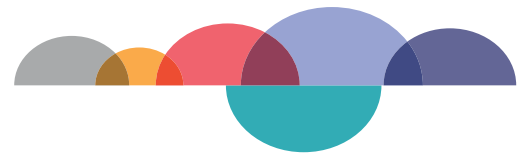


# LIVING WELL

A listening guide












# DOCUMENTING THE SESSION FOR CLIENT AND CLINICIAN

1. List the Situation Cards chosen from most easy to least easy.

<i>Situation</i>	<i>Set an "x" in the circle for traffic light rating</i>	<i>Describe the situation</i>	<i>What do you do to manage in this situation?</i>
			
			
			
			
			

2. What other strategies could you use?

3. Who else could help?

4. What could they do?

5. What goals did you agree upon?

6. What action should be taken by:

*The client*

*The audiologist*

*Others*

7. What did you learn that you did not know before?

8. Other comments:



How easily do you manage in these situations?

**MORE EASY**

**LESS EASY**