

THE BOX - A SAMPLE CONVERSATION

1 BENEFITS OF NO ACTION

No need to hear anymore than I do now!

Are there any situations you avoid because of your hearing difficulties?

Have you considered that your communication partners may be unhappy or dissatisfied because you miss out on things?

I do not have a hearing problem!

You never find that people mumble?

Have you experienced any situations in which it is difficult to hear?

2 COSTS OF NO ACTION

I can't really think of any

You never feel exhausted when you are in group contexts?

Would your communication partners agree to that?

I will feel excluded from social contexts

In which situations do you feel excluded?

I might lose my job!

Is it only in job situations that you have hearing problems?

3 THE POTENTIAL COSTS OF TAKING ACTION

Hearing aids whistle!

Have you experienced that?

Other people might not like me because hearing aids are unattractive!

What do you think when you see other hearing aid users?

Have you considered that the relationship to other people might suffer if you can't hear them or you misunderstand them?

4 THE POTENTIAL BENEFITS OF TAKING ACTION

I can participate more

It will be less tiring for me if I don't have to pretend that I know what people are talking about

It will help me keep my job

There will be less conflicts in the family

Acknowledge the response and ask if there are any other benefits - get as many benefits as possible on the list to keep the motivation

Jørgensen, S.V., Hansen, H.V., Hessev, I.B., Lauritsen, J.B., Madelung, S. & Tønnesen, H. (2003). *Operation - Complications are preventable*; Copenhagen, International Health Promoting Hospitals & Health Services, Bispebjerg Hospital.