Getting ready for important phone calls and virtual court appearances

Get ready

- Find a quiet place where you can listen and think
 - What do you need to find out?
 - What do you want to say?
 - What questions have you got?
- Get some paper and a pen.

You might want to write things down.

Support

You might be able to ask someone to listen too. They can:

- help you remember the information
- remind you about the questions you want to ask



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During the meeting or appearance

Say when you don't understand something

"Say that again"

"I don't know what you mean"

"What did you say?"

- "That was too fast"
- Check you know what the next steps are:
 - What do you have to do?
 - What are other people going to do?



• Ask someone to send you the important things you need to know (text, email, voicemail, video-chat) and check you understand everything. It's good to ask if you're not sure.

Planning for important phone calls and virtual appearances

These resources have been prepared by speech-language therapists from www.talkingtroublenz.org contact@talkingtroublenz.org

International Version 1 page version for participants

