

Love listening

getting listening and conversations on track

Please seek advice from your health professional about treatments for hearing loss. Outcomes may vary, and your health professional will advise you about the factors which could affect your outcome. Always follow the directions for use. Not all products are available in all countries. Please contact your local Cochlear representative for product information. © Cochlear Limited 2024. D2176491 V1 2024-02

"Attainment of difficult goals entails sustained and intentional effort applied over time."

Harris, Capretta, Henning, Feeney, Pitt & Moberly, 2016

Time in speech

Exposure to speech is very important for development of listening skills.

Knowing the amount of time in speech helps recipients and families to focus positively on opportunities for more listening to speech and having conversations as well as finding solutions to obstacles.

SAY:

Positive experience of listening and conversations gives the chance to experience success. Experience of small successes helps to grow confidence. This growing confidence may help to motive more listening and conversation activities.



Your actions

Start by increasing your experience of listening and conversations with your hearing implant.



Your success

Give yourself and your hearing partner more opportunities to enjoy talking and listening in regular conversation practice. Enjoy listening activities that are at a good level for you so you can enjoy success with some challenge.

Your confidence

Grow your confidence by increasing your listening experiences and by having more enjoyable listening activities at a good level for you. This will help to increase your motivation to keep practising.

Reference date is 2016. Full reference is below if needed: "Harris MS, Capretta NR, Henning SC, Feeney L, Pitt MA, Moberly AC. Postoperative Rehabilitation Strategies Used by Adults With Cochlear Implants: A Pilot Study. Laryngoscope Investig Otolaryngol. 2016 Jun 6;1(3):42-48."

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Empowerment and involvement in their hearing journey

Explain the Hearing tracker to recipients

Hearing tracker



individual Time in Speech. Support them to identify gains, opportunities and barriers to their listening progress between clinic visits.



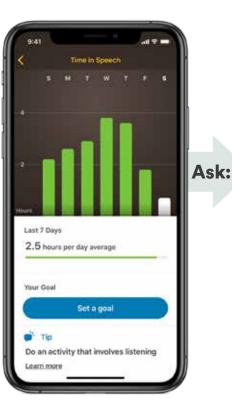
Ask open questions to support recipients and families to think and reflect as they progress in their listening journey. Ask questions that focus on opportunities and the helpful things that people are doing.



Comment positively and descriptively on the helpful things that people share with you.

Time in speech

Included in each green bar is speech in quiet, speech in noise, speech through accessories and speech through direct streaming.



Hearing tracker

The tallest bars are on days when the most speech is heard, **Which** are the tallest bars?

What happened on those days?

Who was speaking? Who else?

What conversations took place?

What did you notice?

What could you do next?

"Find the good and praise it." Alex Haley

Speech in quiet

When was there speech with little or no background sounds? What did you notice?

Speech in noise

When was there speech with background sounds or noise? What did you notice? What may help?

Accessory use

Did you use any accessories? What speech was heard through an accessory? What did you notice? What was helpful?

Direct streaming

Was direct streaming used? What was heard through direct streaming? What did you notice?



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1. Lindquist, N., Dietrich, M., Patro, A., Henry, M., DeFreese, A., Freeman, M., Perkins, E., Gifford, R., Haynes, D. & Holder, J. (2023). Early Datalogging Predicts Cochlear Implant Performance: Building a Recommendation for Daily Device Usage. Otology & Neurotology, 44 (7), e479-e485.

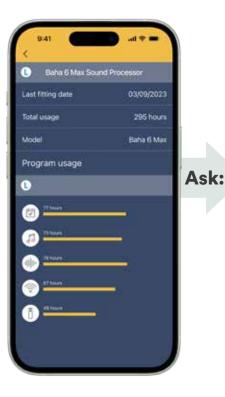
Empowerment and involvement in their hearing journey

Encourage recipients to progress in their listening journey with the use of Hearing Tracker¹

As part of your hearing care, you can use the Smart App to control and monitor your sound processor between appointments.

This feature enables you to view your individual hours spent using your device for listening, which can help you identify gains and barriers to your progress.

Cochlear's bone conduction solutions provide you with access to a wide and rich sound spectrum.



How many hours a day do you typically wear your sound processor?

Have you noticed any changes in your daily routine or activities since incorporating the device into your lifestyle?

Have you considered using the Minimic 2+ or any wireless accessory? In what situations do you think it could enhance your hearing experience?

Do you use specific programs on your sound processor, such as those designed for music or noise reduction? If so, how often do you find these programs beneficial?

Have you noticed any changes in your comfort or hearing clarity when using these specialized programs?

Hearing in noise

SmartSound[®] iQ technology helps the sound processor define the environment you are in and automatically adjusts the settings to optimize your hearing experience.

Streaming from a smartphone

It is possible to stream music, videos and more directly from a compatible Apple or Android $\tilde{}$ device.[†]

Bring sound closer

Cochlear["]True Wireless["] devices help you to enhance your hearing experience in various situations, such as at work or during leisure activities.

Favourites for Environments

Customise settings for different locations by saving as favourites, so they can easily be used for particular environments.

Hearing tracker

allows you to view what programs are used the most and also view total wearing time. This information can be useful in setting wearing and listening goals.







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[†] Lindquist, N., Dietrich, M., Patro, A., Henry, M., DeFreese, A., Freeman, M., Perkins, E., Gifford, R., Haynes, D. & Holder, J. (2023). Early Datalogging Predicts Cochlear Implant Performance: Building a Recommendation for Daily Device Usage. Otology & Neurotology, 44 (7), e479-e485.

Opportunities

Help a recipient/family to think and reflect on their week of opportunities for listening and conversations (it can be a typical week or the week shown in the hearing tracker).



ASK

What opportunities are there for listening (on your own or in conversations with others)? Can you write these on the week time-line? Are there day that are quieter? Are there days when there are more opportunities for listening?

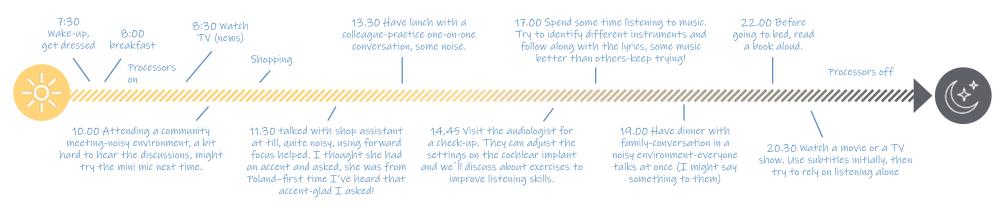
Opportunities

Help a recipient/family to think and reflect on their week of opportunities for listening and conversations (it can be a typical week or the week shown in the hearing tracker).

ASK

Help a recipient/family to think and reflect on their day of opportunities for listening and conversations (it can be a typical day or the day when the hearing tracker showed the most speech). What routine things do you do across the day? Can you write these on the line?

EXAMPLE



ASK

What do you do that involves listening (on your own or in conversations with others)? Can you write these on the day time-line? What did you notice? What was helpful? When do you put the processors on and off? Can you write it on the line?





Love Listening lists

Help a recipient/family to enjoy exploring their world of sounds.

ASK Can you develop your own checklist of things you want to listen to in the first day, week, month, year? Some things will not be available all of the time so you may need a plan across the year. You may have particular lists that are specific to you and your interests such as at the caravan, golf club or shopping. You can then tick a sound after the first time you hear it.

What do you think about adding the date you first hear each sound?

When you hear a particular sound, what descriptions could you add? Examples: "scratchy and louder than I remember", "ping-ping", "joyful and tinkling like bells" or "I'm so happy to hear this", however you experienced it.

(See below for an example and page 10 for the recipient sheet)

EXAMPLE

| Home | People | Outside | Your list Golf | Your list Grandson Max |
|-------------------------------------|--|-------------------------------------|--|-------------------------------------|
| 𝗭 Kettle boiling | ØPartner reading (newspaper, | 𝗭 walking through dry leaves | ${oldsymbol {\mathfrak O}}$ Paul at clubhouse café | 𝗭 Laughing |
| 𝗭 Door (bell, knocker, sid barking) | jokes, magazinė, novel) | ∕Snapping twigs | € Hitting ball | |
| O washing machine | 🗹 People in café | O Birds (garden, seaside) | O Fore! | O Saying his times tables |
| ∕∕ Toilet flushing | O Call to prayer | O Lift | O wind in trees | O Telling a joke |
| O Steam iron | O Grandchildren (nursery rhymes, cooking, | O Car (door, horn, starting engine) | O Jukebox- rock around the clock! | & Singing |
| ORadio stations | reading) | O Fireworks | | O Kicking his football off the wall |
| (pop, classical, talk, news) | O Siri! | O Traffic | | O Playing and talking |
| O Vacuum cleaner | O Lady at butcher's | ORain | | with our dog patch |
| O Sydney eating his dinner | | O wind | | |

Love Listening lists

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"I really had wrong expectations. I expected this thing it would just take care of business for me. That just isn't the case. You have to invest, too." recipient

Love Listening practice together

Help a recipient/family to enjoy more listening practice.



How much time could you find to do some regular listening practice? Who could you ask to be a hearing partner? What written material can you add that you would love to listen to?

(<u>@</u>)

Everyday phrases – add phrases that people may use with you (See page 13 for an example and page 14 for the recipient sheet)

Quotes & jokes – can you add quotes and jokes that you enjoy? (See page 15 for an example and page 16 for the recipient sheet)

Interesting listening - what things interest you? Can you add written material that you would enjoy listening to such as magazine or news articles, recipes, poems, speeches, scripts etc. What would be interesting for you? You can type or write in the text or add screen shots and photos. (See page 17 for an example and page 18 for the recipient sheet)

Could you ask AI to generate content for you such as lists of words beginning or ending with a particular sound, sentences of different lengths about particular topics, dialogue for certain scenarios?

Explain to your hearing partner that you will follow with your finger as they read each word or phrase. Explain that they are helping you to have helpful listening practice. **Connected discourse tracking is a more advanced activity that** increases the listening challenge. As someone reads you repeat back, phrase by phrase, without seeing the text. You can ask for a phrase or individual word to be repeated. Once you are more confident doing listening practice, could you try to do some connected discourse tracking with

your hearing partner?

Are you planning to use any hearing accessories or features in different listening situations (such as in noise, with the phone or TV, across distance)? You may enjoy practicing with these at home first and using your Love Listening materials to give you more listening experience.

What will you say to your hearing partner if you don't hear them clearly? What will you say if you want them to repeat, speak more slowly, speak naturally (not overexaggerated) or whatever else you think may help? Remember to thank your hearing partner for their efforts, your appreciation shows that you recognise the helpful things they are doing.

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Love Listening practice together – everyday phrases

EXAMPLE

| Hello Tom. | How are you? | Shall we have coffee? | Look at the weather! | | |
|------------------------------|------------------------|---------------------------|------------------------------|--|--|
| I need to go to the shop. | who is at the door? | I like your new shoes. | Thank you. | | |
| That was delicious. | what time is it? | Time for bed. | The car needs washing. | | |

Love Listening practice together – everyday phrases

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Love Listening practice together – quotes & jokes

EXAMPLE

| "Life is what happens when you're busy making other plans." John Lennon | "You have to be odd to be number one." Dr Seuss | When you look for something, why is it always in the last place you look? Because when you find it, you stop looking. | Where would you find an elephant? The same place you lost her! |
|---|--|---|--|
| Hear about the new restaurant called Karma? There's no menu: You get what you deserve. | "Find the good and praise it." Alex Hayey | What did the left eye say to the right eye? Between us, something smells! | "From the ages of eight to 18, me and my family moved around a lot. Mostly we would just stretch, but occasionally one of us would actually get up to go to the fridge." Jarod Kintz |
| "When you reach the end of your rope, tie a knot in it and hang on." Franklin D. Roosevelt | "If people are upset because you've forgotten something, console them by letting them know you didn't forget—you just weren't remembering." Winnie the Pooh | "The best and most beautiful things in the world cannot be seen or even touched - they must be felt with the heart." Helen Keller | "Never put off till tomorrow what you can do the day after tomorrow just as well." Mark Twain |

Love Listening practice together – quotes & jokes

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Love Listening practice together - interesting listening

EXAMPLE

The Origins of Golf

The origin of golf has long been debated. Some historians trace the sport back to the Roman game of paganica, which involved using a bent stick to hit a wool- or feather-stuffed leather ball. According to one view, paganica spread throughout several countries as the Romans conquered much of Europe during the 1st century BC and eventually evolved into the modern game. Others cite chuiwan (ch'uiwan) as the progenitor, a game played in China during the Ming dynasty (1368–1644) and earlier and described as "a game in which you hit a ball with a stick while walking." Chuiwan is thought to have been introduced into Europe by traders during the Middle Ages. However, upon close examination, neither theory is convincing. Other early stick-and-ball games included the English game of cambuca (a term of Celtic origin). In France the game was known as *chambot* and may have been related to Irish hurling and Scottish shinty, or camanachd, as well as to the French pastime (derived from an Italian game) of *jeu de mail*. This game was in turn exported to the Low Countries, Germany, and England (where it was called pall-mall, pronounced "pell mell"). As early as 1819 the English traveler William Ousely claimed that golf descended from the Persian national game of *chaugán*, the ancestor of modern polo. Later, historians, not least because of the resemblance of names, considered the French cross-country game of chicane to be a descendant of chaugán. In chicane a ball had to be driven with the fewest possible strokes to a church or garden door. This game was described in the novels of Émile Zola and Charles Deulin, where it went by the name of chole. Chicane closely resembled the game of *kolf*, which the Dutch golf historian J.H. van Hengel believed to be the earliest form of golf. Many traditions surround the game of *kolf*. One relates that it was played annually in the village of Loenen. Netherlands, beginning in 1297, to commemorate the capture of the killer of Floris V, count of Holland and Zeeland, a year earlier. No evidence supports this early date, however, and it would seem to be a clear anachronism. Based on the evidence, it may well be that golf came into being only a little before the 15th century. It may be conceived as a domesticated form of such medieval games as football, in which the size of the goals and the ball was radically reduced and in which, as a consequence, the element of violence had to give way to the element of skill. Seen from this perspective, golf would be the result of the process of civilization as described in the work of German-born sociologist Norbert Elias.



Ingredients:

2 éggs, 100g caster sugar, 100g plain flour, plus extra for dusting, 1 lemon (juice and zest), 34 tsp baking powder, 100g butter (melted), extra butter for greasing your madeleine tray.

Method: 1. Preheat the oven to 2DDC/Gas G. Brush the madeleine tray with melted butter then shake in a little flour to coat, tap out the excess.

2. Whisk the eggs and sugar in a bowl until frothy. Lightly whisk in the other ingredients. Leave for 20 minutes then pour into the madeleine tray.

3. Bake for 8-10 minutes, or until the mixture has risen a little in the middle and is cooked through. Put the madeleines on a wire cooling rack and leave for a few minutes to cool. These Madeleines are best eaten within an hour of cooking – enjoy!

Father of the bride speech tips

1. Welcome the guests

2. Give thanks, especially to the other parents for anything and everything they did.

3. Add some fond memories, some heartfelt anecdotes from the bride's lifetime through the eyes of their beloved dad (something funny is fine but nothing too embarrassing).

4. Share your pride, you're entitled to share a couple of standout highlights.

5. Talk about the present, try not to live completely in the past dad!

6. Acknowledge your daughter's new spouse, welcome them into the family

7. Tell your daughter you love them, that's your baby!

8. Look to the future, speak of the shared future of the newlyweds

9. Share some parting wisdom, this is pinnacle dad-talk time, so be sure to really relish the moment.

Love Listening practice together – interesting listening

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Love Listening practice alone

Help a recipient/family to enjoy more time practising listening by themselves by listening to recordings of people talking about everyday things.

ASK

Who could you ask to make a short recording to help you with your listening practice? It would be great to have several recordings, who else could you ask?

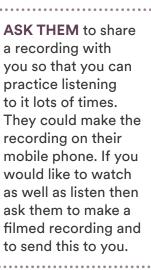
Love listening practice alone - introductions

Show the Love listening practice alone -introductions sheet to the people who may help you. (See page 20 for an example and page 21 for the recipient sheet)

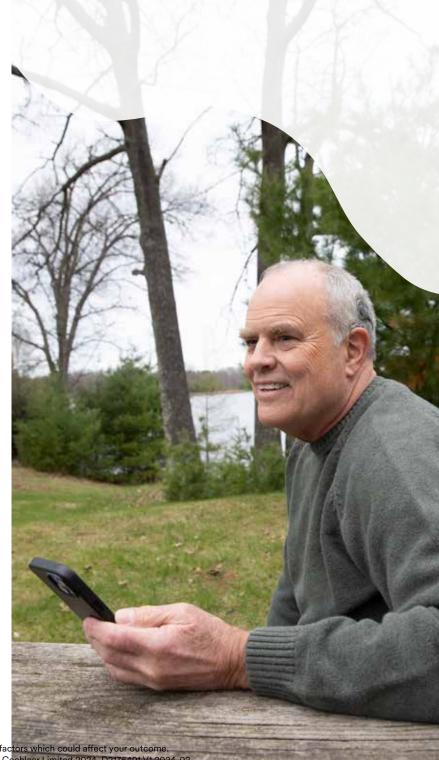


ASK THEM to read the phrases and to write their introductory information in the spaces. They can then make the recording of the introductions. Ask them to speak in a natural voice.





ASK THEM to write the words they say in the gaps on the sheet, then you can follow along with your finger as you listen to the recording. As you become more confident with listening you can just listen without watching or reading the sheet.



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Love listening practice alone - introductions

EXAMPLE

| Hello (name). Sophie | | |
|--|---|---------------------|
| My name is Alexander Ross | | |
| I am | Narch | |
| At the moment I live in . Dublin | | years. |
| I like where I live because I enjoy the nearby countryside | It would be even better ifthe houses were cheaper! | |
| In my family there are (number of people and pets) in my fam | nily, myparents, our sister Anna, your husbands, my niece | Amy and me. |
| Now I would like to talk about the things I like and also the things I dis | slike. I like (colour) . Purple but I hate | llow |
| I really love (fruit)bananas | t | out I never eatPeas |
| I also like (animal)dogs | and I'm afraid of ^{horses} | |
| I enjoy watching (TV). old comedies like Laurel & Hardy films | I also enjoy). going to the cinema | |
| I am interested in (sport). athletics | but I find. formula 1 | boring. |
| In my spare time, I . read and play tennis | | |
| because. I now have a garden | | |
| The best place I have visited is | | |
| In the future I would love to visit. Japan | | |
| That's all for now. Thank you for listening and I hope you enjoy your li | | |

Love listening practice alone – introductions

| Hello (name) | | |
|--|---------------------------|------------------------------|
| My name is | You can call me | |
| I am years old. I was born on | | |
| At the moment I live in | I've lived here fo | or years. |
| I like where I live because It wou | Ild be even better if | |
| In my family there are (number of people and pets) in my family, my . | | and me. |
| Now I would like to talk about the things I like and also the things I dislike. I like | ke (colour) | but I hate |
| I really love (fruit) but I really don't like to eat | I always eat (food) | but I never eat |
| l also like (animal) | and I'm afraid of | |
| I enjoy watching (TV) | I also enjoy) | |
| I am interested in (sport) | but I find | boring. |
| In my spare time, I In the | e future I would love to | |
| because | | |
| The best place I have visited is | I liked it because | |
| In the future I would love to visit | because | |
| That's all for now. Thank you for listening and I hope you enjoy your listening | practice. Good-bye (name) | I've enjoyed talking to you. |

Love conversations

Help a recipient/family to enjoy more conversation practice.

ASK

What opportunities are there for more conversation practice? Who could you ask to be a conversation partner? What photos would you love to have conversations about?

(X)

Choose photos that matter to you such as holidays, events, activities, people, pets, scenes, special occasions and memories. As well as personal photos you can add leaflets, menus, tickets, postcards, clippings etc. You could make an album, a scrapbook or create something on you mobile (there are apps that may be helpful). (See page 23 for an example and page 24 for the recipient sheet)

Plan to share conversations with different people around these images and topics. Explain to your conversation practice partner that conversation practice is helpful for your developing listening skills, ask them to talk with you about the photos.



You can add more images over the months and years post-implant. You can have as many pages of photos as you like.





Are you planning to use any hearing accessories or features in different listening situations (such as in noise, with the phone or TV, across distance)?

You may enjoy practicing with these at home first and using your Love Listening materials to give you more listening experience.



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Love conversations

EXAMPLE



Love conversations

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Love reflecting – my diary

Help a recipient/family to enjoy the experience of reflecting by keeping a diary.

Have you ever written a diary?

ASK

You can write about your everyday experiences and thoughts on your hearing journey. You can consider adding photos too.

You may find it is an enjoyable habit to write every day or you might want to write about memorable events, milestones and experiences. You might enjoy looking back.

You can off-load stresses and concerns as well as reflective positively on aspects of your day. (See page 26 for an example and page 27 for the recipient sheet)

> View your magical moments in the photo timeline





Wake up inspired with a daily quote

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You don't have to share your diary with anyone.

You can ask yourself, would you enjoy sharing some of your writing and photos in conversations with others?

Ask your conversation practice partner to talk with you about your diary and photos.



Love reflecting – my diary

EXAMPLE

23rd May

Sunny day, feels like Summer is on its way. Getting ready for Allie and Mo's wedding next month. Got their present today and finally decided on my outfit – turquoise and dark green.

Did a big shop – I'm trying to stock-up the freezer for when Sam and the family come to stay for the wedding. Saw Dora when I was at the supermarket and told her all about the weeding plans. Such a nice lady.

Did some listening practice on my mobile this afternoon – some lovely poems that I haven't read for years! I've also found some really nice poetry readings online, I'll enjoy exploring those. Changed my microphone covers. Relaxing evening watching TV.



30th May

I returned my wedding outfit back to the shop, I tried it on lots of times but just didn't really like the dark green, it didn't look good on me at all. I'm a bit stressed as I have no idea what I will wear now, I've seen a few things but it is so hard deciding by yourself I ended up texting Dora and she is so nice! We've arranged to meet for coffee and look at outfits on Friday. I'm rather looking forward to it. I found coffee shops a bit of a challenge at first but I'm using forward focus now and it makes such a difference to how I hear in noisy situations. I'll explain to Dora when we meet and I'm sure she'll be fine with repeating if I need it.

Same sent me some photos of their new kitten - such a cutie! No idea what they are doing with it when they come here for the wedding. I wonder if they are thinking of bring it here, I'll have to ask. I wouldn't mind. Do people visit with cats? Could be fun.

I did my listening practice. I'm trying to do it every day and actually, I'm enjoying it. I love poetry and I've also started listening and reading a novel. Relaxing evening, watched a new wildlife series then a film.

Love reflecting – my diary

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Love 3 good things

Help a recipient/family to enjoy thinking about the good things that are happening in their life.

ASK

Could you write a 3 good things journal each day for a week? You may find you enjoy it and it could become your new good habit.

It does not need to take long. You can start by writing three simple statements about three things that were good that day. Then if you have time, add why it was good. If you have a little more time, think about what you did that helped make the good thing happen.

EXAMPLE

(See page 29 for an example and page 30 for the recipient sheet)

What was good? I had a lovely piece of cake with my coffee

Why was it good? it had nuts and cherries in it, my favourite

What did I do that helped make this good thing happen? I said yes when I was offered the cake

Your 3 good things could become part of your diary and you may decide to add photos or other images on some occasions.

Your 3 good things journal may be completely private or you may want to ask yourself, would I enjoy sharing some of my 3 good things journal in conversations with others? Ask your conversation practice partner to talk with you about your 3 good things diary and you could ask them what 3 good things have they experienced today. You may inspire others to start this good habit.



It's not that more good/positive things are happening, just that they could be recognized more often. Research has also demonstrated that participants who regularly used this technique for four weeks and longer have increased levels of happiness and decreased symptoms of depression when compared to a control group.

https://dhwblog.dukehealth.org/reflect -on-three-good-things/

Love 3 good things

EXAMPLE

| 1. níce coffee at the café with Petra, glad I texted her to meet ир, we had a lovely catch-ир. | 1. Sara vísíted for lunch with the children, ít really is the highlight of my week and I love planning a nice lunch |
|---|---|
| 2. sunny morning, I spent an hour enjoying being in the garden, | 2. a níce long bubble bath, more me tíme! |
| so glad I bought those seeds to plant 3. lasagne for dinner, my favourite! Please that I made it, it takes | з. relaxed and watched a film this evening, another old black and white classic, I love them! |
| a bit of time but it is worth the effort | |
| Had an audiology appointment and he showed me how to use the mini mic, it really seemed to help listening at a distance, I asked him to show me again even though he showed me a while ago got a text from David, I haven't heard from him for a few weeks, it | 1. made a cake for when Davíd and Alíce come tomorrow, ít looks delícious! I'm glad I had the ríght íngredients ín, I've got a good stock for baking 2. went on a different doggie walk with Rusty, lots of open space so he could have good run, I'd asked my neighbour Bernie for a suggestion |
| reminded me to invite him and Alice over for coffee and they are coming on Saturday morning | and it was a great idea to take him to this field |
| 3. relaxed and watched an old film this evening, I haven't seen it for years, I love the old films | 3. fish pie for dinner, another of my favourite and 1 made a second portion so it 1 in the freezer for next week |
| 1. finished my book! I can take it back to the library now and get a new one, I love getting a new book | 1. David and Alice came for coffee and they loved my cake, lots of compliments! They invited me to their place next week |
| 2. Hílda texted and then we had a call, we're going to do that every Tuesday and Saturday so I can get more practice I really enjoyed it. She read through the list of phrases I sent her. | 2. took Rusty to the field again and got chatting with three ladies and their dogs, 1 misheard them at first so explained about my implant and that it helps if they face me, they were so friendly, it was fine! |
| 3. nice cup of coffee in the garden, I'm getting better at taking time for myself | з. pízza out of the freezer for dinner, no preparation for me! My good planning at the supermarket! |
| | |

Love 3 good things

Please seek advice from your health professional about treatments for hearing loss. Outcomes may vary, and your health professional will advise you about the factors which could affect your outcome. Always follow the directions for use. Not all products are available in all countries. Please contact your local Cochlear representative for product information. © Cochlear Limited 2024. D2176491 V1 2024-02

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