

A SIGN OF RESPECT: Strategies for Successful Deaf /Hearing Interactions PART 1

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Unit 5 - Displaying Appropriate Behaviors Deaf Events

WATCH: Choice Point 5a - If You Don't Understand

Video: Brian and Amy are getting out of a car in a parking lot. They look over and see the Deaf Community Center building. The camera pans down from the building to show a line of people at the door signing with each other. The camera pans back to Amy with an anxious look on her face. We then see Brian and Amy approach the line of people.

The scene changes to the interior ticket table. Two people, an Asian American man and a white woman are seated behind the ticket table and have their backs to the camera as Amy and Brian approach.

Amy waves hello. We now see the white woman who signs "How many tickets?" and the Asian American man who signs "Do you have a student ID?"

Amy has a surprised look on her face.

The image freezes and moves to the side of the screen as Tom Holcomb appears on the right side.

TOM (signing with voiceover): What should Amy do if she doesn't understand what someone signs to her?

Video: Tom fades out and the three choices, A, B and C, are shown in order:

A: We see Brian and Amy at the ticket table. The ticket takers have their backs to us, but we can see their signing.

The woman signs "ticket" and the man signs "student ID."

Amy and Brian nod their heads.

B: We see Brian and Amy at the ticket table. The ticket takers have their backs to us, but we can see their signing.

The woman signs “ticket” and the man signs “student ID.”

Amy signs slowly:

AMY (Signing with voiceover): I’m sorry. I didn’t understand. Could you please repeat that?

C: We see Brian and Amy at the ticket table. The ticket takers have their backs to us, but we can see their signing.

The woman signs “ticket” and the man signs “student ID.”

Amy turns to Brian and speaks without signing:

AMY (speaking without signing): What did they say?

BRIAN (speaking without signing): I don’t know. I think she said five dollars.

AMY (speaking without signing): Oh really? OK.

BRIAN (speaking without signing): I’m pretty sure, five dollars.

AMY (speaking without signing): OK.

BRIAN (speaking without signing): I think so.

Video: Scene fades then Tom Holcomb appears in the center:

TOM (signing with voiceover): Now, select your answer.

Video: Tom fades out and the Choice Point 5a menu screen appears with still images of the three answer choices A, B and C.

A: Hide your confusion

B: Ask for repetition

C: Ask a hearing person

The instructions are to select the image to choose that answer and get feedback on the answer. There is a button on the bottom center to replay the choices.

After watching the feedback on the choice, a menu appears with instructions to select the Menu button to view the feedback for all the choices, then use the navigator button on the right side of the program screen to view the readings and exercises in the unit.

Select Choice A:

TOM (signing with voiceover): Sorry. That is not the best choice. It doesn't work to pretend to understand. Plus, if you miss a piece of information while the Deaf person assumes that you got it, that's a real communication breakdown. In addition, Deaf people are pretty good at catching that fake smile and nod of the head. You may end up looking awfully foolish.

Select Choice B:

TOM (signing with voiceover): Correct. 100% of those surveyed agreed that this is the best answer. It's better to admit if you don't understand. You can say something like, "I'm sorry, could you please slow down or repeat that?" Most Deaf people are patient and willing to communicate with novice signers.

Select Choice C:

TOM (signing with voiceover): Sorry, that answer is incorrect. If you don't understand what a Deaf person signs to you, it's not polite to just give up interacting with that person without making an effort to communicate directly.