First impression	Signals of poor understanding	Not a native speaker	Doesn't speak the ML	Doesn't understand the ML	Asks you to switch
Cognitive tools	Cognitive tools	Cognitive tools	Cognitive tools	Cognitive tools	Cognitive tools
Challenge your own prejudices and assumptions	Challenge your own prejudices and assumptions	Challenge your own prejudices and assumptions	Challenge your own prejudices and assumptions	Challenge your own prejudices and assumptions	Challenge your own prejudices and assumptions
<ul> <li>What does an ML-speaker look like?</li> <li>Why do I think that someone doesn't understand or speak my language?</li> </ul>	the fact that they don't understand me doesn't mean they don't understand my language	There are people who speak poorly / would like to learn the ML / are learning the ML and are still not able to use it properly / perfectly understand the ML.	S	- Not understanding the ML does not mean understanding the DL	
Self instruction - Let's try!	Self instruction - I'll try to make myself clear	- I might be helping them out. Let's keep speaking in the ML and see how it goes.	- They say "I don't speak" and not "I don't understand" or "I don't want you to speak it"	- Let's try and sort it out.	- I know what they want. What do I want?
Communication tools	Communication tools	Communication tools	Communication tools	Communication tools	Communication tools
- Speak nice and clear - Use gestures to clarify	<ul> <li>Repeating</li> <li>Repeating slowly</li> <li>Speaking louder and/or clearer</li> <li>Using gestures</li> <li>Getting feedback: do you understand me?</li> </ul>	- Getting feedback: do you want me to speak slower? - Response-prevention: If there is anything you don't understand, please tell me Repeating + speaking clearer and using gestures	Response-prevention: - No problem, I perfectly understand the DL -If there is anything you don't understand, please tell me Speaking nice and clear - Using gestures - Getting feedback: did you get it?	-Which word didn't you understand? - I feel more comfortable in my own language - Using gestures (pointing out) - Switching into the DL, translating key words - Switching into a different language - Renouncing to communicate	- Do you speak any other language? - Renouncing to communicate - Sorry, but I don't accept orders. If you want something from me, just say 'please' and we 'Il see.  DON'T MAKE IT LINGUISTIC