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Typist: Facilitator Mackie

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- Male2 ‘-prevent him from doing the best that he can do. He wants to put his best foot forward and knows that he would be great for the job, but worries that the interviewers might think that he is not commale8nt or prepared enough if he stammers too much.’ Okay. Paul has an interview and he wants to make sure his stammer does not prevent him from doing the best that he can do. So tips. What I would do: You’re going for a job interview, okay? You’re a little bit nervous. You really want this job, but the stammer’s at the back of your mind, eh? Okay. So tips. What would you do to compose yourself?
- Male1 The classic one is to go in and say that you actually have a stammer at the very start, which can be hard to do. I’ve only done it once.
- Male2 Yeah? So it’s acceptance first. “Look, I’ve got a stammer.” Would you say you use any kind of techniques for it? Densensitise. Break it down.
- Male1 I’d just explain about the blocks. It’s more explaining what the stammer’s about so they-
- Male2 So if you make someone aware of it.
- Male1 Yeah. And you say: “If I pause, it’s not because I don’t necessarily know what to say.” So you kind of explain stammering a bit at the start.
- Male2 Second question: Would you tell the person not to finish your words for you, you know what I mean?
- Male1 Yes. I don’t think you-

Male2 So you avoid sometimes the pressure. Or would you want more time? I know someone with a stammer does get more time but you have to tell that person first, don't you?

Male1 You have to let them know.

Male2 Because that releases the shackles a bit and they can back off a bit. Yeah?

Male1 Yeah, and they know. But I dunno if I'd go as far to tell someone interviewing me not to finish my sentences, because they're interviewing you so...

Male3 Yeah.

Male2 But it- Okay. Yeah. Fair point. Yeah, fair point.

Male1 But that's just me. By the way, it depends who's interviewing you. If it's very- If it's just a chat type of interview. But if it's a formal interview, y'know, I don't think you can tell them how to question you.

Male2 The thing is with a stammer, if someone comes in with a word, and finishes your sentence, it's maybe not what you wanted to say. Maybe it's a word and they say the wrong word and then it makes you more tense, if you know what I mean.

Male1 Well, it normally doesn't happen, because they normally don't finish your words in interviews.

Male2 Right. Okay. Alright.

Male1 They actually shouldn't be.

Male2 They shouldn't, eh? They should be more aware of it.

Male1 Yeah. If they ask a question. Yeah, they can't- And if they actually do, then you have to go in and say: "Well, I didn't mean that."

Male3 Yeah. I know. I feel like in an interview situation, it's probably best not to tell them to avoid finishing your words, because it may seem like you're telling them what to do, whereas they're the person in charge. So it might be setting the wrong sort of impression for a first interview.

Male4 Yeah.

Male2 So it's using a different approach, would you say?

Male3 Well, I'd say, as you said at the start, to say you have a stammer, which is always a very good bit of self-advertising and it usually releases a lot of the tension. Yeah, yeah, so I think that's a good idea.

 [general agreement]

Male5 Basically, the technique which I use is that- Because when you apply for a job, y'know, like most of the jobs which I've applied for are- First you have to sit for the online test. And, after you pass that-

Male1 Then you have the interview.

Male5 So then one of the persons from the company will call you to arrange a date for the interview, so once she asks you: "Is it fine for this date?" and after you say yes, so then she will send you a confirmation email with all the details. Now when you receive that email, I think that is the best chance to reply and say: "I would like to let you know that I have a stammer, which may or may not be bad. I would really appreciate if you could allocate me some extra time."

 [general agreement]

Male2 Okay, yes, that's a good point.

Male5 So last year, I had three job interviews and in all three of them I have used this technique and I have got through all of them.

Male3 That's good.

Male2 Well, I went for- When I started working for a different company, roughly about 3... 3, 4, 5, 6 year ago. I had worked for a contracting firm for over 20 years and wanted a new job. My daughter- well, one of my daughters was starting university at Northumberland as a journalist. And like Facilitator knows what it would cost for accommodation. And it's a lot of money.

So there was a job starting which paid more money, so I thought: 'Well, I'm gonna go for it.' It's a shorter contract but go in for a job interview. My job is mainly based on manual skills, what you do with your hands. But you still have to go for a job interview and sit on the table with- There was about five or six managers, okay? Recruiting. There was different ranks there. So the first thing I said to kind of diffuse things a bit and break down a bit of tension: "Look, I've got a stammer, so wanted to tell you that right away. So there may be a little time pause. If you ask me a question, there will be a pause before I reply." And then sometimes, what I would do, I would use a technique sometimes where you use a letter before a word, it sort of breaks it down. So techniques-based and then the techniques side of it, when you get more relaxed and a little bit of confidence, it makes your mind-set more positive, so you start losing that negative side, huh?

Yes, for to set off like that and realistically employers do give you more time. Especially [inaudible 00:08:57]. If guys were coming back at you really fast with questions, I would think I would still be in the position for to say: "If you speak a little slower, it makes me more comfortable with my speech." And I'll leave it at that and usually people would slow down and say: "Yeah, okay." Right, really they really want someone to fill that job? Alright? They'll want somebody not for to disguise something about you, but for to get across 'this is the person you're getting'. And then you have to take- The employer has to take that on board, got to think about it. 'Alright this guy or this lass has a stammer, but yeah, okay, we can deal with it.' But some employees, too, they will give you the support for, say if you want any private treatment. There was a guy up at Edinburgh. His company paid for him- Was it the guy who gave the first or the second speech? He worked for a company - Can you remember his name, Facilitator?

Facilitator Oh, yeah. That was Michael, wasn't it? Was that Michael? Michael Bach? Yeah.

Male2 They paid for him six treatments with a private therapist. So they know what you have down on that CV. They know your capabilities. Fair enough, they

don't know you have a stammer unless you put it down. There's two ways you can do it. You can put it down as a disability, right? If you don't want to do that, you tell them verbally. Like you said before, and you, Male4, you have to accept it. You accept it as a person and then you can move forward, okay? If you see the stammer as being a bit of a problem, you're putting it on a shelf and it will always be a problem. If you go: "All right, I've got a condition, let's go with it." Then see what happens. You know what I mean?

Male5 Yeah, true, but I think that- About writing it down on a CV, I think this can be disputed because, you know, in many of the situations, when the employer will see this on your CV. So... And then, at the same time he has another CV next to it, and you know this thing is not there, then he will just disregard your CV straight away. And, so the way I see it is to trap him by not saying it in your CV.

[some cross-talking assent 00:12:30]

Male2 Yeah, I agree with you there.

Male5 So just wait until you get the date for the interview. And then that is when you should tell them. So you've already trapped them.

Male2 So the employer sees you as a person. That's right. He sees you as a person. And usually, you can tell what kind of person you're getting when they're sitting in front of you, whereas it's kind of difficult on a telephone or so.

Facilitator Although, one thing I would say about putting your stammer on your CV is it does depend on how you do it. Because I have it on mine. However, on mine, it's in the context of... I go along to events, I run a support group, I'm very involved in my national charity, I'm taking this negative and turning it into a positive, sort of thing.

Male4 Yes, yes.

Male2 Yes, exactly.

Facilitator It's how you present it. If they can see you've accepted that you have this stammer and now you're doing something with it, I don't think that's a bad thing to have on a CV, personally.

Male4 Yeah, if it's a positive frame.

Facilitator Yeah, it's all about how you frame it.

Male1 Because you wouldn't put it on otherwise, you know, because there's no reason. It's not selling you. A CV sells you.

Male4 I've got friends who work in corporate head-hunting and they say- They're actually fairly open. It's illegal to discriminate but they will.

 [crosstalk 00:14:07]

Male6 Hate that.

Facilitator Yeah, unfortunately, sometimes it's hard to prove.

Male1 Yeah, they'll actually find a way of doing it. They won't be as blatant as they were in the past, but they'll find a way.

Male4 The two big things is you never give your photo and you never give your date of birth, ever. Because they'll be instantly going: "Old, old, old."

Male2 They go against you.

Male4 Very fast.

Facilitator And I was advised by the Jobcentre as well not to put down nationality or anything like that as well, because anything they could discriminate against.

Male4 I think my [inaudible 00:14:42] because in a job interview, I never mention my speech, ever. I think it's because I kind of talk for a living and, if I presented usually up front, it could be a sign of weakness, too. "Why's he telling us this? We're going to hire him to teach." So at my last interview, I actually didn't say it, and they asked me why they should hire me over everyone else and I said: "Well, they don't stutter." Fine. Boom. Because it's confidence.

Male2 It's confidence. It's selling yourself.

Male4 And, to be honest, in my world, they should be at a level to basically look past it, too. It shouldn't be an overt issue for them. But I can understand how others would. But, for me, it's confidence coming into it. So I want to be able to rehearse and set the scene at home. What could I possibly be asked? And then, because I know I'm going to actually stutter, I want to be confident stutteringly answering.

Male2 Okay. Right, we'll go on to the next, then. Any more?

Facilitator I was just gonna say- You're making notes, that's great, yeah.

Male1 I've made some notes. I've took down some of the- Yeah, it's just the main notes, I'll put it on the-

Facilitator You can translate it into flipchart, yeah, later.

Male1 Yeah, as long as you can read my writing. It's not as bad as [Molly is? 00:16:29].

Facilitator Yeah, no, that's fine then. But you're happy taking notes?

Male2 We go on to the next one, then? Right. 'Kate needs to phone her internet provided in order to fix a problem with her WiFi. She normally uses substitution in order to help her to be more fluent, but she will not be able to do this when giving her personal information to the company. She's very nervous and worries that they will not give her the time she needs to speak, hang up on her or interrupt her because they think there is something wrong with the line.' Right. Any feedback?

Male1	Well, the advice I'd always give in that is to make the call as soon as you can, because if you leave it and keep on putting it off-
Male6	It gets worse.
Male1	That's my experience, it's much worse, and then when you finally have to make it...
Facilitator	It'll fester.
Male6	I do that to myself. I put things off and it builds up and it gets...
Male1	So I just make the call as soon as possible. Like if you're gonna stammer on your name, you're gonna stammer on your name. If you're gonna block, you're gonna block.
Male6	In the words, 'feel the fear', again. That's something I don't always do, but I should do. Or what I used to do. Feel the-
Male2	One question with this one: Would you use deliberate stammering or would you try to try to get your point across without stammering, so you disguise- are trying to disguise the fact you stammer?
Male6	Personally, I wouldn't- If I was doing the call myself, I'd probably say upfront, from the start, myself. I would say, not making an excuse or apologising- Not apologise, but say: "I have a stammer and can you give me time to say what I want to get across". So making sure you're not making an excuse but saying to the person on the phone: "Can I get-? I've got a stammer. Can you give me time to hear what the problem is I want to say?" And that should hopefully... You should get feedback back on what you want. If not, then you can answer back and deal with the problem so making sure you're not making it an excuse, you know. That's the key thing, just to explain: "I stammer." Also [inaudible 00:19:32] if you do stammer.
Facilitator	You don't have to apologise for it. You don't have to say: "Sorry, I have a stammer." You just say: "I have a stammer."

Male2 No, you don't.

Male1 It's getting rid of any fear that you might have of trying to hide it. The worst thing- well, for me, personally, again, everyone's different- is trying to actually hide the stammer. Because you'll probably end up coming out and end up stammering worse.

Male6 Yeah.

Male1 And just getting it out of the way because the worst things in those conversations, especially if you're ringing on a mobile phone and the other person does actually think that you're breaking up, whereas if you get it out in the open, it says: 'Well, at least I know you have a stammer' and they're actually less inclined to... If they do laugh at you or something like that, they won't be able to if you've told them first, y'know?

Male6 First, yeah.

Male1 Because you're the one who's actually kinda put it out there. And taken that initiative.

Male6 That's right, yeah.

Male2 I sorta work on- Yeah. See when I used to find difficulties with certain sounds, I would slip in some dysfluency with words I don't normally stick on, to relax the system and reduce the tension. Okay so I know I use techniques but basically to breathe in air, but if you can relax your system, okay, and you make you- Your full body will be looser, alright? So, you're not bothered. Like you say, you've got your point across, you stammer, there are certain words at the back of your mind which are more difficult. Okay, but if you know... Alright, let's not wait until we get to those words, let's slip in a few sounds, okay, let's deliberately stammer. The person knows I'm stammering, so when I get to the more difficult words, my system is more relaxed and I can maybe deal with them a lot better. That's one way to look at it, but that's just me. How about you, Male3? Any feedback on here?

Male3 I feel like, as people have said already, self-advertise. Just saying that you have a stammer, which- Because, of course, the other person can't see that

you have a stammer, so- as people have said- they may think that it's a bad line. Also, some people feel like they can talk on the phone in an empty, quiet room.

Male1 Oh, yeah. When there's no-one else.

Male3 Yeah.

Male2 In an office it's a bit different, isn't it? Or if you're phoning from a- Saying you're in a town centre or the middle of a town and your phone rings, it could be an employer ringing you. You really this job and you know you'd have to speak to the person at that right moment because, if you don't, the line would go dead and maybe they would ring another person and you'd lose the chance of getting the job, eh?

Male5 Yeah. That's a nightmare.

Male2 So it's different scenarios at different places you're in, isn't it? Different environments.

Male5 Plus, if I'm- Once, it was wintertime and it was snowing everywhere and the bus was stuck in the traffic, so I was inside the bus- which was overcrowded, I was standing up- and I had to make that phone call to my manager to explain to her that I'm in the traffic, that I would be late by 20 minutes. I was actually sweating, but not because I was wearing a thick coat and it was overcrowded. I was sweating because I had to make a phone call to tell my manager I'm gonna be late.

But I actually had to force myself to make the call and as soon as she answered the phone and she was like: "Hello, Sainsbury's Bethnal Green, how can I help you?" So I said "Hi, Mary. It's me, Male5." But actually I got stuck on my name, and I said: "Hi, it's me." So then she said "Oh, hi, me, how are you?" So, y'know, because she said that I felt sort of relaxed and then I could say to her that I'm stuck in the traffic, you know, I'm gonna be late, blah, blah.

Male2 When I was younger, I can remember being at Blackpool and I got a date with a lass. I knew I would have difficulties with my name Male2. So I gave her a different name. And it's a daft story, because she lived in Hamilton, up in Scotland, and she was down in Blackpool with her parents. Like me, at Blackpool with my parents and my sister. And, to finish up, I felt so stupid.

We swapped names and addresses and I wrote to her. I did explain. I said: "Sorry I didn't give you my right name, but this is not my real name." She'll have probably read it and thought: 'This guy's a lunatic.' Okay, you know what I mean?

Facilitator2 Okay, is everybody about ready to pack up? Yeah?

Male2 But I can always remember. 'What have I done here, like...?'

Male5 Actually, when I tried to submit my name, it was Sam. For me, it's very simple to say 'Sam' than to say Male5.

Male2 Yeah, yeah, yeah.

Facilitator Just gonna steal your scenarios so we can discuss them. It's hard to interrupt.

Male2 No, it's okay.

Facilitator That's always the great thing at any conference, at any support group and stuff, whenever you get a discussion going, trying to stop it is always really hard.

Male6 It's really hard at a conference, yes.

Facilitator And that is a great thing. I love it.

Male6 Always talking away.

Facilitator Yes. Okay. Where should I stand? About here?

Male2 They're fancy Dictaphones, aren't they?

Male3 Yeah.

Facilitator Can everyone hear me if I stand here? Yeah?

Male5 Oh, by the way- Oh.

Male1 Oh, god. Look at that. They have loads.

Facilitator Okay. And now we're just going to come back into the bigger group and let each other know what we were saying. Also, I love how long it took all of the tables to quiet down there. I was just saying to that table, one of the things I love about these events is you get a bunch of people who stammer in a room and ask them to talk about something and then you can't get them to stop talking. And it's fantastic.

So, what we're gonna do is, there were 4 possible scenarios, and we're gonna take them scenario by scenario and see what ideas came out of the different groups. So I'm gonna start with Paul. Paul was having a job interview. Did anyone do this scenario?

Male1 Yeah. We did the interview.

Male2 Yeah.

Facilitator Did you do the job interview one? And up the back? Did you do Paul? No? Okay. That's good. That means we'll have a different one up there. Okay.

I'll just quickly read this out for the people: 'Paul has a job interview and he wants to make sure that his stammer does not prevent him from doing the best he can do. He wants to put his best foot forward and knows that he would be great for the job, but he worries that interviewers might think that he is not commale8nt or prepared enough if he stammers too much.'

So did anybody have any-? Let's take it stage by stage. So firstly- Oh! So firstly, how would you suggest that Paul would approach this situation? Male2?

Male2 First, tell the job interviewer, or tell the panel, that he's got a stammer. So more or less accept it first, not try and disguise the fact that the stammer is there.

Facilitator	And at what stage would you do that? I know you had a bit of discussion about that. At what stage would you advise that he disclose it at?
Male2	When he sits down. Right away. Right away. To me, it would reduce tension from yourself. And, realistically, the person that's doing the job interview would sort of realise there was a speech problem. So then they wouldn't really rush you, there would be no sort of time pressure, and realistically, that should relax you. You're still gonna be nervous, but it would relax you as a person. You've got the message across. You've released the shackles, so there's nothing really to disguise. You just get on with it.
Facilitator	Yeah, that's quite good. So advertising your stammer. There's that one. Were there any other ideas, or a variation on that?
Male1	Yeah, there was another- You were saying, Maseem, that's your name, isn't it? About when you're told about the interview, either emailed or written out to, you could actually write back and say: "I have a stammer" to let them know in advance.
Male5	Yeah, because normally nowadays, the way job applications work is- So when you apply for the job, they ask you to sit for the online test and, once you pass that, so the employer will call you to arrange an interview date. And once you get the email of the interview confirmation, that is when we should answer back to say that you have a stammer, which may or may not be bad, so please allow some extra time.
Facilitator	So, that's another advertising, just at a different stage. That's good. Any other ideas? Did anything come out of this group?
Male7	<p>Yeah. A similar discussion on this table and similar thoughts from over here. There was a bit of a chat about the concept of a telephone interview, and there is always an option to tell a prospective employer: "Hey, I don't want a telephone interview, because that isn't going to present me in the best possible light. I request for a face-to-face interview instead." And that can be considered to be a reasonable adjustment.</p> <p>And also in many application forms- Certainly, this is something that I have done. I have disclosed, on the equal opportunities disability form, because that way they might have a look at the numbers to see: "Okay, so people are disclosing it and they are being interviewed." It's just a good thing to do. Plus, early disclosure does get us more powers in terms of the law, so... If disclosing before the interview- If you do that, then the employer can't say:</p>

“But you didn’t tell us! You didn’t tell us.” So actually everyone has got a whole load of more rights than you really do think you have.

And the other thought is because there’s an interview, the employer’s have got a problem, so they do ultimately want to find someone in that post.

Facilitator Yeah. Yeah. That’s really good. I’m just gonna quickly touch on one more scenario. Have we got time? Time to do...?

Facilitator2 Yeah. We could do Kate, because everybody’s done Kate. Or maybe George for these guys?

Facilitator Which would you guys rather do? Kate or George? Shall we do Kate? Just because everyone’s done Kate. Okay. So all of you have read this one, so I won’t do the whole spiel. However, Kate is trying to fix a problem with her WiFi and, while she usually uses substitution, she can’t do that because she’s going to have to give her personal information, such as her name and her address, and- as we all know- we can’t really change them very easily. So what advice would you give to Kate, in order to help her?

Facilitator2 Can we start with this group?

Facilitator Yeah, let’s start up here, because we haven’t heard from anyone up here, yet.

Male9 Well, obviously because there may be some silences on the line, possibly the use of background music, to let the other person know that the caller is still there, because if they can hear the background music, then obviously the call hasn’t disconnected. Obviously you need to watch what type of music you use and don’t use heavy metal, because they won’t be able to hear you anyway.

Perhaps say to the person as soon as you get through: “I have a stammer”, which I know might sound easier said than done, but, I mean, you can never tell who you actually get through to. They might be having the same problem as you. I mean, I’ve worked in a call centre now, and I have done for 20 years and I’ve had people, when they come through to me, say: “I have a stammer.” And so have I. So, you know, you can never tell. You could quite easily get through to somebody who has a stammer as well, so saying you have a stammer might not be such a bad thing.

Relax yourself. Possibly breathing techniques. Guided imagery is useful to some people. Yoga, that type of thing. Meditating. Mindfulness. Perhaps call

a friend to practise the phone call to prepare for the big call maybe. You could, if you do find it difficult to talk on the phone at first, then perhaps send them an email. Many call centres will have the facility where special instruction can be placed on your account. So, as soon as the call comes through, because most times the account will come up before you've even said 'hello' to the person, a special instruction could come up if you've asked them to put it on: 'Person has a stammer.' So that operator's gonna be prepared for dysfluency as soon as the call comes through, without you needing to say anything. So that operator is gonna know straight away, before she's even done the greeting, that this person needs longer and I need to be patient.

Facilitator That's a very comprehensive list you have there. That's really good. Male2, you had your hand up there. Are you wanting to add anything in to...?

Male2

I was just going to say: Sometimes what a lot of people might do, depending on the severity of the stammer, would be to get someone to make that call but, really, doing so, you would let the stammer win. You know what I mean? If you do it, it doesn't matter whether you block on a load of sounds, but, so long as you do it, it's an accomplishment. To me, it is a learning experience. But, kinda going back, how many times do you let the stammer dictate until you come to a point and say: "Well, I've had enough of it." So one phone call might go a little bit sticky, but maybe the next you make may be better and, really, what I was just gonna say is still go through with it, but it doesn't matter how long it takes. You might just frustrated, but so long as you do it. Alright?

Facilitator Yeah. No, that's good. Yeah.

Male4 I know people who- Oh, sorry. I know people who use audio files, so they'll actually know, for example, 'I will stutter on certain things' so they will actually talk and go: "My name is *blip* Male4 Meredith." And they talk again: "And I live at *blip* 186 blahblahblah Road." So they kinda know the words and the phrases that they will probably get stuck on and they have audio files there to say for them. But actually using their own voices, too.

Facilitator That- I've never heard of that.

Male4 So if you had that in a nice neat way.

Male5	That's interesting.
Facilitator	Wow. That is...
Male2	It's good, that, eh?
Facilitator2	So not an automated speech, sorry?
Male4	No. You could normally record it yourself and not actually stutter, but if you knew those key phrases and words at times, or if you get the track down for it, it's just “*blip* blahblah, blahblah”, you know? And it's avoidance, I understand, but for some people it's fine. It's what they want.
Facilitator	Yeah but, I must admit, that would never occur to me. So, yeah. Has anybody else got anything burning that they would like to add to before we move on to the next activity? Anyone who has something they desperately want to share about this? Yeah?
Male7	Just to say, other subjects, on the point of preparation, a thought that did come to my mind and actually this does apply to anyone, is to make sure they have all the information, that you're in a quiet space, there isn't a dog barking or anything else in that time you have that discussion.
Facilitator	Yeah, that's really good.
Facilitator2	Can I just ask, just in terms of the last question that you had, did anybody have-? I know certainly the table that I was working with had specific ideas about this, but did anyone have anywhere that they suggest they could go for advice? [long pause]
Male2	What do you mean, advice?
Facilitator	And silence was the loud reply.

Male1	Advice about what? Calling an internet service provider?
Facilitator2	Well, advice about how they could prepare for something that they were feeling nervous about. I'll leave it as an open question.
Male2	Just take advice from websites. Just put on a post, saying: "I'm going for a job interview" or "I've got to ring up a place; I'm a bit worried. Can somebody give me some tips or something on what they're doing in that sort of situation?" Really, it's like the chef situation, isn't it? The more people, you get more ideas, so basically we go back to the support system again. If you take on this support, it's a learning curve.
Male8	I actually know that the group that I was working with up the top came up with two ideas about where you could go for advice. One of them was... Was it your friends the gentleman mentioned?
Mikey	Call friends to practise phone calls. And maybe go to, like, a yoga class. Is it those you mean?
Male8	Yeah.
Facilitator2	So it was more-
Male1	I have an opinion on this now. I think friends, not necessarily. I think other people who actually have a stammer. And going to groups, going to things like this, the conferences and support groups. That's where you should really- You're gonna raise these issues, I think. So someone else has had to do these things. They know what it's like to have a stammer and then you're not just going to have someone saying: "Just relax and take a deep breath" and stuff. People who don't have a stammer. So I think you have to talk to someone else who knows what it's like to have a stammer, or a speech therapist or something.
Facilitator2	Would you go to a speech therapist as well, or...?

Male1	Uh... Probably not a speech therapist. I'd probably talk to other people who actually have a stammer, because there isn't many speech therapists who actually do adults, y'know.
Facilitator2	Yeah, exactly. That's very true.
Male2	They're good fun, another stammerer. I go through a phone call and go through the same sort of scenario and then say: "Can I just practise what I want to say on the phone call? I'm a bit nervous. I'm a bit tense about it." Like Male9 was saying before, it's the relaxation side, like you said, the breathing side. If you can get yourself to a comfortable level, where you feel- You feel a bit happy with your speech, yeah. So a little bit confident. Like you say, like you phone another person and have a go at it.
Male9	One place you could go for help and support is to call the BSA helpline, which is why it's there. I mean, obviously, going forward, it's not just for this. They'd be able to recommend something for you long term on what to do. You know, you might not be aware that there's a self-help group in your area. The BSA will know if there is.
Female1	A few years back there was a small group of people who stammered who would meet regularly and decide that they were gonna challenge themselves to do a thing which was like avoidance reduction and then meet up and discuss how they got on. And it just worked.
Facilitator2	Excellent. So kind of like a challenge but in a supportive environment?
Female1	Yeah.
Facilitator2	So, like, push your boundaries as a group of people. That's great.
Facilitator	We're going to move on to the next task now. As you might have noticed, Male8 has laid out a series of cards in front of you. On these cards are suggestions which have come out of the survey which we ran and the workshops which we ran with the SLTs as well. And this is possible things which people might want a mobile application to do for you and help you with. In your group, over the next... 15 minutes, we'll say, we'd like you to pick out the top 5 which you think: 'Yeah, these are the important things, this is what I would definitely like to see represented.' So yeah, just within

your groups, talk it out, argue it out, wrestle, go for it. And just take a little look. And also, you all have three blank ones as well, so if something's missing which you think should be there, write it down for us.

Facilitator2 Can you guys see?

Male6 Just about, though I might have to get up.

Male2 Sit here.

Male1 I'll just come round.

Male2 Fetch your seat up here.

Male1 Yeah, I'll just stand here, actually.

Male2 What've we gotta do? Put them in a sort of sequence?

Facilitator2 I'd like you to basically pick 3. Pick the top 5 and then put it down to 3. That's probably the easiest way to do it.

Male2 What if we disagree?

Facilitator2 Then you fight it out.

[laughter]

Male6 Fight it out.

Male2 So maybe- Which, now-

Facilitator2 There's actually maybe some spares ones or two just in case you had anything which you'd like to add, so...

Male2 I'll have to stand up now. You've made it awkward here.

Facilitator2 Sorry.

Male2 It's alright. Now this way...

Male3 So the top 5, was it?

Facilitator2 Yeah, so if you- What we actually did the last time was we gave everybody some different coloured pens and they kinda put dots on the ones they liked best. There's quite a few of you, so...

Male4 Actually, true, yeah. If we each put dots on our five, then we could add up the top ranking ones.

Male1 Yup.

Male6 Basically, yeah.

Male3 Okay.

Facilitator2 So we put- I mean, there's loads of pens and things here. Feel free to write on them. Of different colours and things. So yeah, if you wanted to code it, like put a cross on one and put a circle on another. So what we did in the last one was we actually just got everybody to even just pick out the ones that they thought were relevant to them and then see if there's any that kinda matched up.

Male2 'Do you want to rate the severity of your stammer?'

Male4 I just made an app for it.

Male2 Yeah. Yeah. Want to rate it, yeah.

Male5 This one has really helped me, personally. Y'know, taking a video of yourself while talking so you can review yourself as well, how you look like when you're talking.

Male2 That's a good one.

Male4 Yeah, true.

Male1 Yeah, actually, it's not just your speech.