



## ATTENTION & INFORMATION PROCESSING: STRATEGIES

### Attention Hierarchy (bottom up)

- **Divided:** Multi-Tasking: Avoid it. When possible, attend to 1 thing at a time.
- **Alternated:** Switching: "Wait until I finish this."
- **Sustained:** Concentrating x time: Use breaks and back-up (person or device).
- **Selective:** Attending to the Foreground while dampening the Background
- **Focused:** Asking: am I alert? Manage MS Fatigue. Rest. Reschedule.

### Listener's Rights & Responsibilities

#### Become Aware of the Difficulty

- "Ask" for what you need.

#### Too Fast?

- "Wait. Slow down please."

#### Too Much?

- "Say it again. A little at a time." Ask questions.

#### Too Long?

- "Let's take a break."

#### Over My Head?

- "Explain it. Give me an example."

#### Too Much Switching?

- "Let me finish this first."

#### Too Noisy?

- "Quiet down. Turn it off. Let's move to quiet place."

#### Overloaded?

- Take a time-out. "Let's talk later."