



# Listener Comfort and Its Impact on Successful Communication

## A Qualitative Analysis

Micah E. Hirsch, M.S. (they/them) , Michelle Therrien, Ph.D. (she/her),  
Stephanie Borrie, Ph.D. (she/her), & Kaitlin L. Lansford, Ph.D. (she/her)

### Speech Perception

- People with dysarthria face obstacles to successful communication, with reduced speech intelligibility as one factor contributing to this difficulty [1]
- Talker-related factors that influence speech perception are well documented [2-5]
- However, the listener also plays an important role in speech perception [6-8]
- The impact of subjective listener factors on speech intelligibility is less known

### Listener Comfort

- Listener comfort is related to speech intelligibility [9]
- The construct of comfort is not well defined and there are limitations to how previous studies measured comfort [9, 10, 11]
- Comfort can be influenced by multiple factors [12]

### Current Study

- How do participants define and describe listener comfort?
- What factors contribute to one's comfort when listening to someone speak?

**Participants** 20 total (1 Man; 18 Women; 1 Genderqueer)

Age (M=28; SD=10.42)

7 Familiar with Communication Disorders

13 Not Familiar with Communication Disorders

**Focus Groups** Remote Meetings via Zoom

7 Groups Total

2-4 participants in each group

40-60 minutes long



### Data Collection & Preparation

- Audio recordings and transcriptions saved from Zoom
- Transcriptions were checked by two research assistants

### Data Analysis [13]

- Consensus Coding
- Structural Coding
- In Vivo Coding
- Thematic Analysis

