



Understanding Aphasia: A Guide for Call Center Staff

Aphasia affects language, not intelligence. This guide will help you communicate effectively with callers who have this condition.



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What is Aphasia?



Language Disorder

Aphasia results from damage to the brain's language center.



Communication Challenges

It affects speaking, understanding, reading, and writing.



Common Causes

Primarily caused by stroke, but can result from brain injuries, tumors, or infections.

Types of Aphasia

Fluent Aphasia

Speech flows smoothly but may lack meaning. Understanding others is difficult.

Non-Fluent Aphasia

Speech is slow and effortful. Grammatical errors are common.

Global Aphasia

Most severe form. All language abilities are significantly affected.

Anomic Aphasia

Difficulty finding words for objects, people, or events.



Recognizing Aphasia During Calls



Hesitant Speech

Caller struggles to find words or form complete sentences.



Comprehension Issues

Caller seems confused by standard questions or instructions.



Inconsistent Responses

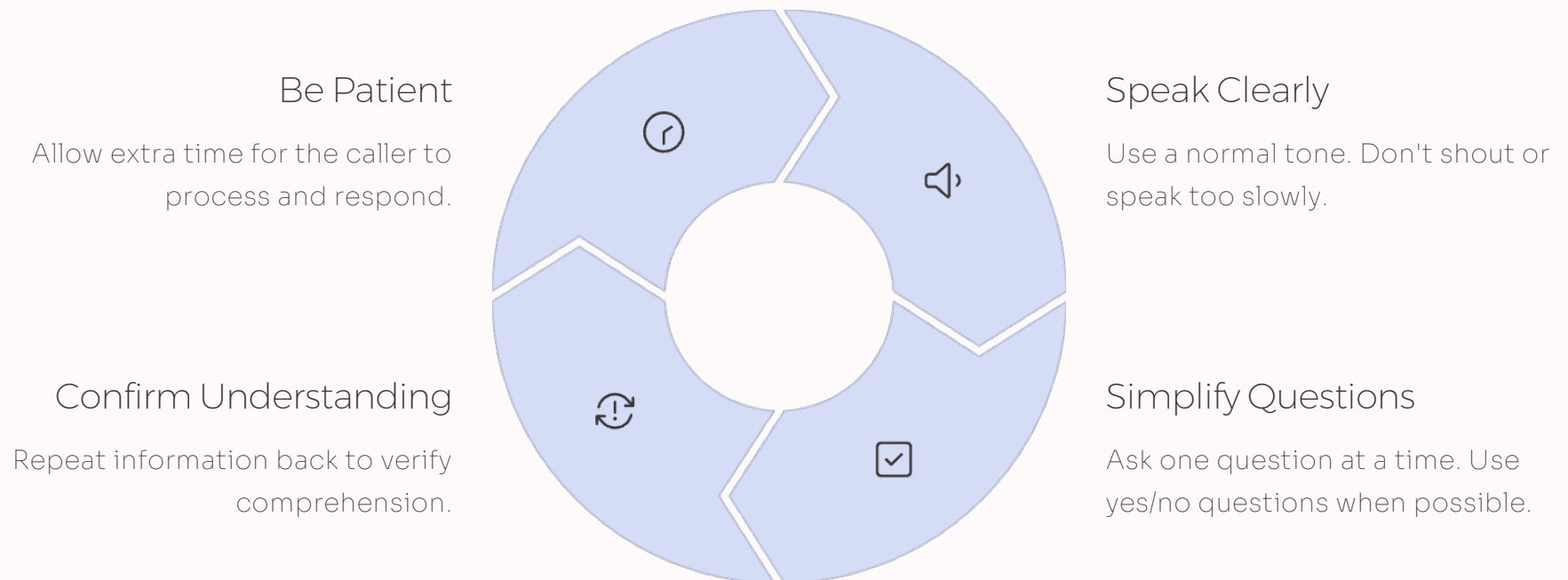
Answers may not match questions or seem off-topic.



Extended Pauses

Long silences as the caller searches for words.

Effective Communication Strategies





Supporting Recovery and Treatment

Early Intervention

Recovery chances improve with immediate treatment. Know local resources to recommend.

Speech Language Therapy

Professional therapy is the primary treatment. Sessions rebuild language skills gradually.

Ongoing Support

Recovery takes time. Patience and consistent practice yield improvements.