

## Communication tips for people with hearing loss

**Wear your hearing aids.**

**Wear your glasses/contact lenses** so that you can see the person speaking to you as well as possible.

**Don't pretend you can hear** - this will disempower you and frustrate the other person.

**Don't be ashamed of your hearing loss, or try to hide it.** 1 in 6 people have hearing loss.

If possible, **use assistive technology** to help boost your hearing and/or help you hear better in challenging listening situations - e.g. loop systems, personal listeners, amplified telephones, etc.

**Learn to lip-read** - our classes are free.

**Take breaks** from listening situations.

**Take care of yourself** - integrate rest and relaxation in to your daily routine because hearing loss causes stress and tension.

**Be confident and assertive about your hearing loss** - e.g.:

- When necessary, tell the person you are talking to that you have hearing loss.
- When necessary, ask people to speak more slowly and clearly.
- Give signals, like cupping your ear, to indicate when you need more assistance.
- Ensure you have your best ear to the person you are talking to.
- If you don't hear what someone says, ask them to say it again, or in a different way.

**Take control of your hearing environment and manage your needs in advance** - e.g.:

- Ask for a table in a quiet corner of a restaurant.
- Ask to sit in the front row at a talk/performance.
- Ask for your training session break-out group to go in a separate, quiet room.
- Ask people to speak one at a time and indicate when they are about to speak.
- Ask for an induction loop and for it to be switched on.



## **Communication tips**

### **for speaking to someone with hearing loss**

**Find a place to talk that has good lighting and is away from noise and distractions.**

**Ensure you are facing and have the full attention of the person you want to speak to so they can read your body language and lips.**

**If you are unsure, ask what the best way of communicating is.**

**Don't stand in front of bright light, as this makes lip-reading difficult.**

**Don't lean towards the person and speak in one ear as this makes lip-reading impossible.**

**Don't shout. Instead, speak clearly.**

**Use normal lip movements, facial expressions and gestures.**

**Make sure what you are saying is understood.**

**Use plain language and get to the point. Don't waffle.**

**Speak more slowly if necessary.**

**Keep what you are saying on topic and make it clear when you are changing topic.**

**If you are asked to repeat what you have said, never say 'it doesn't matter' - instead, repeat what you have said or say it in a different way.**

**Don't single the person out. If you are talking to one person with hearing loss and one without, focus on both of them but ensure the one with hearing loss can read your lips.**

**Respect a person's boundaries and dignity - e.g. don't tap them on the shoulder or start waving at them to get their attention. Stand and face them and wait for them to acknowledge you.**

**Be patient and considerate - living with a hearing loss can be really hard.**

**Engage with any required assistive technology - e.g. use the microphone of a personal listener or loop system.**