

COMMUNICATION TIPS

FOR PEOPLE WITH HEARING LOSS AND THE PEOPLE TALKING TO THEM

Tips if you are hard of hearing:

Remember, communication is a two way street. Hard of hearing people must make as much effort as normal hearing people.

Set your stage.

- Tell others how best to talk to you.
- Pick your best spot (light, quiet, proximity).
- Anticipate difficult situations and plan how to minimize them.

Project your communication.

- Pay attention.
- Concentrate on the speaker.
- Look for visual cues.
- Ask for written cues if needed.
- Don't interrupt. Let conversation flow a while to gain more meaning.

Establish empathy with audience.

- React Let the speaker know how well he or she is doing.
- Don't bluff! Admit it when you don't understand, to prevent trouble.
- If you are too tired to concentrate, as for discussion later

Tips if you have normal hearing (*when talking to someone who does not*):

Remember, when audio is poor, emphasize the visual. Practice special speaking skills.

Set your stage.

- Face the person directly.
- Spotlight your face (no backlighting).
- Avoid noisy backgrounds.
- Get the person's attention first.
- Ask how you can ease communication.

Project your communication.

- Don't shout! Speak clearly at a moderate pace.
- Don't hide your mouth, chew food or gum, or smoke while talking.
- Rephrase if you are not understood.
- Use facial expressions and gestures.
- Give clues when changing subjects.

Establish empathy with audience.

- Be patient if response is slow.
- Stay positive and relaxed.
- Talk to a hard of hearing person, not about them.
- Offer respect to build confidence.