

# **ACTION ON HEARING LOSS**

## **MISCOMMUNICATION?**

### **Tips if you have a hearing loss**

- Be open: tell the person you're speaking to that you have a hearing loss.
- Ask people to get your attention before they start talking to you.
- Get a better view: stand a reasonable distance from the person so you can see their face and lips. Gestures and facial expressions will help you understand what they're saying.
- If necessary, ask people to slow down and speak more clearly.
- If you don't catch what someone says, just ask them to say it again or in a different way.
- Keep calm: if you get anxious, you might find it harder to follow what's being said.
- Play to your strengths: if your hearing is better in one ear, try turning that side towards the person speaking to you.
- Learn to lipread: everyone does it a bit, especially in noisy places.
- Be kind to yourself! No one hears correctly all the time.

**Our friendly helpline team is waiting to answer your call or email on anything related to deafness, hearing loss or tinnitus.**

**Telephone 0808 808 0123**  
**Textphone 0808 808 9000**  
**Email [information@hearingloss.org.uk](mailto:information@hearingloss.org.uk)**

Action on Hearing Loss is the trading name of The Royal National Institute for Deaf People. A registered charity in England and Wales (207720) and Scotland (SC038926). A0042/0511

# **ACTION ON HEARING LOSS**

## **MISCOMMUNICATION?**

### **Tips when speaking to someone with a hearing loss**

- Always ask: even if someone's wearing a hearing aid, ask if they need to lipread you.
- Make sure you have the person's attention before you start speaking.
- Find a place to talk that has good lighting, away from noise and distractions.
- Turn your face towards them so they can easily see your lip movements.
- Speak clearly, not too slowly, and use normal lip movements, facial expressions and gestures.
- Make sure what you're saying is being understood.
- If someone doesn't understand what you've said, try saying it in a different way.
- Keep your voice down: it's uncomfortable for a hearing aid user if you shout and it looks aggressive.
- Get to the point: use plain language and don't waffle.
- If you're talking to one person with hearing loss and one without, focus on both of them.

**We're the charity taking action on hearing loss since 1911.**

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**We can't do this without your help. To find out more about what we do and how you can support us, go to [www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk)**