



Tips for hearing people

Communicating with someone who has hearing loss does not have to be difficult, but you do need to be patient and take the time to make sure you understand each other.

How do I communicate with someone who has hearing loss?

These are some of the simple things you can do to make communication straightforward for both of you. Remember, even if someone is wearing hearing aids it does not mean they can hear you perfectly.

- Start by asking the other person if they need to lipread.
- Make sure you have face-to-face contact.
- Get the listener's attention before you start speaking, maybe by waving or tapping them on the arm.
- Speak clearly but not too slowly, and do not exaggerate your lip movements as this can make it harder to lipread.
- Use natural facial expressions and gestures.
- If you're talking to a group that includes deaf and hearing people, don't just focus on the hearing people.
- If you're using communication support, always remember to talk directly to the person you are communicating with, not the interpreter.
- Do not shout. It can be uncomfortable for hearing aid users, and it looks aggressive.
- If someone doesn't understand what you've said, don't keep repeating it. Try saying it in a different way instead.
- Find a suitable place to talk, with good lighting to aid lipreading, and away from noise and distractions.
- Check that the person you're talking to is following you during the conversation. Use plain language and do not waffle. Avoid jargon and unfamiliar abbreviations.
- To make it easy to lipread, don't cover your mouth with your hands or clothing.



Tips for people with hearing loss

You are not alone if you sometimes find communication frustrating or stressful because of your hearing loss. But there are several simple things you can do to make life easier.

How can I communicate better with hearing people?

Be open. Tell the person you're speaking to that you lipread before you start a conversation. There's no reason to be embarrassed about your hearing loss.

Then follow our simple steps:

- Do not stand too far away. Make sure you can see the speaker's face and lips – their gestures and facial expressions will help you to understand what they're saying.
- If your hearing isn't the same in both ears, make sure you are in the best position to maximise your 'good side'. Don't be shy about asking people to change places with you.
- Ask people to get your attention before they start talking to you.
- Try to keep calm. If you become anxious or flustered, it will be harder for you to follow what is being said.
- If you don't catch what someone says the first time, do not be afraid to ask them to repeat it or say it in a different way.
- If necessary, ask people to slow down and speak more clearly.
- Don't be too hard on yourself. No one hears correctly all the time.