



## **COMMUNICATION TIPS FOR HEARING PEOPLE IN COMMUNICATING WITH THOSE WHO HAVE A HEARING LOSS**

### **RULE**

- ☛ *When audio is poor, emphasize the visual.*
- ☛ *Practice special speaking skills.*

### **SET YOUR STAGE**

- ☛ *Get listener's attention first.*
- ☛ *Face audience directly.*
- ☛ *Spotlight your face (no backlighting).*
- ☛ *Avoid noisy backgrounds.*
- ☛ *Ask how you can best facilitate communication.*

### **PROJECT YOUR COMMUNICATION**

- ☛ *Do not shout.*
- ☛ *Speak clearly, at a moderate pace.*
- ☛ *Do not cover your mouth, chew food, gum, or smoke while talking.*
- ☛ *Rephrase if you are not understood.*
- ☛ *Use facial expressions, gestures.*
- ☛ *Give clues when changing subject.*

### **ESTABLISH EMPATHY WITH AUDIENCE**

- ☛ *Be patient if response seems slow.*
- ☛ *Stay positive and relaxed.*
- ☛ *Talk to the person, not about him or her.*
- ☛ *Offer respect to help build confidence.*



7910 Woodmont Avenue – Suite 1200  
Bethesda, Maryland 20814  
301.657.2248 • 301.913.9413 (Fax)  
hearingloss.org



## **COMMUNICATION TIPS FOR PEOPLE WITH HEARING LOSS IN COMMUNICATING WITH HEARING PEOPLE**

### **RULE**

- ☛ *Communication is a two-way street.*
- ☛ *People with hearing loss must make as much effort as hearing people.*

### **SET YOUR STAGE**

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

### **PROJECT YOUR COMMUNICATION**

- ☛ *Pay attention.*
- ☛ *Concentrate on speaker.*
- ☛ *Look for visual clues.*
- ☛ *Ask for written clues if needed.*
- ☛ *Don't interrupt speaker.*
- ☛ *Let conversation flow awhile to gain more meaning.*

### **ESTABLISH EMPATHY WITH AUDIENCE**

- ☛ *React.*
- ☛ *Let speaker know how well he or she is doing.*
- ☛ *Don't bluff.*
- ☛ *Admit it when you don't understand.*
- ☛ *If unable to concentrate, ask to discuss later.*



7910 Woodmont Avenue – Suite 1200  
Bethesda, Maryland 20814  
301.657.2248 • 301.913.9413 (Fax)  
hearingloss.org