



Tips for People Who are Hearing When Communicating With People Who Have Hearing Loss

Rule

- When audio is poor, emphasize the visual.

Set Your Stage

- Get listener's attention first.
- Face the listener directly.
- Spotlight your face (no backlighting).
- Avoid noisy backgrounds.
- Ask how to 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 and gestures.
- Give clues when changing subject.

Establish Empathy

- Be patient.
- Stay positive and relaxed.
- Talk to the person, not about him or her.
- Show respect to help build confidence.

Use Assistive Listening Devices

- Offer to use available assistive listening devices.
- Be positive and responsive; make adjustments as needed.

HLAA is the nation's leading organization for people with hearing loss. HLAA holds annual conventions and Walk4Hearing events across the country, has local chapters for support and information, and advocates for 48 million people in the U.S. with hearing loss.



Tips for People with Hearing Loss When Communicating With People Who are Fully Hearing

Rule

- Communication is a two-way street.
- People with hearing loss must make as much effort as people who hear well.

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.
- Have an assistive listening device ready.

Be an Active Listener

- Pay attention.
- Concentrate on speaker.
- Look for visual clues.
- Ask for written clues if needed.
- Ask questions.
- Ask the speaker to indicate changes in topic.
- Don't interrupt speaker.
- Ask speaker to rephrase when needed.

Establish Empathy with the Speaker

- React.
- Let speakers know how well they are doing.
- Don't bluff.
- Admit it when you don't understand.

Hearing Loss Association of America
301.657.2248 • hearingloss.org



[facebook.com/HearingLossAssociation](https://www.facebook.com/HearingLossAssociation)



[@HLAA](https://twitter.com/HLAA)



[@hearinglossassociation](https://www.instagram.com/hearinglossassociation)