

Communication Tips For Family, Friends and Carers

- Make sure you have the listener's attention before you speak
- Speak slowly and clearly, but not too slowly
- Use natural facial expressions and gestures
- Don't shout. It's uncomfortable for a hearing aid user and it looks aggressive
- If someone doesn't understand what you've said, don't just keep repeating it; try saying it in a different way
- If you're talking to a person with a hearing loss a hearing person, don't just focus on the hearing person
- Find a place to talk with good lighting and soft furnishings, away from noise and distractions
- Remember not to turn your face away from someone with a hearing loss
- Check that the person you're talking to can follow your conversation. Be patient and take the time to communicate properly
- Use plain language and don't waffle. Avoid jargon and unfamiliar abbreviations

REMEMBER: Even if the person uses hearing aids, their ability to understand and process speech varies depending on hearing level, brain processing abilities and the environment they are in