

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/her.*
- ☛ *Offer respect to help build confidence.*