

Communication tips

Department of Audiology & Audiological Medicine

Lanesborough Wing, St George's Hospital

This leaflet is for people who have hearing loss. In it, you will find some tips on how to communicate better.

People with hearing loss often state that while they can hear what is being said, they do not understand it. Communication is by definition a two way process. The person with hearing loss needs to take responsibility for acquiring appropriate hearing aids or improving listening tactics. At the same time, the speaker must take some responsibility for improving the way they communicate.

Communication tips below can be used to improve conversations in various environments (meetings, noisy places, pubs and restaurants etc).

- One-to-one conversation in quiet listening conditions is ideal for all hearing impaired people. This means background noise should be minimized.
- Face-to-face conversation is recommended with clear lighting on the speaker's face. This provides the best possible reception for the voice and gives the listener any visual cues that could help with speech understanding.
- Try to minimize conversations in noisy places.
- Make sure to get the listener's attention before speaking so that they are ready. The listener may not be able to follow the conversation if they miss the beginning.
- Speak slowly and clearly, using simple language. There is no need to shout.
- The level of understanding will vary with each listener. The hearing impaired listener may still not be able to hear or understand every word and may miss key information.
- The speaker may need to repeat words or re-word information to help the listener understand.

People with hearing loss will get more enjoyment out of communicating with others if they have a clear understanding of their hearing loss, hearing aid use, hearing tactics. Meanwhile people will find it easier and more enjoyable to communicate with those with hearing loss if they understand the difficulties.

Additional information can be found by visiting
www.actiononhearingloss.org.uk

If you have any questions about the information in this leaflet, you can contact:

Department of Audiology & Audiological Medicine
Ground floor
Lanesborough Wing
St George's Hospital
Blackshaw Road
Tooting
SW17 0QT

Telephone: 020 8725 1151 (enquiries)
e-mail: stgh-tr.audiology@nhs.net
minicom: 020 8725 3019
text: 07552 612 845



August 2012
Review August 2015