



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.
- Avoid noisy backgrounds.
- Ask how to best facilitate communication.

Project Your Communication:

- Do not shout.
- Speak clearly, at a moderate pace.
- Rephrase if you are not understood.
- Use facial expressions and gestures.
- Give clues when changing subject.

Mask Wearing:

- Lower mask if safe distancing to allow lip-reading.
- May need to speak up due to decibels lost.
- Affirm correct understanding by nodding head.
- Ask to repeat back what was thought to be heard.

Establish Empathy:

- Be patient.
- Stay positive and relaxed.
- Show respect to help build confidence.

Use Assistive Listening Devices:

- Offer to use available assistive listening devices.
- If needed, utilize a speech to text app.

The HLAA Rochester Chapter was founded in 1983 and is one of the most vibrant chapters in the nation. Our chapter operates under the auspices of the National Hearing Loss Association of America. HearingLoss.org

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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).
- Have an assistive listening device ready.

Be an Active Listener:

- Pay attention to speaker.
- Look for visual clues.
- Ask for written clues if needed.
- Ask questions.
- Don't interrupt speaker.
- Ask speaker to rephrase when needed.

Mask Wearing:

- Have speech to text app ready.
- Hand out a clear mask.
- Ask speaker to speak up and affirm correct level.
- Repeat back what you think you heard.

Establish Empathy with the Speaker:

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

**Hearing Loss Association of America,
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