

ACTION ON HEARING LOSS

MISCOMMUNICATION?

Tips if you have a hearing loss

- Be open: tell the person you're speaking to that you have a hearing loss.
- Ask people to get your attention before they start talking to you.
- Get a better view: stand a reasonable distance from the person so you can see their face and lips. Gestures and facial expressions will help you understand what they're saying.
- If necessary, ask people to slow down and speak more clearly.
- If you don't catch what someone says, just ask them to say it again or in a different way.
- Keep calm: if you get anxious, you might find it harder to follow what's being said.
- Play to your strengths: if your hearing is better in one ear, try turning that side towards the person speaking to you.
- Learn to lipread: everyone does it a bit, especially in noisy places.
- Be kind to yourself! No one hears correctly all the time.

Our friendly helpline team is waiting to answer your call or email on anything related to deafness, hearing loss or tinnitus.

Telephone 0808 808 0123
Textphone 0808 808 9000
Email information@hearingloss.org.uk

Action on Hearing Loss is the trading name of The Royal National Institute for Deaf People. A registered charity in England and Wales (207720) and Scotland (SC038926). A0042/0511

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Tips when speaking to someone with a hearing loss

- Always ask: even if someone's wearing a hearing aid, ask if they need to lipread you.
- Make sure you have the person's attention before you start speaking.
- Find a place to talk that has good lighting, away from noise and distractions.
- Turn your face towards them so they can easily see your lip movements.
- Speak clearly, not too slowly, and use normal lip movements, facial expressions and gestures.
- Make sure what you're saying is being understood.
- If someone doesn't understand what you've said, try saying it in a different way.
- Keep your voice down: it's uncomfortable for a hearing aid user if you shout and it looks aggressive.
- Get to the point: use plain language and don't waffle.
- If you're talking to one person with hearing loss and one without, focus on both of them.

We're the charity taking action on hearing loss since 1911.

We can't do this without your help. To find out more about what we do and how you can support us, go to www.actiononhearingloss.org.uk