



Independent Hearing Care Services

Hearability information sheet

Here are just a few simple tips to remember when you talk to hard-of-hearing friends or colleagues:

- Make sure the person you are talking to is able to see your face and knows you are speaking to them.
- Speak clearly (not with exaggerated lip movements).
- Speak a little more slowly (not excessively slowly).
- Be patient and allow the listener time to take in your message.
- Keep it short and to the point.
- Make the person is aware of the subject before you start.
- Speak up, but do not shout.
- Use body language and facial expressions.
- Use plain English, avoid using jargon if possible.
- Stay in the light - this will make lipreading easier. (At a meeting try not to have speakers with their backs to a bright window.)
- Don't change the subject abruptly.
- Keep background noise to a minimum.
- Write it down if necessary. (At work meetings it may help if a deaf person can have a copy of the agenda or items for discussion.)
- Don't talk with your hand over your mouth or while chewing or smoking.
- If you are in a group, speak one at a time.
- Don't ramble.

Now here are some tips for communication with hard-of-hearing people on the telephone, where face-to-face communication is impossible.

- Speak clearly.
- Speak a little more slowly.
- Be patient, allowing the listener time to take in your message.
- Identify yourself clearly.
- Keep it short and to the point.
- Rephrase rather than repeat.
- Keep background noise to a minimum at your end.
- Summarise.
- Don't hang up until you are sure you have been understood.
- Repeat any information such as phone numbers or names and addresses.
- Follow up by sending written information if necessary.
- Don't ramble.

Mr A Goldsmith RHAD BA Health MSHAA RGN RMN PGCEA RNT

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Hearability Ltd, 29 Broadwater Street West, Worthing, Registered N° 4625005

 07990796210 / 01903 237732

Email: hearabilitys@btconnect.com