

# Communication tips

## for people with 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.

---

### Action on Hearing Loss Information Line

Telephone **0808 808 0123** Textphone **0808 808 9000**

SMS **0780 000 0360** (standard text message rates apply)

Email **[information@hearingloss.org.uk](mailto:information@hearingloss.org.uk)**

# Communication tips

## for speaking to someone with 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.**

---

**Action on Hearing Loss** (formerly RNID) is the largest UK charity helping people who are confronting deafness, tinnitus and hearing loss. To find out more about what we do and how you can support us, go to [actiononhearingloss.org.uk](https://actiononhearingloss.org.uk)