

Audiology Department

Communication tactics for everyone

One in seven of the adult population has a hearing loss.

The following is a quick guide as to how you can help yourself and others to hear better.

If you have a hearing impairment

- Don't stand too far away from the speaker.
- Face the speaker and keep the light on their face.
- Make sure that you can see the face/lips of the speaker and watch for expressions and gestures.
- Ask the speaker to get your attention first.
- Encourage people when starting a conversation to start with the subject at the beginning.
- Don't be afraid to ask the speaker to repeat themselves or to rephrase.
- Ask the speaker to slow down and speak clearly.
- Explain that you have a hearing loss and then tell people how they can help you.
- Be Assertive.
- Try to keep calm and don't panic.

Think positively

Simple considerations can help you to use your hearing more effectively, think about each situation and how you can improve things.

If you are speaking with someone who has a hearing impairment

- Attract the listener's attention.
- Ensure the listener knows the topic.
- Do not shout.
- Do not over exaggerate lip movement.

- Speak clearly but not too slowly.
- Keep your hand away from your face.
- Keep the light on your face.
- Remove sunglasses.
- Try to keep items such as cups or cigarettes away from your mouth as these may prevent lip reading.
- Rephrase and don't just repeat a single word.
- Remember the listener is watching you closely because they are lip reading.
- Move closer to the listener.

Be understanding

- Hearing aids cannot restore normal hearing.
- Communication is a two way process.

Manipulate the environment

- Reduce background noise where possible.
- Choose quiet surroundings wherever possible.
- Always speak to other people from the same room.
- Rooms with soft furnishings reduce echo.
- Sit where the light falls on the speakers face.
- Consider whether another part of the room would be quieter.
- Turn down the volume of your hearing aid in noisy places.
- Sit so that you reduce any distraction from behind.
- Using mats and tablecloths helps reduce echoes and harsh sounds.

Think Positively and be Understanding

A little extra effort eases frustration for everyone.



We are currently working towards a smoke free site. Smoking is only permitted in the designated smoking areas.

For advice and support in quitting, contact your GP or the free NHS stop smoking helpline on 0800 169 0 169

Help with this leaflet:



If you would like this information in another language, large print or audio format, please ask the department to contact Patient Information: 01223 216032 or

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