Communications tactics

when you talk. It helps me pick up any visual clues you

might give me.

Here are some tactics your family and friends can use to help you hear more easily. It may be helpful to introduce them to your family and friends.



Use plain language and don't waffle. Speak clearly and use normal lip movements, "Get to natural facial expressions Keep your voice at a normal and gestures. the point" level. Shouting can distort speech making it more "Don't cover difficult to understand. your mouth" "Don't shout" It is easier to hear when there is good lighting and not too many noises and "Get my distractions. attention" "Find a suitable place to talk" Before you start to speak to me, make sure you are in the same room as me and you have my full attention. "Don't speak too fast" "Face me" If I don't understand what you Always turn and face me are saying, try and say it in a

If you are experiencing difficulties communicating with a particular person or in a specific situation, the best thing to do is explain these tactics to them as it's likely they are not aware. Once they understand this they can help make the situation easier for you.

different way and slow down.

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Here are some tactics your family and friends can use to help you hear more easily. It may be helpful to introduce them to your family and friends.

- 1 Make sure you can see people's faces clearly when they are talking to you. It is harder to lip-read when someone has their hand over their mouth or there is light shining in your face.
- Minimise background noise. Background noise, such as television or radio, can disrupt clarity of speech. Choosing an appropriate location can be very beneficial.
- Speak one at a time. This ensures that you can face the speaker at all times. Having several speakers at once will increase background noise and make it more difficult for you to follow the conversation.
- Speak up, but do not shout. Often hearing aid users lack clarity of speech, but not volume. Shouting will distort speech signals and could be painful.
- Use hand gestures and facial expressions appropriately. A lot of the emotion of a conversation is gained from body language.
- **Slow down speech**, however do not exaggerate words. This can disrupt the natural rhythm of speech, making it more difficult to follow the context of the conversation.

- 7 Tell the speaker you have difficulty hearing them.

 The speaker needs to be aware that you have a hearing loss before beginning a conversation so that they can adapt their communication tactics for your needs.
- Repeat, rephrase or write it down. If you are finding a situation difficult, having a different strategy may make it easier for you to be included.