



Hearing impairment - Family and friends of a person with hearing loss

Communication strategies

TO BETTER GUIDE YOU

Hearing loss is not always visible, so it can be easy to forget that a person has a hearing impairment.

Here are some simple strategies to make communication easier.

1. Reduce background noise (e.g., television or music) or choose a quieter place to talk.
2. Get the person's attention before you start speaking.
3. Stand close to the person, about an arm's length away.
4. Make sure your mouth and face are clearly visible and not hidden by shadows. Being able to see your facial expressions and lip movements may help the person follow what you are saying. Be mindful of anything that may obstruct a clear view of your face, such as eyewear, backlighting, scarves, beards, masks, etc.
5. Make sure the person is wearing their hearing aids and that they are working properly (batteries).
6. Speak at a natural speed—not too fast or too slow—and enunciate clearly.
7. Clearly state the topic of conversation.
8. If the person asks you to repeat something, try saying it again using different words.
9. Write down important words or information on paper.
10. Ask the person what helps them understand conversations most effectively.

Remember that communication involves two or more people. Successful communication depends on the efforts of everyone involved.

