



Hearing impairment - Co-workers 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.



Important

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

1. Get the person's attention before you start speaking.
2. Stand close to the person, about an arm's length away.
3. Reduce background noise (e.g., co-workers talking, music, printers) or choose a quieter place to talk.
4. Make sure your mouth and face are clearly visible (be mindful of backlighting, scarves, masks, beards, etc.).
5. Speak at a natural speed—not too fast or too slow—and enunciate clearly.
6. Clearly state the topic of conversation.
7. For some types of communication, prioritize written communication (e.g., emails or text messages).
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.
11. Take turns speaking during meetings. During in-person meetings, the person speaking should stand up so they are more visible.

