

BETTER COMMUNICATION IS A 2-WAY STREET

A BETTER PLACE:

Allows the speaker and listener to be closer together, away from competing background noise.

Provides assistive devices such as closed captioning for TV and movies.

Makes listening easier, while others make it harder.

Has sound absorbing surfaces.



Helpful Hints

BETTER SPEAKERS WILL:

Get the listener's attention and make eye contact before speaking.

Take turns speaking, if there are multiple people involved in conversation.

Speak slowly, in a clear and normal voice.

Enable easier lip reading by not blocking speech with objects (food or cigarettes) in their mouth or in front of their mouth (hands or newspaper).

Provide helpful cues with facial expressions, hand gestures and body language.

Not shout. Yelling distorts speech, decreases a hearing-impaired person's ability to understand and may make them feel you are angry.

Rephrase or add keywords when they are not understood.

Avoid talking in the presence of loud background noise (such as TV, radio running water, air conditioners or fans).

When in doubt, ask the person with hearing loss how their 2-way communication can be improved.



Sound Advice

BETTER LISTENERS SHOULD:

(person with hearing loss)

Anticipate difficult listening situations and plan how to best minimize challenges.

Proactively and openly tell others how to best communicate with them.

Face the speaker and look for visual cues as to what they are saying.

Patiently pay close attention to speaker and not frequently interrupt them.

Not pretend they heard well when they did not and playback what they think was said.

Avoid saying "what" or "huh" if they do not understand. Instead, kindly ask the speaker to rephrase more clearly.

If possible, arrange for breaks from long discussions or meetings.

Set realistic expectations about how much they will hear clearly. Remember, even people with normal hearing do not hear and understand 100% of the time!

