

Communicating Well

Strategies to assist people with Impaired Hearing

IT IS VERY HELPFUL IF YOU...

- 1) Gain attention before speaking - speak clearly at a moderate pace.
- 2) Look at the person while talking and where possible use eye level contact - approximately 1 metre is ideal.
- 3) Introduce the topic(s) of conversation as this provides clues and it is then easier to follow and understand. Single words out of context are difficult to comprehend.
- 4) If you have not been understood - rephrase the sentence. Try breaking it into shorter phrases allowing pauses. Write down key words.
- 5) Don't shout - this can increase distortion of speech and can make the hard of hearing person feel "put down" and defensive.
- 6) Avoid putting hands, cigarettes etc in front of your face while speaking. Also avoid distracting gestures.
- 7) Make time to listen
 - > allow time for the person with impaired hearing to process information:
 - > don't expect them to concentrate on communication and carry out other tasks as well.
- 8) Encourage feedback.
- 9) Plan the environment
 - > avoid noise and other distractions.
 - > provide good lighting.
 - > avoid glare behind you.
- 10) **NEVER** say "it doesn't matter" when you are experiencing communication difficulties - communication **DOES** matter as it *is* the basis on which relationships are built.