

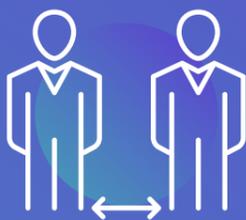
Better Communication. Better Hearing.

# Communicating better when wearing masks



## Get their attention

First things first. Get their attention by saying their name or address them in other ways to get their attention before you begin communicating.



## Watch the distance

Social distancing is still required but understand that the further apart you are, the harder it is to communicate.



## Ask

If you're talking with someone new, ask if there's anything you can do to make communication easier for both of you.



## Face your partner

While they may not see your lips, a lot of communication happens with the eyes and general facial movements. If they can at least see those, it will help with the understanding of what you say.



## Use your hands & body

Just like facial expressions, our hand and body movements communicate much more than we realise. Using your whole body to communicate will help with understanding context and emotion.



## Listen

Listen to what the person you are talking to is feeding back to you. If there's any misunderstanding, you can address the issue quickly.



## Talk louder

Keywords here are "a little". There is no need to shout, but as masks do muffle the sound a little, it is best to increase the volume a little louder than you usually would.



## Ask if they understand

Confirm that what you have said is understood. People will usually be honest with you if you ask them if you have explained everything clearly. If not, try to rephrase what you said. Or even better, write it down if possible.



## Be patient

It may take a little longer to get your message across. But that is the ultimate goal of communication. A little extra time will always be worth the investment.



## Talk slower

Make sure you are clear with your words and phrasing. You don't need to pause between every word, but take the time to ensure each word is delivered clearly.



## Move to a quiet place

Background noise and other sound factors can significantly affect the ability of people to process what they hear. If you are in a noisy environment or there's just a lot going on around you, it can help to move to a quieter place if convenient.



## Smile

Just like when you are on the phone, people can hear it in your voice if you are smiling. It will make communication so much more enjoyable for all.