CROYDON HEARING

Charity for hearing loss

Communication Tactics

How can you help yourself to hear better?

- ☑ Look at the face and lips of the person talking to you, it will give you clues.
- ☑ Be open about sharing that you have a hearing loss.
- ☑ Ask people to get your attention before they speak to you.
- ☑ Position yourself in the best possible way to hear the person speaking.
- ☑ Turn to the side of your better ear.
- ☑ Have conversations away from background noise.
- ☑ Ask people to slow down and speak more clearly.
- ☑ Pay attention to the speaker.
- ☑ Verify what you think you have heard.
- ☑ If you are unclear, ask the speaker to repeat themselves.

Hearing loss can affect any of us at any stage in our lives, it is important that compassion is shown to those who experience it. Hearing loss can be extremely isolating and we should do our best to make sure that everyone feels comfortable and confident that they can communicate.

For more information on hearing loss and our services, please contact us.

COMMUNICATION TACTICS

How can you help someone with a hearing loss to hear better?

☑ Position yourself in the best possible way to be heard.

☑ Talk to them face to face maintaining eye contact.

☑ Get their attention before you speak.

☑ Stand in good lighting.

☑ Speak clearly and pronounce your words properly.

☑ Do not shout.

☑ Use plain language and do not waffle.

☑ Keep your hands away from your face whilst talking.

☑ Check that the person with the hearing loss has followed what was said.

☑ If they did not understand you, try to say it in a different way.

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LIVING • CARING • HEARING