Communications tactics

Here are some tactics your family and friends can use to help you hear more easily. It may be helpful to introduce them to your family and friends.

- **“Get my attention”**
  Before you start to speak to me, make sure you are in the same room as me and you have my full attention.

- **“Face me”**
  Always turn and face me when you talk. It helps me pick up any visual clues you might give me.

- **“Get to the point”**
  Use plain language and don’t waffle.

- **“Don’t shout”**
  Keep your voice at a normal level. Shouting can distort speech making it more difficult to understand.

- **“Don’t cover your mouth”**
  Speak clearly and use normal lip movements, natural facial expressions and gestures.

- **“Find a suitable place to talk”**
  It is easier to hear when there is good lighting and not too many noises and distractions.

- **“Don’t speak too fast”**
  If I don’t understand what you are saying, try and say it in a different way and slow down.

If you are experiencing difficulties communicating with a particular person or in a specific situation, the best thing to do is explain these tactics to them as it’s likely they are not aware. Once they understand this they can help make the situation easier for you.
Communications tactics

Here are some tactics your family and friends can use to help you hear more easily. It may be helpful to introduce them to your family and friends.

1. **Make sure you can see people’s faces clearly** when they are talking to you. It is harder to lip-read when someone has their hand over their mouth or there is light shining in your face.

2. **Minimise background noise.** Background noise, such as television or radio, can disrupt clarity of speech. Choosing an appropriate location can be very beneficial.

3. **Speak one at a time.** This ensures that you can face the speaker at all times. Having several speakers at once will increase background noise and make it more difficult for you to follow the conversation.

4. **Speak up, but do not shout.** Often hearing aid users lack clarity of speech, but not volume. Shouting will distort speech signals and could be painful.

5. **Use hand gestures and facial expressions** appropriately. A lot of the emotion of a conversation is gained from body language.

6. **Slow down speech,** however do not exaggerate words. This can disrupt the natural rhythm of speech, making it more difficult to follow the context of the conversation.

7. **Tell the speaker you have difficulty hearing them.** The speaker needs to be aware that you have a hearing loss before beginning a conversation so that they can adapt their communication tactics for your needs.

8. **Repeat, rephrase or write it down.** If you are finding a situation difficult, having a different strategy may make it easier for you to be included.