

6. Rephrase things

It is useful to repeat things once or twice in the same way. After this, try saying the same thing using different words. Some words or phrases may be harder to hear or lip-read than others. You could even try to write down the main points if you are still getting stuck.



7. Be Patient

Communication breakdown is frustrating for both of you, but it is nobody's "fault". Try to stay calm and work out what is going wrong. Check that you are being understood by asking an "open question" – which needs more than a "Yes" or "No" answer. Make sure that you are both talking about the same thing!



8. Avoid background noise

Too much noise interferes with the speech sounds that the hearing impaired person is trying to hear. Don't talk over the television, move away from large groups, don't sit by the jukebox in the pub and don't try to have a conversation in a busy street. Remember that a **car** is a noisy environment and that lipreading can be very difficult while you are driving, or if you are a passenger at the back. Save important conversations for better listening environments.

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“I See What You Mean”



An Eight Step Guide to Good Communication

Hearing Services
West Park Hospital

The Royal Wolverhampton 
NHS Trust

This leaflet provides further information for carers, family members or friends on how to communicate best with an individual with a hearing loss.

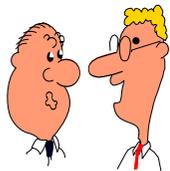
“I See What You Mean”

About one in seven people have some degree of hearing loss. It is not only older people who may be hearing impaired – many young people are too. Some people wear hearing aids, which help by making things louder. They do not necessarily make things clearer however, and some words or phrases may still be difficult to catch. Following these guidelines will help you to communicate better.

Remember that communication is a two way process and it is up to **both** people to make sure that it is going well.

Good communication benefits **everyone**, not just hearing impaired people.

8 Golden Rules for Good Communication



1. Let your face be seen

Seeing your face will help people to understand what you are saying. Make sure you are facing the light and are between three and six feet away.

2. Get attention first

Try to attract the attention of the hearing impaired person **before** you start to speak. Maybe call their name or touch their arm – but make sure that they know you are in the room first! They will then be looking at you and ready to concentrate on what you have to say.

3. Don't cover your mouth



When you are speaking, avoid smoking, eating, chewing gum or putting your hand over your mouth. Remember that hearing impaired people are trying to use vital clues from your mouth movements and facial expression.

4. Speak slowly and clearly

Speak a **little** slower than normal and maybe raise your voice slightly, but don't overdo it! **Don't** shout and **don't** exaggerate your mouth movements. It doesn't help! Ask if you are speaking too quickly or too quietly and wait for some feedback.



5. Give the topic at the start

Try to introduce the topic of conversation at the start of the sentence, then the hearing impaired person will know roughly what to expect next..... *“I want to talk to you about going shopping.”*