Communication tips for speaking to someone with hearing loss

Always ask: even if someone’s wearing a hearing aid, ask if they need to lipread you.

Make sure you have the person’s attention before you start speaking.

Find a place to talk that has good lighting, away from noise and distractions.

Turn your face towards them so they can easily see your lip movements.
Speak clearly, not too slowly, and use normal lip movements, facial expressions and gestures.

Make sure what you’re saying is being understood.

If someone doesn’t understand what you’ve said, try saying it in a different way.

Keep your voice down: it’s uncomfortable for a hearing aid user if you shout, and it looks aggressive.

Get to the point: use plain language and don’t waffle.

If you’re talking to one person with hearing loss and one without, focus on both of them.

Action on Hearing Loss Information Line
Telephone: 0808 808 0123
Textphone: 0808 808 9000
SMS: 0780 000 0360 (standard text message rates apply)
Email: information@hearingloss.org.uk

Action on Hearing Loss (formerly RNID) is the largest UK charity helping people who are confronting deafness, tinnitus and hearing loss. To find out more about what we do and how you can support us, go to actiononhearingloss.org.uk

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