

Communication Tactics



Get my attention

Before you start to speak you must ensure you are in the same room as the person and you have their full attention.



Don't speak too fast

If someone doesn't understand what you are saying you need to try and slow down your speech.



Face them

Always turn and face the person as it helps them pick up any visual clues you may give them such as lip-reading.



Get to the point

Use plain language and don't waffle.



Don't shout

You should keep your voice at a normal level. It is uncomfortable for a hearing aid user if you shout and it looks aggressive.



Don't turn away

Find a suitable place to talk with good lighting and away from noise and distractions.



Don't cover your mouth

Speak clearly and use normal lip movements, natural facial expressions and gestures.