

Opening the world of communication to  
people with hearing loss.

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**48 million Americans have some degree of hearing loss.  
Are you one of them? Please join us.**

HLAA-TC is the Twin Cities chapter of the Hearing Loss Association of America, the nation's leading organization for people with hearing loss. We provide resources, education, support and advocacy for our members and the hearing loss community. Join us at our monthly Chapter meetings ( Sept.- May) where we feature guest speakers who provide information about important and varied topics relating to hearing loss, including:

New Technologies   Research   Health   Advocacy   Communication Skills  
Emotional and Social Issues

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# Tips for Communicating With People Who Have Hearing Loss

Tips compiled by Hearing Loss Association of America (HLAA)

## Rule

- When audio is poor, emphasize the visual.

## Set Your Stage

- Get listener's attention first.
- Face the listener directly.
- Spotlight your face (no backlighting).
- Avoid noisy backgrounds.
- Ask how to best facilitate communication.

## Project Your Communication

- Do not shout.
- Speak clearly, at a moderate pace.
- Do not cover your mouth, chew food, gum or smoke while talking.
- Rephrase if you are not understood.
- Use facial expressions and gestures.
- Give clues when changing subject.

## Establish Empathy

- Be patient.
- Stay positive and relaxed.
- Talk to the person, not about him or her.
- Show respect to help build confidence.

## Use Assistive Listening Devices

- Offer to use available assistive listening devices.
- Be positive and responsive; make adjustments as needed.

## Tips For People With Hearing Loss When Communicating with Others

## Rule

- Communication is a two-way street.
- People with hearing loss must make as much effort as people who hear well.

## Set Your Stage

- Tell others how best to talk to you.
- Pick your best spot (light, quiet, proximity).
- Anticipate difficult situations; plan how to minimize them.
- Have an assistive listening device ready.

## Be an Active Listener

- Pay attention.
- Concentrate on speaker.
- Look for visual clues.
- Ask for written clues if needed.
- Ask questions.
- Ask the speaker to indicate changes in topic.
- Don't interrupt speaker.
- Ask speaker to rephrase when needed.

## Establish Empathy with the Speaker

- React.
- Let speakers know how well they are doing.
- Don't bluff.
- Admit it when you don't understand.



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