

Recommendations for a Person who is Hard of Hearing When Communicating with a Person with Good Hearing

1. Pick the best spot to communicate by avoiding areas that are poorly lit or very noisy.
2. Anticipate difficult situations and plan how to minimize problems.
3. Tell others how to best talk to you.
4. Pay attention to the speaker.
5. Look for visual clues to what is being said.
6. Ask for written clues of key words, if needed.
7. Provide feedback that you understand or cannot understand.
8. Do not bluff.
9. Arrange for frequent breaks if discussions or meetings are long.
10. Provide feedback to the speaker by saying how well they are doing.
11. Try not to interrupt too often.
12. Set realistic goals about what you can expect to understand.
13. Do have a conversation if you're not in the same room.
14. Let the other person know if you can hear high or low pitch better and if one ear hears better.

Recommendations for a Person with Good Hearing When Communicating with a Person who is Hard of Hearing

1. Get the person's attention before you speak.
2. Do not put block your mouth or eat. For example, avoid gum, cigarettes, or food.
3. Speak clearly and at a moderate pace.
4. Use facial expressions and gestures.
5. Give clues when changing the subject.
6. Rephrase when you are not understood.
7. Don't shout.
8. Avoid noisy background situations. Be aware that ambient noise may not affect you, but the other person may not be able to distinguish the words.
9. Be patient, positive and relaxed.
10. Talk to hard of hearing person, not about them. In other words, avoid talking to a third person as if the other person were not there.
11. When in doubt, ask the hard of hearing person for suggestions to improve communication.
12. Do have a conversation if you're not in the same room

Circa 1999. Original developer unknown. Additions, grammar, and language changes by Daniel Kretchman, PhD.