

Communication Toolbox

Communication Strategies for Dealing with Hearing Loss

Hearing loss is not just a matter of turning up the volume! Hearing loss effects both understanding and sensitivity. No one solution is a “be all, end all” in dealing with hearing loss. We like to think of hearing aids as a tool in a toolbox of communication.



S – Spotlight your face and keep it visible. Avoid distractions around your face.

P – Pause slightly between the content portions of sentences. Slow, exaggerated speech is just as difficult as fast speech to understand.

E – Empathize and be patient with the hearing impaired person. Hearing loss is very difficult for the person and emotional frustration can only add to this problem. Rephrase and be patient!

E – Ease their listening. Get the listener’s attention before you speak and make sure that you are being helpful in the way you speak. Ask how you can make it better. Stay on topic, speak louder or softer, be patient with the listener.

C - Control the situation. Remove distractions and try to be 5 to 10 feet away. Reduce background noise and make sure there is plenty of light on your face.

H – Have a plan. Anticipate communication difficulties, set strategies for communication in advance and implement them when they are needed.

Tools

S.P.E.E.C.H

How to better communicate with someone who has hearing loss.

C.L.E.A.R

How to better communicate when you have a hearing loss.



Adapted from Idaho State University (2012)
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