



Communication Strategies

SUGGESTIONS FOR THE LISTENER

- o Use hearing aids or assistive listening devices, if available
- o Ensure the speaker's face is visible
 - o Be in the same room as the speaker
 - o Look at the speaker
 - o Have good lighting
 - o Avoid having objects in front of the speaker's face
- o Stop what you are doing / minimize distractions or multitasking
- o **Reduce noise**
 - o Turn down / off sources of noise (TV, radio, appliances, etc.)
 - o Move further from the noise and move closer to the speaker
 - o Go to a quieter location
- o Inform the speaker that you are having problems hearing them
 - o Ask speaker to **speak slower**
 - This cues the speaker in to speak clearer
 - o Admit if you do not understand them
- o Ask the speaker to **rephrase** what they said
 - o Avoid saying "huh" or "what"
 - o **Confirm what you did hear** and important details

SUGGESTIONS FOR THE SPEAKER

- o **Talk only while in the same room**
- o Get the listeners **attention** before speaking and be sure they are watching you
- o Face the listener the entire time you are speaking
- o Ensure face is visible while talking
 - o Have good lighting (lighting is on your face, not in listener's eyes)
 - o Avoid hands, food, objects in front of face while speaking
- o Speak in a normal fashion without shouting or exaggerating
 - o If needed, **speak slower** but with normal cadence/rhythm
- o **Reduce background noise**
 - o Turn down / off sources of noise
 - o Move to a quieter location
 - o Move closer to listener
- o **Rephrase** what you said rather than repeat what you said
 - o If the listener has trouble hearing a particular word, rephrase the idea rather than repeat it
- o For important information, **confirm information** heard by listener, use visuals such as writing it down

Do you have difficulty understanding someone in noisy situations? Do you miss words or phrases when people talk or feel like other people are mumbling or not speaking clearly? These may be signs of a hearing loss and you may benefit from having your hearing tested.

Comprehensive hearing tests are available at Hearing Healthcare of Havasu. For more information or to schedule an appointment, call: (928) 732-0888