



A national charity since 1911

## Communication tips for speaking to someone with hearing loss

---

**Action on Hearing Loss**  
[actiononhearingloss.org.uk](http://actiononhearingloss.org.uk)



**NATIONAL  
LOTTERY FUNDED**

**Always ask:** even if someone's wearing a hearing aid, ask if they need to lipread you.

**Make sure you have the person's attention** before you start speaking.

Find a place to talk that has **good lighting, away from noise and distractions.**

**Turn your face towards them** so they can easily see your lip movements.

Speak clearly, not too slowly, and use **normal lip movements, facial expressions** and **gestures**.

**Make sure** what you're saying is being understood.

If someone doesn't understand what you've said, **try saying it in a different way**.

**Keep your voice down:** it's uncomfortable for a hearing aid user if you shout, and it looks aggressive.

**Get to the point:** use plain language and don't waffle.

If you're talking to one person with hearing loss and one without, **focus on both of them**.

### **Action on Hearing Loss Information Line**

Telephone: **0808 808 0123**

Textphone: **0808 808 9000**

SMS: **0780 000 0360** (standard text message rates apply)

Email: **information@hearingloss.org.uk**

**Action on Hearing Loss** (formerly RNID) is the largest UK charity helping people who are confronting deafness, tinnitus and hearing loss. To find out more about what we do and how you can support us, go to **actiononhearingloss.org.uk**

**Action on Hearing Loss is the trading name of The Royal National Institute for Deaf People.** A registered charity in England and Wales (207720) and Scotland (SC038926).  
A1450/0718