

# Communication tips

## If you're speaking to someone who's deaf

- Even if someone is wearing a hearing aid, always ask if they need to lipread you.
- Make sure you have the person's attention before you start speaking.
- Speak clearly, not too slowly, and use normal lip movements. Use natural facial expressions and gestures.
- If you're talking to a deaf person and a hearing person, focus on both of them.
- If someone doesn't understand what you've said, try saying it in a different way.
- Keep your voice at a normal level. It's uncomfortable for a hearing aid user if you shout and it looks aggressive.
- Find a suitable place to talk, with good lighting, away from noise and distractions.
- Remember to turn your face towards a deaf person. Always turn back to them so they can see your face.
- Check that the person you're talking to can follow you.
- Use plain language and don't waffle.

For more information, contact the RNID Information Line

**Telephone 0808 808 0123**

**Textphone 0808 808 9000**

**SMS 0780 0000 360**

(costs vary depending on your network)

[informationline@rnid.org.uk](mailto:informationline@rnid.org.uk)

[www.rnid.org.uk](http://www.rnid.org.uk)



Changing the world for deaf  
and hard of hearing people

# Communication tips

## If you're deaf or hard of hearing

- Have you thought about learning to lipread? Everyone lipreads to some extent, especially in noisy places.
- Be open. Tell the person you're speaking to that you lipread before you start a conversation.
- Ask people to get your attention before they start talking to you.
- Stand a reasonable distance from the person who's speaking to you.
- Try to keep calm and don't panic. If you become anxious or flustered, you might find it harder to follow what's being said.
- If your hearing isn't the same in both ears, try turning your better side towards the person speaking to you.
- If you don't catch what someone says at first, just ask them to repeat it or say it in a different way.
- If necessary, ask people to slow down and speak more clearly.
- Be kind to yourself! No one hears correctly all the time.
- Make sure you can see the speaker's face and lips. Their gestures and facial expressions will help you understand what they are saying.

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