

10 Tips for Effective Verbal Communication for People With Hearing Loss and Reduced Speech Intelligibility

1. Face the speaker directly so that you can see their mouth.
2. Try to keep background noise to a minimum.
3. If you did not understand what the speaker said:
 - i. Ask them to say the same thing again using different words.
 - ii. Ask them the first letter of the word you did not understand.
 - iii. Ask them to write down what they said.
4. Restate what was said to avoid misunderstandings.
5. Avoid pretending what was said if communication was unclear.
6. Be aware that speaking clearly will be more difficult if the speaker is fatigued or ill.
7. Gain the speaker's attention before communicating with them.
8. Avoid eating, chewing, smoking or smiling while speaking.
9. If a person has difficulty understanding a particular word, rephrase, don't repeat.
10. Avoid sudden changes of topic.

If you have concerns about your hearing, voice or speech, speak to your doctor about a referral and call one of our offices to schedule an appointment.

Audiology locations and contact information

Boston	243 Charles Street, Boston, MA 02114	(617) 573-4047
Concord	54 Baker Avenue Extension, Suite 303, Concord, MA 01742	(978) 369-8780
Stoneham	1 Montvale Avenue, Suite 203, Stoneham, MA 02180	(617) 807-7707

Voice and speech locations and contact information

Boston	243 Charles Street, Boston, MA 02114	(617) 573-4050
Quincy	500 Congress Street, Suite 2b, Quincy, MA 02169	(617) 573-4050

