



Audiology Department

Communication Tips

Information for patients, parents and carers

This information leaflet aims to give you some help for when you communicate with your child. People with hearing impairment can benefit from subtle changes that you make.

Remember communication is a two way process.

- Get your child's attention before you start speaking to them.
- It helps if they can see your face and mouth and you keep eye contact.
- Make sure that you are in a well lit room so your child can see your face and watch for expressions and gestures.
- Try to keep your hands away from your face.
- Sunglasses can act as an obstruction, so try to remove them when speaking to someone with a hearing loss.
- Move in closer to your child so that the sound is clearer and louder.
- Reduce background noise, for example:
 - Turn the TV down/off especially when you are having a conversation.
 - Find a quiet room away from other distractions, especially during specific tasks like reading or playing games.
 - Use a room that has lots of soft furnishings which absorb background noise and make listening easier.
- Speak clearly and naturally without shouting.
- Try to sit your child so that you reduce any distractions from behind.
- Use simple gestures to help them understand what you are saying.
- Always start a conversation from the same room as your child and stay there until it is finished.
- If your child does not understand what you are saying, try rephrasing rather than repeating a single word.
- When starting a conversation try to mention the topic you wish to talk about as early as possible in the discussion.

- Tell their class teacher about their hearing loss so that arrangements can be made to help, for example:
 - Sitting near the teacher in class/at the front of class.
 - Encourage your child to ask questions or ask for things to be repeated.

If you would like any more information, advice, or have any questions or comments please contact the Audiology Team on:

Tel: 0151 252 5933

E-mail: audiologymail@alderhey.nhs.uk

Fax: 0151 252 5417

This leaflet only gives general information. You must always discuss the individual treatment of your child with the appropriate member of staff. Do not rely on this leaflet alone for information about your child's treatment.

This information can be made available in other languages and formats if requested.

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