

Top Tips to help break the

SILENCE

Before Speaking

- ✓ **Get the attention of the person to make sure they are looking at you.**
okay to tap shoulders, signal in some way.
- ✓ **Ensure the environment is suitable**
- ✗ *not too much background noise or distraction. (hearing aids amplify all noises, not just your voice) Not too dark. Is there enough light?*
- ✓ **Face the light so that the person can see your face**
- ✗ *if you stand with your back to the light or window your face will be in shadow and too difficult to read.*
- ✓ **Sit or stand at the same level as the other person and at a distance of 3 to 6 feet.**
- ✓ **Make sure you are not wearing sunglasses**
Lip-readers need to see the full face and facial expressions.
- ⊙ **Remember**, deaf and hearing impaired people communicate in a number of different ways. Some sign, some listen, some speak, some lip-read. Some use all of these. They will have a preference and will be happy to tell you which they prefer.

When Speaking

- ✗ **Do not walk around or move your head.**
- ✓ *Keep eye contact.*
- ✓ **Keep your hands away from your face, especially your mouth.**
- ✓ **Speak directly to the deaf person,**
- ✗ *not through a third party.*
- ✓ **Introduce the topic of conversation**
"I want to tell you about"
- ✓ **Speak clearly & naturally in full sentences**
*Do not speak too slowly or too fast
Do not over exaggerate
Do not shout or mumble*
- ⊙ **Bear in mind that:**
Lip-readers pick out the key words first and then fill in the gaps with logic and guess work. This means that names, places and numbers are very difficult to lip-read.
- ✓ **Check that the person is understanding. Repeat if necessary.**
If the person has not understood re-phrase your sentence.
- ✓ **Use Written or visual clues.**
if you have a mobile phone to hand, text it on the screen,
- ✓ **Keep long conversations to a minimum as this is tiring for hearing impaired people.**

⊙ and remember..... **Be Patient**