

**Improve the life of 3 out of 4
seniors and yourself**



Watch this space!

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Great, so you're going to be a 'HearO'

Here's how. It's not hard, just takes a little practice.

Use these straight forward tactics when speaking to someone with a lot, or a little, hearing loss.

It'll make conversation much easier for both of you.

If you have difficulty hearing in conversation, *please* help by saying so. You'll be in plenty of good company!

So let's get started

Get the listener's attention before you speak

Talking through walls or from behind the listener is a waste of time.



Reduce or move away from background noise

Turn off the TV or music player.



Back ground noise is Number 1 enemy of hearing impaired people.

Keep watching - there's more to come!

Cartoons courtesy of Australian Hearing

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Because you're a 'HearO' when speaking with a hearing impaired person, you now always:

- get the listener's attention before you speak
- avoid or reduce background noise

OK next thing to remember – and this one's *vital!*

Don't shout!

Speak normally, if necessary **a little louder**.

Shouting will worry and distract the listener. Even a friendly greeting can look like anger and frustration if you yell.

Would you want to be spoken to like this just because you can't hear well?



A smile can reassure the listener



Don't be a mumblor or a rapid-fire speaker. These can be tough habits to break but 'HearO's keep practicing!

Cartoon courtesy of Australian Hearing

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Because you're a 'HearO' when speaking with a hearing impaired person, you now always:

- get the listener's attention before you speak
- avoid or reduce background noise
- avoid shouting, mumbling or speaking too fast

So, let's move on –

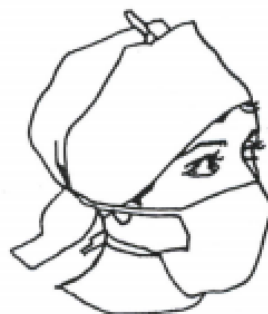
Face the listener directly

Both sit or both stand, about a metre apart.

Remember: the listener may 'hear with their eyes'.



If you have a task to do which will prevent the listener seeing your face - speak before and after, not during - the activity.



Please, nurse, explain before you put on your mask.

Cartoon courtesy of BBC TV series, 'I see what you mean' 1975
Sketch from McCall, R., 'Speechreading and Listening Tactics', Robert Hale London 1984

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Because you're a 'HearO' when speaking with a hearing impaired person, you now always:

- get the listener's attention before you speak
- avoid or reduce background noise
- avoid shouting, mumbling or speaking too fast
- face the listener directly

and now remember to –

- **Have the light on your face**, not shining in the listener's eyes
- **If you are not understood, say it differently**, don't just repeat it.
- **Keep your hands away from your face**
- **Avoid waving your hands around** - do not distract the listener



Have you tried the challenge?

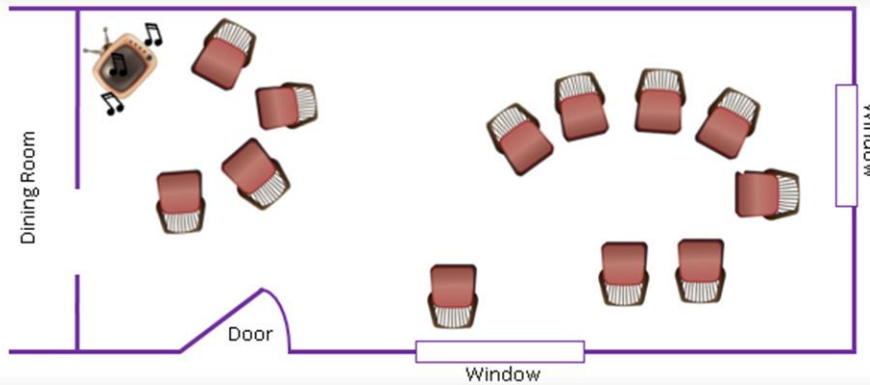
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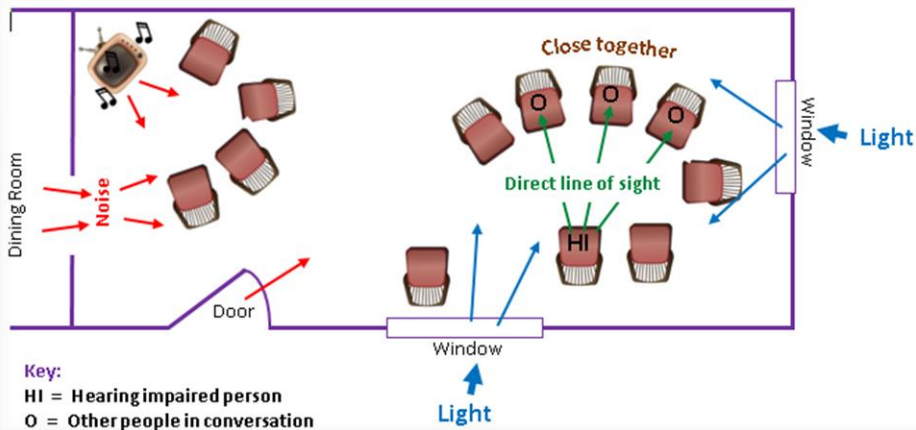


Challenge for 'HearO's

If there are three people who may have a conversation with a hearing impaired person, where would you seat all four in this situation?



Paste suggested answer flap here



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Cover flap for suggested answer to challenge

Once you have cut out the shape apply glue to the back the shape (strip along the top) and stick to the poster i.e. lifting the flap will reveal the answer.



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Because you're a 'HearO' when speaking with a hearing impaired person, remember 'EARS'

- E** How is my **ENVIRONMENT**?
 - Eliminate or reduce background noise
 - Make sure I have light on my face
- A** Do I have their **ATTENTION**?
 - Face them directly
- R** How am I **REACTING**?
 - Keep my hands away from my face
 - Avoid waving my hands around
- S** How am I **SPEAKING**?
 - Avoid shouting, mumbling and speaking fast
 - Don't repeat what I said, say it differently

If a communication doesn't go well, we should ask ourselves -
'What might I have done differently?'



Some tactics may need practice?

More tips for when speaking to a hearing impaired person:

- **Pointing to an object may give a clue** to what is being talked about.
- **Position yourself close to others** speaking to a hearing impaired person.
- Have a **pen and pad handy** to write notes as a last resort. Even with hearing aids the listener may have difficulty understanding what you say.
- **Give a (discreet) clue** to what is being talked about when the topic of conversation changes.

Cartoon courtesy of Australian Hearing

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So by now you really are a “HearO” and regularly:

- getting the listener’s attention before speaking
- avoiding or reduce background noise
- Not shouting, mumbling or speaking fast
- facing the listener directly
- ensuring you have light on your face
- keeping your hands away from your face
- avoiding waving your hands around
- saying things differently if not understood
- pointing to give a clues to what is being talked about.
- positioning yourself close when talking in groups.
- keeping a pen and pad handy to write notes as a last resort
- giving discreet clues when topics of conversation changes

and follow the tips:

Do you remember what ‘EARS’ reminds us of?

Keep an eye out for the following signs that a person is hearing impaired?

- Repetition frequently requested
- Loud volume of TV or radio
- Difficulty understanding conversation in groups or noise
- Watches speaker’s face and gestures intently
- Misses what is said, especially if speaker is not facing them
- Difficulty hearing phone ‘rings’ and/or hearing a speaker on the phone
- Responds only to loud speech or sounds
- Responses are sometimes inconsistent with conversation
- Withdrawing from social activities.



(any one of these signs could indicate the need for a hearing test)

As a ‘HearO’ **you** can make a real difference to the lives of hearing impaired people. It will also make life easier for you too.

It’s worth it!

Cartoon courtesy of Australian Hearing