

## Meetings

- Ask the leader to make sure that only one person at a time is talking



- Try to position yourself so that you can see as many faces as possible.
- Request a copy of the agenda, minutes and any notes so that you know what topic is coming up next.



## Specific Questioning

- If you ask a specific question like:

**“Does this train go to Burwood?”**

You will get an easy to understand answer such as a specific **“yes”** or **“no”**.

- But if you ask a more general question such as:

**“What train is this?”**

You might get a much longer and more confusing answer.

## Pen and Paper

Avoid confusion by writing down important points.



## Hearing Loss Management Information Series

Better Hearing Australia (Sydney Branch) is a **Volunteer-run** organisation that has been assisting **Hearing Impaired people** for over 70 years.

We offer **advice** and **support** to those whose sense of hearing has deteriorated, and **courses** to help them improve their **communication** skills.

With commitment and effort, young or old can benefit from our programs, resulting in improved self esteem, better relationships with families, and a greater sense of independence and security.

*We extend Friendship and Understanding to all our members.*

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BETTER  
HEARING  
AUSTRALIA  
*Sydney Branch*

# Hearing Tactics



For  
People with a Hearing Loss

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# Hearing Tactics



Ease communication problems by changing the surrounding conditions.

Identify which factors make a situation difficult for you



Utilise a number of strategies to help improve difficult situations.

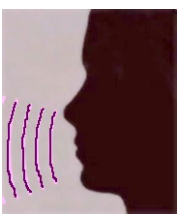
## Self Responsibility



Tell people **you have a hearing problem** so that they know why you may not be understanding them.

## Monitoring your Voice and Posture

Aim to stand tall and look confident. Speaking a little louder and slowing down your speech may encourage your conversation partner to do the same.



## Location, Location, Location!



If possible, position yourself in a quiet part of the room away from competing

## Speech (Lip) Reading

Watch the speaker's lip movements and observe facial cues. This will considerably improve your ability to "hear" what others are saying.



## Be Assertive and Self Confident

If you are having trouble hearing, try the following:

- Say: "I'm having trouble understanding you because of my hearing loss, but I'll be OK if you speak a little slower."



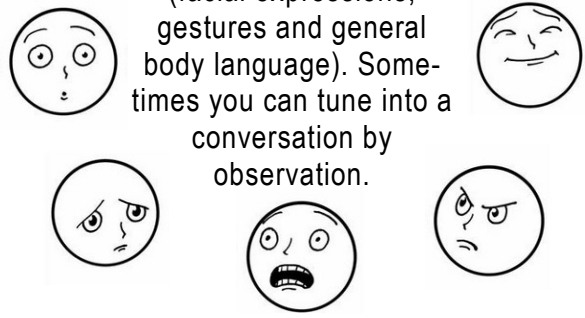
- Point to your hearing aid. This will demonstrate to people that you are doing something positive about your disability.

- Ask people to face you. This will assist you with your lip-reading and help you to watch the speaker's face for visual cues.

## Silence and Observation

A lot of our communication is non-verbal

(facial expressions, gestures and general body language). Sometimes you can tune into a conversation by observation.



## Let it Go

You can't hear everything. No one does. Because of background noise, accents and people mumbling or speaking rapidly, even those with good hearing don't catch everything

## If you make a Mistake

Don't worry about what people will think of you. Keep a positive attitude, a sense of humour and try to see the funny side of your mistakes! After all, everyone makes mistakes sometimes!



## Waiting and Thinking

Sometimes, taking a moment to pause and think about what you have heard can help you to fill in the blanks and work out what you have missed.

## Introduce a new Topic

Try introducing your own topic into the conversation. It is generally easier to follow a conversation when you are familiar with the topic and relevant words and issues.

