



Communicating with Customers with Hearing Loss

DO



...speak slowly.

Speak slowly, clearly, and take small breaks between phrases and questions.



...face the customer.

Face the person you are speaking to, not the computer screen, so they can see your facial expressions.



...rephrase.

When a customer responds with “huh” or “what,” try to rephrase your statement.



...get attention first.

Before you start speaking, wave, tap, or say the name of the person you are talking to. Once they are looking at you, carry on.



...write it down!

Provide important details in writing, so anything that was misheard can be clarified.

DON'T



...yell.

Yelling distorts the voice and makes it more difficult to understand.



...block your face.

If face masks are necessary, try to use one with a window; or use an acrylic barrier instead.



...just repeat.

Often if a word is misunderstood once, it will continue to be misheard, leading to frustration.



...keep it noisy.

People with hearing loss have a harder time hearing over TVs, radios, and/or announcements. Minimize any noises possible.



...assume they got it.

Bluffing is common in adults with hearing loss. Check for understanding when details matter.