

# Communication top tips

## Face the person you're talking to, keep your mouth visible and don't turn away



Lip reading and non-verbal clues – such as body language, hand gestures and facial expressions – can significantly increase effective communication.

## Repeat yourself or rephrase if necessary and persevere – never say it doesn't matter!

If someone doesn't understand you, use plain language and repeat what you said or phrase it differently.



## If you're still struggling to communicate, write it down



Pick up that notepad!  
If you haven't got access to a pen and paper, try texting on device screens.

## Speak one at a time, and avoid talking over one another

If there is more than one person in a conversation, take turns to talk and make it easy to see everyone's faces.



## Speak clearly – avoid shouting or speaking too quickly/slowly



Make sure you are speaking clearly, slowly and distinctly, but naturally!

Shouting or exaggerating your mouth movements will distort your lip patterns and may actually make speech reading more difficult.

## Be mindful of your surroundings

Noisy surroundings – whether from people, machines, radios, etc – can make it difficult to communicate effectively.

Instead, find somewhere quieter to talk if possible.

Another thing to consider is the lighting; try to ensure the light is bright and avoid any hard shadows or sitting directly in front of glaring lights.



## Remember, everyone is different!

While these are some important tips, you should be conscious that everyone has their own individual preferences/needs in how they like to communicate.

For example – do they sign? Can they lip-read? Are they partially able to hear?

**Remember to check the other person's communication preferences.**



**Deaf Awareness Week  
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**Access to Communication**