

Communication Tips



The ability to hear and communicate is key to healthy aging, as it enables people to perform daily activities (shopping, banking, medical appointments), participate socially and live independent lifestyles safely.

Wearing masks and social distancing have made communication more challenging, and made us more aware of the importance of being able to hear well.

Tips for easier communication:

Optimizing Hearing:

- Speak slowly and clearly, slightly louder than normal
- Keep sentences short and simple
- Paraphrase sentences you have to repeat
- Ensure there is no background noise or music where possible
- In restaurants or social gatherings, choose seats away from noisy areas
- One speaker at a time!!

Use of Visual Cues if not wearing a mask (e.g. on a Zoom call):

- Ensure your face is clearly visible to facilitate speech reading
- Position yourself so that light is on your face, not coming from behind you
- While speaking, keep hands and other objects away from your face

Some other things that help:

- Attract the person's attention before speaking
- Inform the listener of the topic of conversation and let them know when the topic changes
- Ensure the information has been heard correctly
- Write things down if necessary
- When in doubt, ask the person how you can facilitate communication