Tips and Tricks for Telecommunication:
Communicating with Someone Who Has a Cochlear Implant

Telecommunication has become the main source of socialization and communication during COVID-19, whether that be through phone calls or video chats. The replacement of face-to-face communication can lead to increased listening challenges. Below are a list of tips and tricks to improve communication with individuals with hearing loss.

Think about your background when you call
- Move to a quiet room to reduce background noise
- Try not to call while driving
- Avoid calling while walking down the street or in a noisy or echo-prone space
- Do not call on speaker phone or they will be listening to you from a distance
- If you have to call in one of these environments, explain that to your friend and let them decide whether to continue or call back later

Set the scene and go slowly
- Note the reason and/or topic of conversation to help them follow easier
- Slow your rate of speech
- If you want to tell a long story, break it into short passages

Confirm the message
- Always encourage your friend to ask for clarification
- If you are having difficulties, don’t hesitate to ask for clarification yourself
- If you provide important information about dates, names, places, etc.
  - Allow them to verify the information
  - Send the details in written form (text, email, etc.)

Be Patient!

Source: American Cochlear Implant Alliance