

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

<https://www.acialliance.org/blogpost/1334356/347956/Tips-for-People-Who-Converse-with-CI-Recipients-on-the-Telephone>