

# Deaf friendly phone call tips



Always ask if they are happy to talk on the phone



Summarise the conversation every two to three minutes.



Would they like someone else to talk for them?



Check the person you're talking to is following the conversation.



Would they prefer to use a text relay service or email?



If they don't understand what you've said, try saying it in a different way.



Speak clearly and not too slowly



Keep your voice down: it's uncomfortable for a hearing aid user if you shout, and it can come across as aggressive.



Can they increase the volume on their handset?



Get to the point: use plain language, short sentences and don't waffle.



If possible, take the call somewhere with no background noise.



Avoid using jargon and unfamiliar abbreviations.

Visit our Louder than Words website for more information about supporting staff and customers who are deaf or have hearing loss. [www.louderthanwords.org.uk](http://www.louderthanwords.org.uk)