

# MELLAN TVÅ VÄRLDAR

Work

# Maja

Maja is standing in the bakery inside the store, shaping bread, piping cakes and rolling out marzipan. She's enjoying her placement, and neither her colleagues nor her manager think her hearing loss is a problem. But when a colleague answers the phone a few metres away, near the store, Maja realises she may have a problem here. The bakery is so loud, with buzzing, whirring and banging all around, that she doesn't even want to try to talk on the phone. In a normal social phone conversation, she can usually catch the gist of what's being said, but here at Ica Maxi, Maja worries about mishearing something. And then she'll get the order wrong. What if someone wants a name written on the cake? Maja remembers when she worked in the summer at a restaurant by a beach in Umeå. It was easier to communicate with customers there. She usually worked at the ice cream checkout where lots of people were often queuing up to buy things. Maja's strategy was to always repeat what the customers said. Then it didn't matter if she heard wrong, because the customers corrected her. Sometimes someone was rude and got annoyed that she couldn't hear, but otherwise the strategy worked surprisingly well.



# Work



It is possible to apply for work aids, the first year via the Swedish Employment Service, then via the Swedish Social Insurance Agency. The employer also has a responsibility to create good working conditions.



The Swedish Employment Service can help with job searches and provide extra support. They also provide information about the employer's obligations. Bring an audiogram as proof of hearing loss.



The Swedish Work Environment Authority has information about negative effects that can occur in the working environment for a hard of hearing person and as well as information about opportunities to obtain assistive devices.



The Swedish Association of Hard of Hearing People works to ensure that people with hearing loss have a good working life. You can find more information about this on their website.



# Tips for good communication

## Information channels

- Important information should always be provided in writing.
- If the sound environment is poor, write down questions and answers.
- Try using your phone's speech-to-text features or chat tools to support the conversation.



## Environment

- Make sure the location has good lighting and acoustics.
- Minimise background noise by, for example, closing windows and doors.
- Reduce visual impact, for instance by storing materials in covered cabinets and displaying all relevant information on a designated part of the walls.
- Round tables are preferable, where everyone can see everyone else.

## Clarity

- When talking, stand close to and turn your face towards the hard of hearing person.
- Please ask what you can do to facilitate the conversation. Different people may have differing wishes and requirements.
- Don't cover your mouth and remember to speak clearly so that your lips can be read.
- If necessary, repeat what was said or use different words if the other person does not understand.
- In a meeting with several people, speak one at a time and preferably at a calm conversational pace.

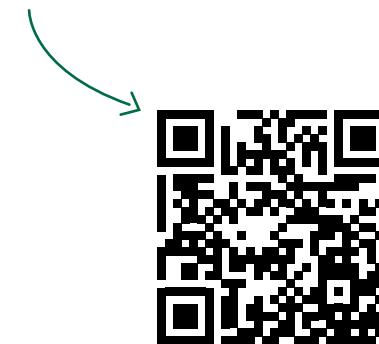


Between Two Worlds tells the story of what it's like to be young and hard of hearing and to feel caught between the hearing world and the sign language community. How it affects people's lives.

The aim is to empower young hard of hearing people and to increase understanding among family members and professionals.

Focus groups comprising young people with hearing loss and other experts have helped gather valuable experience and insights. This has resulted in a book, brochures, lectures, recorded talks and informational videos based on various themes on the subject.

**Use the QR code to access all materials:**



# Between two worlds

**With support from the Swedish Inheritance Fund,  
from 3 October 2022 to 30 September 2025**

## **National DHB Association**

The Swedish National Association DHB is a family organisation for families with children and young people who are deaf, hard of hearing, or have a language disorder. We create community, spread knowledge and fight for everyone's right to participation.

**To get in touch, email [kansliet@dhb.se](mailto:kansliet@dhb.se)**



**ALLMÄNNA  
ARVSFONDEN**

