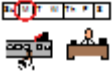










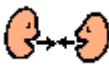


## Inclusive communication: using a range of methods to help people get messages in and out

We use a limited number of methods, both to understand and to express ourselves. Inclusive communication makes use of the broadest range of methods to help people get messages in and out. Here are some examples of what you can do.

To assist understanding	Communication method	To assist expression
<ul style="list-style-type: none"> <li>Use familiar venues and familiar contact people</li> </ul>	<p><b>Routines</b></p> 	<ul style="list-style-type: none"> <li>Ensure people have their communication aids to hand</li> </ul>
<ul style="list-style-type: none"> <li>Reduce noise and distractions at meetings</li> </ul>	<p><b>Environmental sounds</b></p> 	<ul style="list-style-type: none"> <li>Recognise electronic sounds used, for example, to attract attention</li> </ul>
<ul style="list-style-type: none"> <li>Match the emotion in your voice to your message</li> </ul>	<p><b>Human sounds</b></p> 	<ul style="list-style-type: none"> <li>Recognise sounds used, for example, to gain attention or express feelings</li> </ul>
<ul style="list-style-type: none"> <li>Point at pictures or objects during your presentation</li> </ul>	<p><b>Gesture</b></p> 	<ul style="list-style-type: none"> <li>Recognise gestures used to express opinions or when making a request</li> </ul>
<ul style="list-style-type: none"> <li>Make sure the listener can see your face</li> <li>Match your expression to your message</li> </ul>	<p><b>Facial expression</b></p> 	<ul style="list-style-type: none"> <li>Recognise use of facial expression to indicate agreement/disagreement</li> </ul>
<ul style="list-style-type: none"> <li>Make eye contact so the listener knows you are engaged</li> </ul>	<p><b>Eye-to-eye contact</b></p> 	<ul style="list-style-type: none"> <li>Recognise use of eye contact to get attention</li> </ul>

<b>To assist understanding</b>	<b>Communication method</b>	<b>To assist expression</b>
<ul style="list-style-type: none"> <li>Use objects to support the issue being discussed</li> </ul>	<p><b>Objects</b></p> 	<ul style="list-style-type: none"> <li>Have objects available, for example to help people make choices</li> </ul>
<ul style="list-style-type: none"> <li>Use photographs to illustrate places or people</li> </ul>	<p><b>Photographs</b></p> 	<ul style="list-style-type: none"> <li>Use photographs, for example, to help people make choices</li> </ul>
<ul style="list-style-type: none"> <li>Use drawings to illustrate the points being made in the discussion</li> </ul>	<p><b>Drawings</b></p> 	<ul style="list-style-type: none"> <li>Recognise the use of drawings to make a point</li> </ul>
<ul style="list-style-type: none"> <li>Use symbols to supplement written advice and information</li> </ul>	<p><b>Symbols</b></p> 	<ul style="list-style-type: none"> <li>Recognise the use of supplied symbols to express opinions and give consent</li> </ul>
<ul style="list-style-type: none"> <li>Use clear, simple language in all written documents</li> <li>Write down key words to support what you are saying</li> </ul>	<p><b>Reading/writing</b></p> 	<ul style="list-style-type: none"> <li>Recognise the use of written answers during discussion, and allow sufficient time for this</li> </ul>
<ul style="list-style-type: none"> <li>Use clear, simple language</li> <li>Adjust the tone and rate of your voice</li> </ul>	<p><b>Verbal language and speech</b></p> 	<ul style="list-style-type: none"> <li>Give people time to answer questions and express their points of view</li> </ul>

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