# Ways people understand and express themselves and ways organisations should respond

To communicate people use

* different ways to understand information and what is going on around them.
* different ways to express their needs and views.

Some ways of communicating are easier to use than others.

Easy ways of communicating are and can be used by more people in the population, more often.

Harder ways of communicating are and can be used by fewer people in the population, less often.

# Ways of communication

Here is a list of the different ways people use to understand and express themselves. The list is numbered.

Number 1 is the hardest way of communicating so it works for fewer people, less often.

Number 5 are the easiest ways of communicating so they work for more people, more often.

1. Written word
2. Speech, sign language
3. Photographs, drawings and cartoons, symbols and icons
4. Objects, looking, eye pointing, eye contact, facial expressions, and gestures.
5. Routines, touch, body movements, natural human sounds.

# To include as many people as possible in communications organisations should

1. Use writing alternative formats such as, braille, large print and easy read. Require people to use as little writing as possible to express themselves.
2. Use speech and signing, for example British Sign Language, Signalong or Makaton. Respond to people who speech and signing to express themselves.
3. Use pictures including photographs, drawings and icons. Respond to people who using pictures to express themselves.
4. Show people what they mean by demonstrating things with movements and objects. Respond to people using movement and objects to express themselves.
5. Lead people through activities in familiar places in similar ways each time. Respond to people who use touch, movements, sounds and location to express themselves.