



Reach more people with inclusive communication



Definition of inclusive communication

Inclusive communication means including as many people as possible in any communication. It means enabling people to understand and express themselves

- in ways they prefer
- through communication channels that work for them
- in situations they prefer

Ways people understand and express themselves

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. Inclusive communication means using the ways that people prefer and find easiest. Find out more about ways

of communicating at [About inclusive communication - Communication Inclusion People](#).

Communication channels

The four main communicational channels are:



In person



Online



On paper



On the phone

Some people prefer to use some channels more than others. Inclusive communication means always giving people a choice of communicational channel.

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Situational factors

The following factors can influence who is included in a communication.



Time



Place



People involved in the communication



Communication and other supports available

Some people need or prefer some situations better than others. Inclusive communication means communicating with people in the situations they prefer or find easier.

Inclusive Communication good practice standards

There are four basic standards for individuals and organisations to follow to be communication inclusive.



Standard 1: Recognise every community includes people who understand and express themselves in different ways.



Standard 2: Find out how individuals prefer to communicate.



Standard 3: Act on the preferences of the people you communicate with.



Standard 4: Test and improve what you do.

Assets organisations need to be communication inclusive

There are five things that organisations need to be communication inclusive.

1. Leadership and commitment to be communication inclusive.
2. Involvement of people who communicate in different ways.
3. Inclusive communication policies and ways of doing business.
4. Knowledge, skill, and confidence needed to communicate in an inclusive way.
5. Inclusive communication resources available throughout buildings and available to everyone

Contact Communication Inclusion People any way you find easiest



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