



Kim Kean Inclusive Communication Consultant

What is inclusive communication?

Inclusive communication enables as many people as possible to understand and express themselves -

- in ways they prefer
- through communication channels that work for them.
- in situations they prefer
- before, during and after an interaction

Ways people understand and express themselves

People use a range of ways to understand others and to express themselves. For example,

- reading and writing – simple to complex language
- listening and speaking - simple to complex language, community languages, with or without a communication aid
- sign language
- gestures, facial expression, body language
- place and objects

Everyone finds some ways of understanding and expressing easier to use than others. And what each person finds easy varies.

Inclusive communication means enabling people to use the ways of communicating which they need or prefer to use.

Communication channels

The four main communicational channels are -



In person – face to face or online meetings



Online – websites, emails, social media, WhatsApp



On paper – posters, leaflets, letters, cards



On the mobile or landline phone – voice call, text

People tend to prefer to use channels that enable them to use the ways of communicating they find easiest.

Inclusive communication means always giving people a choice of communicational channels.

Situational factors

These factors can influence who is included in a communication -



Communication supports – sign language, other community language translation, interpreter, Easy Read, advocate



Time of week, time of day, time given to communicate



Place the communication happens – familiar or new, busy or quiet, loud or quiet, light or dark, comfortable?



People involved in the communication – known, unknown, 1 to 1 or a group, trained or untrained staff?

Inclusive communication means providing the communication supports people need and offering people choice on the time, place of a communication.

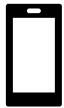
Before, during and after an interaction

Communication often starts long before we meet someone and ends after we meet them. For example -

- Before interacting with a business, we need to read information, contact them, and then read information to find our way to them.
- During our interaction we need to understand others and express ourselves.
- After the interaction we may need to read information given, seek more advice or pass on information to others.

Inclusive communication means using inclusive communication at every step of an interaction.

Contact Kim Kean Inclusive Communication Consultant on any channel you prefer.



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Arrange a time and place to meet that works for you.