

Inclusive (Kind) Communication

Who needs it?



Everyone communicates.
But not everyone communicates in the same way.



Some people need others to help them to understand things or to speak.



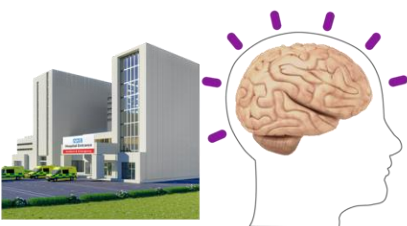
1 in 5 people in the UK will find communication difficult at some point in their lives.



Some people might have difficulty learning to talk or understand, when they are children.



Some people might have difficulty speaking or understanding all through their lives (like most people with learning disabilities or autism).



Some people might have difficulty speaking or understanding because of an illness or an accident which affects their brain (like people who have dementia or a stroke).

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The difference it makes



Having a communication difficulty can make people feel very alone.



Having a communication difficulty can make people more likely to have **mental health difficulties** like depression and anxiety.



Having a communication difficulty might make it more difficult to get good health care.



A communication difficulty can make it harder to get a job, even if you have a lot of skills.



The good news is that **we can all do something to include people** with communication difficulties. It is called using **Inclusive Communication**.

Inclusive (Kind) Communication?

What is it?



Lots of people with speaking or understanding difficulties will get better with help from a Speech and Language Therapist.



Other people will need the people around them to change how they communicate, to help them understand or express themselves.



This is called Inclusive Communication.



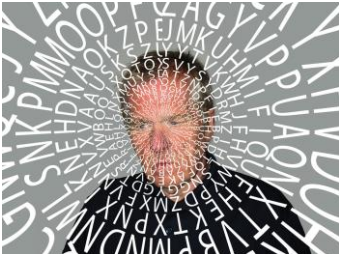
We might also call this Kind or Respectful Communication because it respects and uses the communication skills which are best for each person.



There are lots of different Inclusive Communication skills which help people – like signing, body language, tone of voice, extra time, pictures, symbols and much more.

Inclusive (Kind) Communication

Example: 1 – Dementia



When people have **dementia**, it can be hard to **remember** things. It can also be hard to **understand** the words that people say.



Finding it hard to understand can be really **upsetting** – and it can make people feel more **lost and confused**. They may find it more difficult to talk.



Using **photos and objects** help people **understand** and feel like themselves again. These are examples of **inclusive communication**.



A **photo album** with photos of important times or important people (maybe with **recorded messages**) can help someone **remember and talk about things** that matter to them.



As dementia gets worse, it can be harder for people to make sense of photos – but **familiar objects and even smells** can really help someone **understand** and feel **calm and safe**.

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Example: 2 – PMLD



People with **Profound and Multiple Learning Disabilities**, (or people who have had a severe stroke or brain injury), may not use words or speech.



This does not mean that they do not communicate – but it means we need to pay attention to different things.



If someone doesn't speak (is non-verbal) it is really important to pay attention to their body language and facial expressions.



It is really important to **get to know sounds or movements** which might mean happiness, pain, frustration or other feelings.



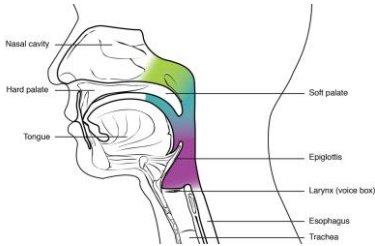
Often people with PMLD may understand things they can see, hold and touch, better than words.



Using **objects** to tell people what to expect is a great example of inclusive communication

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Example: 3 – Cerebral Palsy



Some people with **cerebral palsy** might have **difficulty speaking clearly**, because it is hard to coordinate the muscles needed for speech.



Some people may just need a **quiet environment** and for people to give them **extra time** to get the words out.



Other people may need to use a **communication aid**.



Even if someone has a **communication aid** – they still **need** the people they meet to be **Inclusive (Kind) Communication Partners**

They will need **more time** to get their message across and very importantly, they need people to keep their **communication aids** nearby (and charged!)

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Example: 4 – Mild Learning Disability



People with a mild learning disability may be brilliant at communicating in familiar social situations.



Good social communication skills sometimes hide the fact that a person finds it hard to understand or remember what is said to them.



It can be especially difficult to understand or follow instructions if they are long or complicated.



Slowing your speech down and breaking up instructions into small chunks can be helpful.



Using Makaton Signs might also help, or using symbols, for instance in a visual timetable.

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Example: 4 – Mild Learning Disability



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Thank you for reading



Inclusive Communication means **respecting** the communication needs of every person you meet.

At Include.org, we believe that **learning** inclusive communication skills is really important for everyone, but should also be fun and uplifting.

So we use a combination of **speech and language therapy research, laughter and music** to teach skills and share our message.

For instance, **The Include Choir** writes songs about what matters to us. [In my World](#) reminds us of what we share and [Kind Communication](#) explains what helps people with communication needs.

You can find out more about the Include.org approach and support our work by:

- Subscribing to [IncludeTube - YouTube](#)
- Booking training via our website: www.include.org
- Joining our [volunteer team](#)
- [Making a donation](#) to support our work

Welcome to the world of Inclusive Communication – thank you for reading!

