

Speaking up about communication difficulties



People with **communication difficulties** can find it hard to understand others.



People with **communication difficulties** can also find it hard to make others understand what they are saying.



It is **important** for **everyone** to **learn** how **they** can make communication easier for people with **communication needs**.



This **Easy Read** document **shares ways** that can make **understanding** and **speaking easier** for people with **communication difficulties**.



On **page 5**, there's a card people with **speaking** or **understanding difficulties** can **use** to **tell others** about the **things** that will **help** them communicate better.

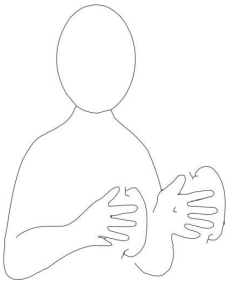
Things that help people with understanding difficulties



Some people need a little **help** to **understand** others. **Here** are **some things** that can **help people** to **understand**:



Speak slowly. Speaking slowly helps people to **understand** language **better**.



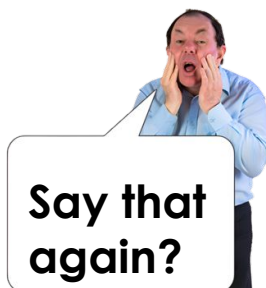
Use body language and **signs**. Using body language and signs **helps people speak slower**. It **also makes** it **easier** for **others** to **understand**.



Use **pictures** and **objects** to **make language easier** to **understand**. Using pictures and objects **helps** the **person see what you are saying** instead of **just using** their **listening** to **understand**.



Say **one thing at a time** and **give** the **person time** to **understand**.



Please remember:

It is very **important** to say: **"Sorry can you say that again?"** when you **did not understand something**.

Things that help people with speaking difficulties



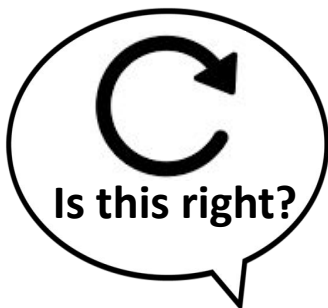
People can **find it hard** to **make clear speech** sounds or **use language**.



People with **speech** or **language difficulties** can **struggle** to **find** the **right words**, **form sentences** and **tell others** about **something** that **happened**.



Here are a few **things kind people** can **do** to **help** others with **speech** and **language difficulties**:



Repeat back what **you understood**. The **person** will **tell you** if **that is right**.

Ask yes or **no questions** like ' You went to the cinema? Is this right?'

Say that again?

Ask the person to **say** it **again** and **do not give up**. It is **rude** to **pretend** you **understood** what the **person said**.



Get creative! **Ask the person** to **use signs**, **gesture** like **pointing**, **pictures** or even **objects**. You can also **ask the person** to **write things down**, when this is **possible**.



Give the person time to **speak** and **be kind**.

Other ways to make communication better



Good communication always **needs 2 people working together**. One person needs to **speak**, and the **other** needs to **understand**.



It is **everyone's job** to **make sure communication is working** for all in a conversation.



It **can be hard** for **people** with **communication needs** to **ask for help**.



Include made a **Kind Communication card** to **make communication easier** for **people** with speaking or understanding difficulties.



The **Kind Communication card** shares **top tips** to **make communication better** for **people** with speaking and/or understanding difficulties.



People can **show** the **Kind Communication card** to **ask others** to **communicate** in **ways** that will **make communication easier** for them.



Just **print** the **next page** and **make a kind communication card for yourself or someone you know**.



Kind communication cards



Print and **cut** the **Kind Communication cards**.
You **can laminate** the cards to **make** them **last longer**.

Kind Communication: Help me be understood



Please do:

- Repeat back what I just said
- Ask closed ended questions
'Do you mean xxx?'
- Remind me to use signs, body language, point to pictures/objects
- Ask: 'Could you say that again?'



Please do not:

- Do not Pretend you understood me
- Do not ask open-ended questions ('What did you say?')
- Do not rush me. Please give me time to communicate.
- Do not give up! Please try to understand



Kind Communication: Help me understand



Please do:

- Speak slowly, only use easy words
- Say one thing at a time
- Use signs, body language, pictures and objects
- Give me time to understand
- Check if I understood



Please do not:

- Do not talk fast or use difficult words
- Do not use long sentences or too many words
- Do not just use words
- Do not rush me. Please give me time.
- Do not assume I understood





Now you know a lot more about the things that can help people with communication difficulties to communicate better.

Do you **want** to **join us** and learn more about Makaton and inclusive communication?



Just email info@include.org or **connect** on social media.

You **can** also **call** us on **07918470190**.



To **learn more** about the **ways** helping others helps you, read this Easy Read [here](#).



You can also **learn more** about Include's Champions group [here](#) and all about Stroll and Sign [here](#).



Find these Easy Reads and **others** on our website at www.include.org.

Asking others to help you understand



It **can** be **hard** to **ask others** for **help** to **understand** what they are saying.



Sometimes is **easier** to **show others** a **card** with some **ways** that **can help you understand** what they are saying .



Just **print** this **page**.



Cut the **Kind Communication card**



Keep the **card** on your **wallet** and **show** it to **people** when you **need help** to **understand**.

Kind Communication: Help me understand

 **Please do:**

- **Speak slowly, only use easy words**
- **Say one thing at a time**
- **Use signs, body language, pictures and objects**
- **Give me time to understand**
- **Check if I understood**

 **Please do not:**

- **Do not talk fast or use difficult words**
- **Do not use long sentences or too many words**
- **Do not just use words**
- **Do not rush me. Please give me time.**
- **Do not assume I understood**





Top tips to speak up about communication needs

It can be difficult for some people to ask others for the things they need to communicate better.

Here are some tips to help you ask for the things that will help you to communicate better with others:

- Ask someone you know well to help you ask for the fair changes you need.
- Bring someone you trust to important appointments, like hospital appointments.
- Practice using simple sentences to help you ask for what you need. For example, "Can you say that again?" and "Give me more time."
- Remember your rights! It is ok to ask for what you need. Everyone has the right to be understood and to understand what others are saying.
- Use a card that says what you need. For example: "*I need more time to speak*". On the next page you can find a Kind communication card that you can print and use to ask for the things that will help your communication.

Asking others to help you be better understood

Help please



It **can** be **hard** to **ask others** to **speak** in a way that will **make it easier** for **them** to **understand you**.



Sometimes it is **easier** to **show others** a **card** with some **ways** that **can help you understand** what they are saying .



Just **print** this **page**.



Cut the Kind Communication card



Keep the **card** on your **wallet** and **show** it to **people** when you **need help** for others to understand you better

Kind Communication: Help me be understood



Please do:

- Repeat back what I just said
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