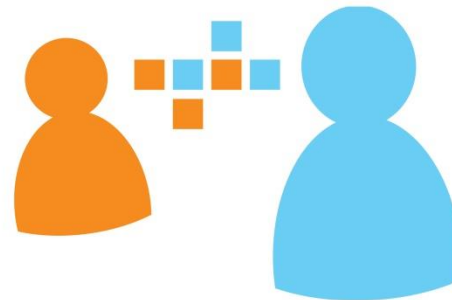


Inclusive Communication





Kim Hartley Kean

Head of RCSLT Scotland Office



kim.hartleykean@rcslt.org



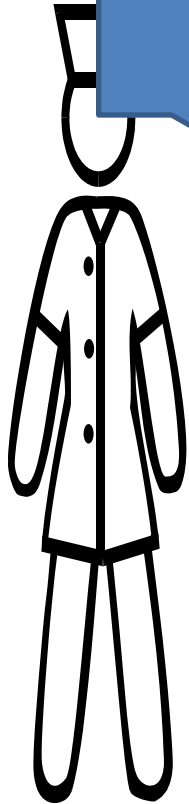
[@rcsltscot](https://twitter.com/rcsltscot)

Inclusive Communication

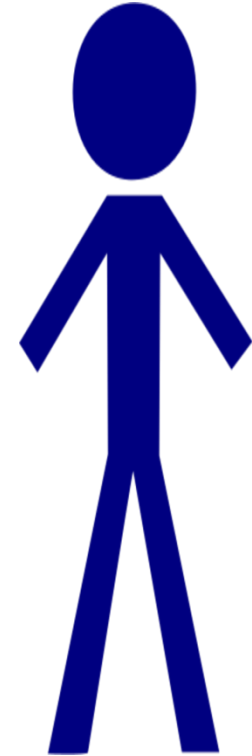
**An approach to communication
which enables
as many people as possible
to be included
in that communication**

Inclusive Communication

What works for you?



1. Routines
2. Place
3. Objects
4. Sounds, smells, taste, touch
5. Human sounds
6. Body language, eye pointing
7. Gesture
8. Facial expression
9. Signing
10. Photographs / Film
11. Symbols and drawings
- 12. Verbal language**
- 13. Written word**



Inclusive Communication about **WAYS** of communicating

- encourages and enables people to use **ways** of understanding and expressing themselves **which they find easiest**.
- Inclusive communication organisations encourage and enable **people** to use the **ways** of understanding and expressing themselves **which their users find easiest**.



**KNOWN
TO OTHERS**

**KNOWLEDGE
&
SKILLS**

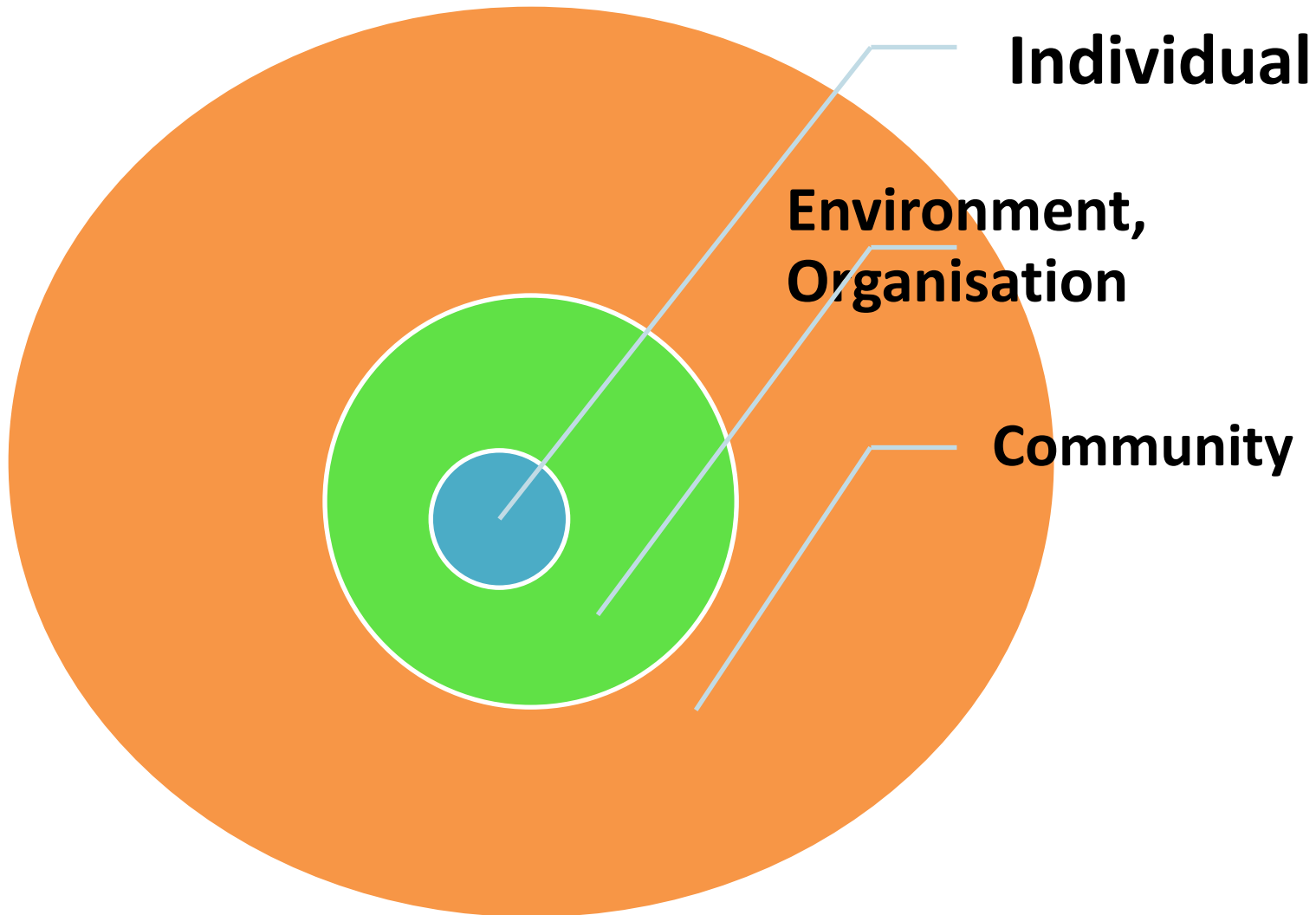
SEA LEVEL

**UNKNOWN
TO OTHERS**

ATTITUDE



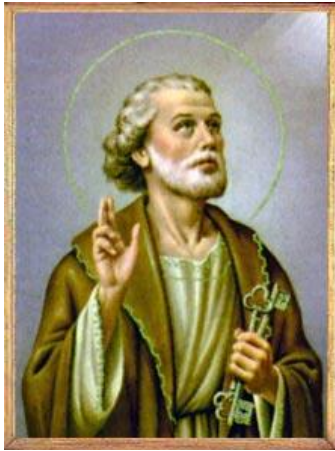
3 levels of IC Practice



Assets required

- **Asset 1:** Widespread understanding
- **Asset 2:** Shared vision
- **Asset 3:** Shared definition of quality Inclusive Communication practice
- **Asset 4:** Joined up, comprehensive Inclusive Communication Strategy
- **Asset 5:** Sustained and sustainable investment of both time and money resources
- **Asset 6:** Means of regulating, monitoring, evaluating and continuously improving

Six good reasons “to do” Inclusive Communication



RCSLT Strategy - Ultimate Outcome

Hi-res.JPG file download - Resolution 5000x3750px - www.psdgraphics.com

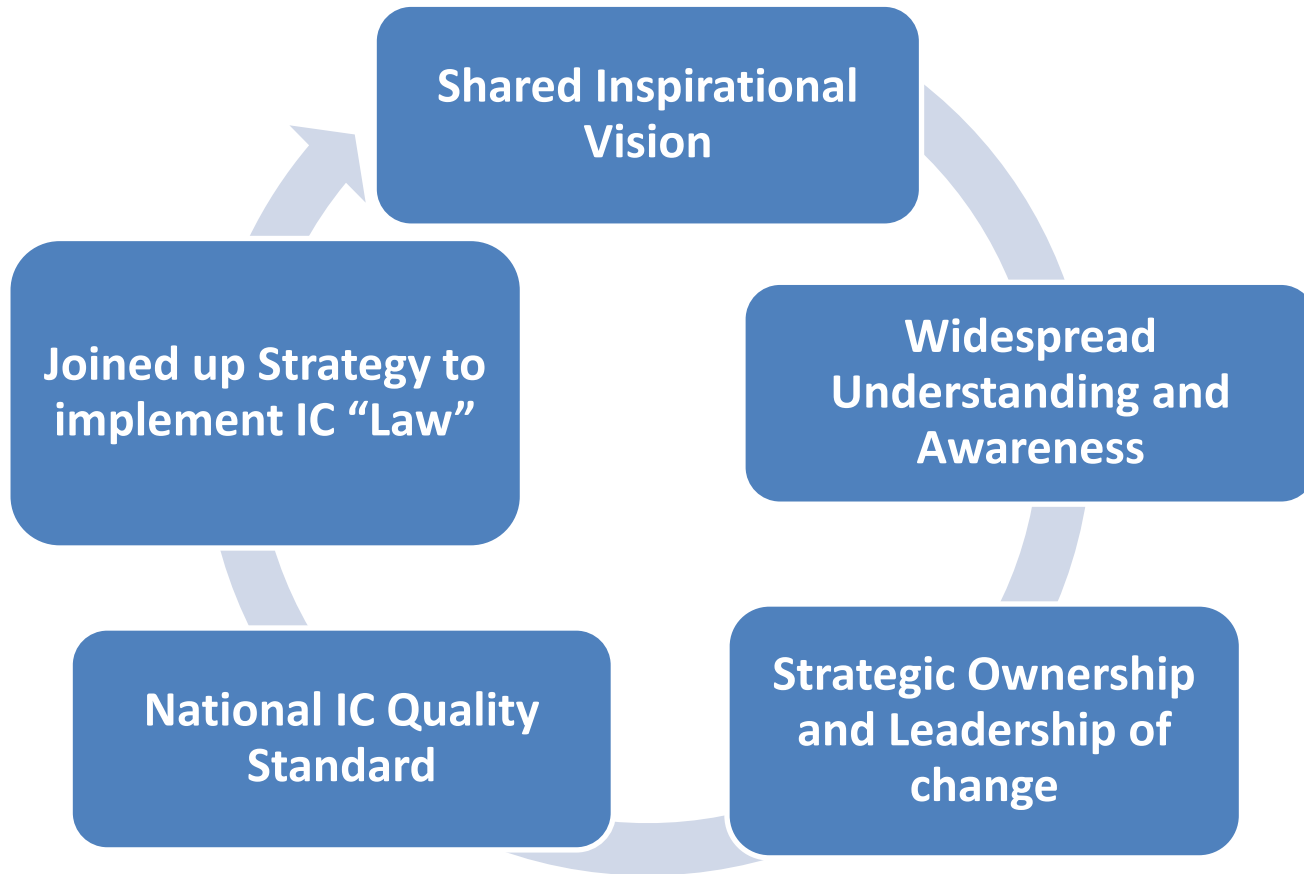


**Communication
Equality**

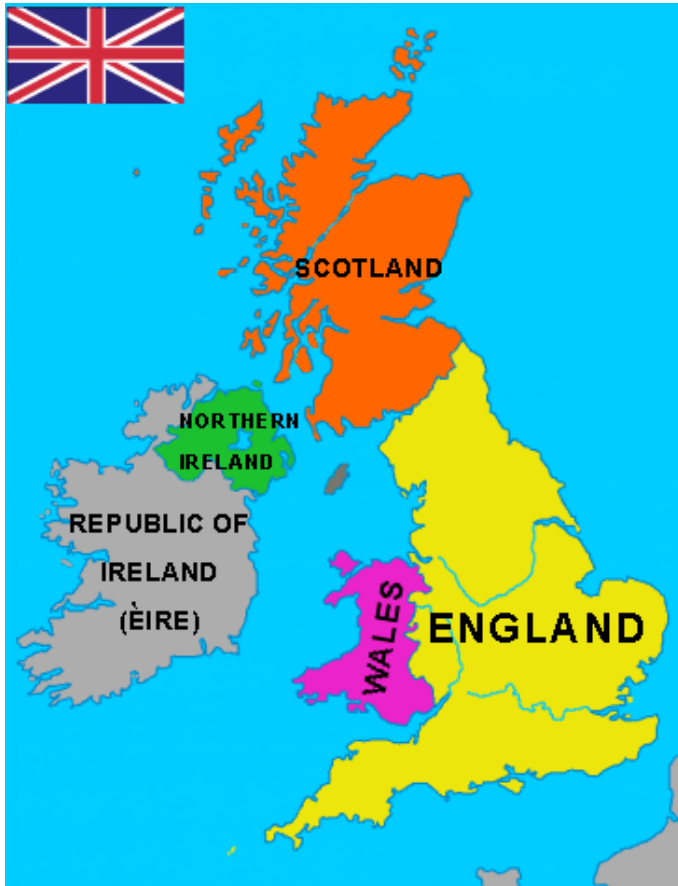
or

**Equal Communication
Opportunities
for all,
all the time,
everywhere**

Interim Outcomes



Building Partnerships



RCSLT Position Paper



<https://www.rcslt.org/members/publications/publications2/downloadable>

Making the case

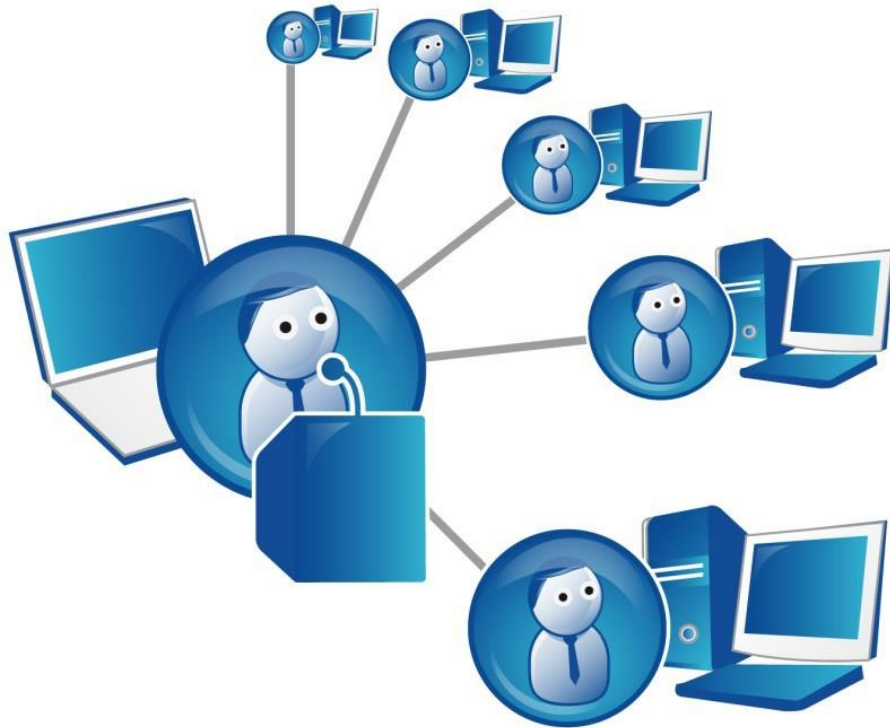
- Current terminology
- Defining inclusive communication
- IC standards and principles
- The role of the SLT
- Evaluating impact
- Future steps

RCSLT webpages



- [Inclusive communication in the context of speech and language therapy](#)
- [National standards, frameworks and guidance](#)
- [Listen to the experts: does inclusive communication make a difference?](#)
- [Putting inclusive communication into practise](#)
- [Case studies and examples of activities](#)
- [Scenarios](#)
- [Building the evidence base](#)
- [Frequently asked questions \(FAQs\)](#)
- [Guidelines, contacts and resources](#)

RCSLT Webinar

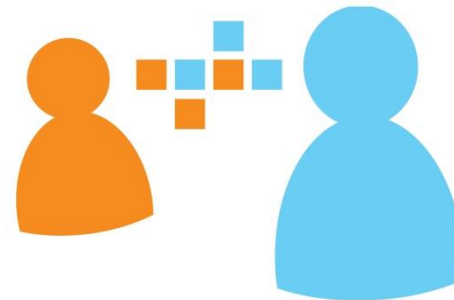
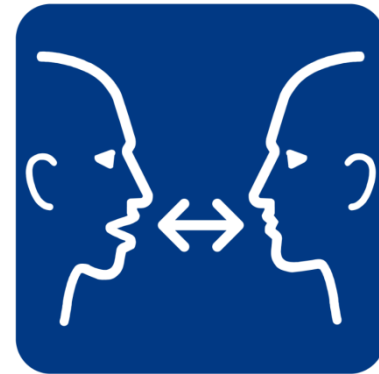


**Inclusive Communication
webinar**

**Wednesday
13th December 2017**

Look out for info. on
https://www.rcslt.org/news/webinars/rcslt_webinars

UK symbol for communication access



In House



- Staff Training Sessions
- Business Cards
- Email signatures
- Door signs
- Agenda's
- Minutes
- ... planning more
- Copy us?

E-mail signatures



We are including a picture of ourselves on our e-mail signature as part of our Inclusive Communication initiative. A picture can make knowing who the e-mail has come from easier for people who have a communication issue. We are in the process of making our practice and office more Inclusive Communication friendly.

Evelyn Wallace, BA (Hons) | Personal Assistant to Head of Scotland Office | Royal College of Speech & Language Therapists

Office Hours: Monday 9 to 1, Tues/Wed/Thurs 9 to 5.30

49 North Castle Street | Edinburgh EH2 3BG |

Tel: 0131 226 5250

E-mail:


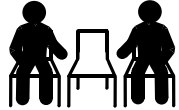






E-mail: evelyn.wallace@rcslt.org

Web: www.rcslt.org

Minute

Minutes of meeting – Scotland Office Team
Meeting
held on 20th April 2017 at 10.30
at 49 North Castle Street

	People who were at the meeting: Evelyn Wallace – Personal Assistant to Kim Hartley Kean Kim Hartley Kean – Head of Scotland Office Robert MacBean – Policy Officer
	People who missed the meeting: No apologies
	Agenda Item – Work Plan Work plan for 2017-18 Work plan discussed and the original document is to be updated with each persons tasks. Evelyn Wallace to update document and circulate.
	Agenda Item 2 – Member conference 2017 Member conference 2017 Evelyn Wallace is to contact events team and offer Scotland team help on the day in the run up to the event.
	Agenda Item 3 - Budget 2017/18 Budget discussed, each team member has copy.
	Matters arising: Communication Summit update – Kim Hartley Kean states that event went well and that she will be working with organiser group to create draft action plan Attainment Day update Event went well and was fully attended. Members are to take next part forward.

Gathering Visions in Scotland

- What would an Inclusive Communication Nation **FEEL like?**
- What would it **HAVE** that would **BE DIFFERENT FROM NOW?**

Helen's Vision

An inclusive communication world would **FEEL** like
“support was a natural thing”

An inclusive communication world would **BE**
DIFFERENT FROM NOW if
“organisations were more human about us”

**Helen Gowland, Speakability Member, mother,
wife, person who has aphasia**

Catherine's Vision

An inclusive communication world would **FEEL** like
“there were no barriers to communication within an organisation – no matter if it was face to face in a branch environment or communication generally on line, on video ...”

An inclusive communication world would **BE DIFFERENT FROM NOW** if

“Products and service design from day 1 considered customers with different needs and made sure that access was ensured”

Catherine Townsend , Head of Customer and Client Access, Barclays Bank, 2016.

Want to be part of it?

- kim.hartleykean@rcslt.org
- @rcsltscot
- #ICScotland

Your take away ...

- IC definition and SLT role
- Understanding of RCSLT strategy and activity
- Considering your part in delivering –

Communication Equality

More Information

Inclusive Communication Webpages

https://www.rcslt.org/cq_live/resources_and_inclusive_communication/overview

Inclusive Communication Position Paper

https://www.rcslt.org/cq_live/resources_and_docs/inclusive/ICposition_paper

Inclusive Communication Webinar

https://www.rcslt.org/news/webinars/rcslt_webinars

International Communication Project

<http://internationalcommunicationproject.com/>