Inclusive Communication
Kim Hartley Kean
Head of RCSLT Scotland Office

kim.hartleykean@rcsilt.org

@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

What works for you?
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.
KNOWLEDGE & SKILLS

ATTITUDE

KNOWN TO OTHERS

UNKNOWN TO OTHERS

SEA LEVEL
3 levels of IC Practice

Individual
Environment, Organisation
Community
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

Communication Equality

or

Equal Communication Opportunities for all, all the time, everywhere
Interim Outcomes

- Shared Inspirational Vision
- Widespread Understanding and Awareness
- National IC Quality Standard
- Strategic Ownership and Leadership of change
- Joined up Strategy to implement IC “Law”
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
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: evelyn.wallace@rcslt.org
Web: www.rcslt.org
# Minute

<table>
<thead>
<tr>
<th>Minutes of meeting – Scotland Office Team</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meeting held on 20th April 2017 at 10.30</td>
</tr>
<tr>
<td>At 49 North Castle Street</td>
</tr>
</tbody>
</table>

**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 person's 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_a_z/inclusive_communication/overview

Inclusive Communication Position Paper
https://www.rcslt.org/cq_live/resources_a_z/docs/inclusive/ICposition_paper

Inclusive Communication Webinar

International Communication Project
http://internationalcommunicationproject.com/