

Inclusive Communication



Language

- Use clear, concise, and structured language; avoid metaphors, proverbs, and unnecessary information.
- Direct communication helps prevent confusion and ensures tasks are understood immediately.
- Combine verbal communication with non-verbal or alternative methods (e.g. symbols, digital tools).
- Visual supports (e.g. icons for instructions) can make information more accessible and easier to process.



Working Materials

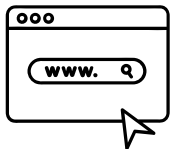
- Working materials should be clearly structured (headings, short paragraphs, bullet points, checklists).
- Overviews and summaries help make longer documents easier to understand.
- Visual symbols can support or replace written information.
- Use simple, sans serif fonts and a clear, readable layout with minimal colors.
- Avoid long texts, bright colors, and distracting design elements.

Inclusive Communication



Presentations

- Use multiple communication channels to reach more people.
- Apply the two-sense principle: combine spoken content with written or visual materials (e.g. slides, handouts).
- Use different formats such as text, images, and audio to convey information.
- Distribute materials via multiple channels (e.g. email, intranet, print).
- Provide additional resources (e.g. literature, videos) for further exploration.



Websites and digital content

- Avoid overwhelming design: limit bright colors, animations, auto-playing videos, complex navigation, and strict time limits.
- Ensure simple, intuitive navigation with clear labels for buttons and links.
- Use high-contrast text and sans serif fonts to improve readability.
- Provide flexible settings (e.g. adjustable text size, spacing, colors, and different input methods).
- Offer easy-to-understand language and alternative formats (e.g. visuals, audio, pictograms).
- Allow users to control or disable animations and adjust time limits.

Inclusive Communication



Group work

- Structure group work clearly with defined tasks, timelines, and regular feedback to support collaboration and goal achievement.
- Allow flexibility by enabling participants to choose group members and offering the option to work individually if this improves learning and well-being.
- Provide active moderation and support to address conflicts or challenges that cannot be resolved within the group.
- Recognize and value the effort and cognitive demands of group work, as it can be particularly challenging.
- Ensure sufficient time, manageable workloads, and regular breaks so all participants can engage and benefit.



Conclusion

- Think beyond language: include multiple modes of communication
- Use clear structure, visual support, and explicit instructions
- Adapt communication methods to support different processing needs