

Advancing Inclusive Practices: Inclusive Communication Workshop

Tuesday 20th September 2016

Evaluation Report

This Inclusive Communication Workshop is a one-day course, aims to expand participants' considerations about inclusive communication as well as to help participants to develop strategies in tackling communication barriers. This workshop was delivered by Nina Munday, Founder and Director of Embody Global Consultancy as well as the Manager of Fife Centre for Equalities.

Learning Outcomes

- Better understanding of ethos and values of inclusive communication;
- Increased awareness and ability to identify communication barriers;
- Better knowledge of different types of inclusive communication;
- Being confident in applying inclusive communication in the workplace.

Programme

9:30 Registration
9:45 Introduction
10:00 Lost in translation – ice breaker
10:30 Why inclusive communication matters?
10:45 Organisational ethos and values
11:15 Break
11:30 Range of communication barriers
12:00 Personal experience of negative communication
12:30 Lunch
13:30 Inclusive communication tools
14:00 Personal experience of positive communication
14:30 Break
14:45 Develop an inclusive communication practice
15:15 Sharing practices
15:45 Evaluation
16:00 Close

Participants

11 people attended this workshop on 20th September 2016, representing the following organisations.

- (these)abilities
- Aquatic Educator of Persons with Special Needs
- LearnIn Pte Ltd
- THK Pan-Disability Centre
- Cerebral Palsy Alliance Singapore
- Able Thrive
- Ngee Ann Polytechnic Business and Social Enterprise
- GMC
- Disabled People's Association

The participants' age range spanned from early 20's to Mid 50's. Eight of the participants were female and three were male. Only one participant stated that they have a disability, it being sensory impairment. Nine self-classified as Chinese and two were of other ethnic groups (Eurasian and Indian).

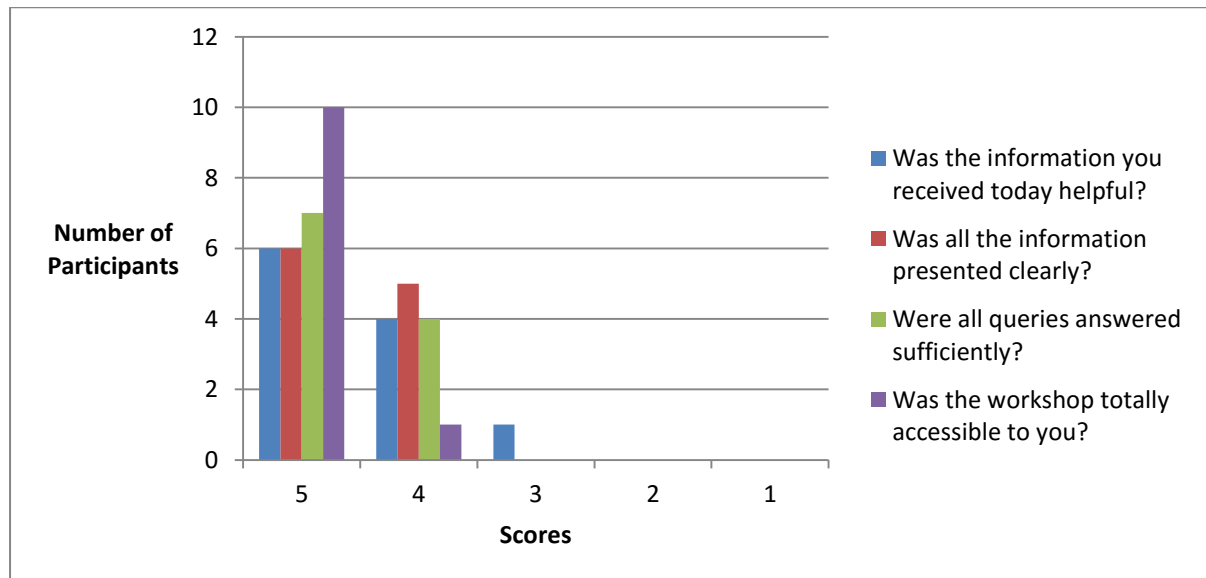
Three of the participants stated their religion/faith as Buddhism, one stated Christianity, one stated Hinduism, two stated no religion, three stated Roman Catholic and one stated Taoism.

Two of the participants have caring responsibilities. Eight were single and three were married.

Six of the participants were employed full-time, one was in part-time employment, two were self-employed, one was in further/higher education and one was unemployed and seeking work.



Feedback



The majority of participants scored the workshop very highly; 5 or 4 on the contents, delivery and accessibility.

Participants were asked to score their own knowledge before and after the workshop. Prior to the workshop, seven participants scored their own knowledge at 3, one at 5, one at 4, one at 2 and one at 1.

After the workshop, eight participants scored their knowledge on the subject as 4 and three at 5. This marked a significant improvement of their knowledge as a result of this workshop.

Other Comments:

"I thought the length of the course was just right. I liked that you have lots of examples to contextualise all the suggestions or learning points."

"Perhaps the physical setting of the learning area could be more collaborative in nature to promote sharing."

"Great that Nina is willing to listen to personal work situations and is willing to advise."

"Awesome job Nina! Content and information was well presented and ample attention given to self-reflection and community implementation."

"Was very good. Had a lot of examples. Good interaction with all the participants."

"I have learnt not to make assumptions before helping someone with a disability."

"Thank you for holding this workshop. It is interesting and helps a lot in better understanding of communicating, be it personal or work. :-)"

"Thank you!"

"Nina presented the contents well and deepened my understanding what is inclusive communication."

Advice and Suggestions for future seminars/training programmes:

“Maybe it would be interesting to see photos, videos or actual examples of the assistive technology you spoke about. Not all, but maybe one or two examples.”

“More pictures for inclusive communication tools.”

“Maybe more visual material (pictorial). Because sometimes if there's too much words, I might shut off sometimes.”

“The session could be slightly longer to enable active and engaging discussions on relevant topics!”

“Maybe include some more pictures and videos.”

Future training needs/request:

“Cover inclusivity in other spheres of life - home, school, play.”

Comments from Trainer

This workshop benefited greatly from the engagement and contributions from the participants. It is encouraging to learn that the participants felt they gained knowledge and understanding on inclusive communication. Their feedback will help improve the design for future courses. Based on their recommendation, a fuller handout describing the communication tools will be distributed.

For further information about Inclusive Communication or other equality, diversity or inclusion matters, please contact Nina Munday by email nina.munday@embodyglobal.com.

