



Inclusive Communication

Train the Trainer
Core Modules

Inclusive Communication

This module is for **staff in a range of roles**, including call centre and customer-facing staff. It can be used alongside other modules in the package.

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Suggested timings are given below. Depending on delivery and delegate numbers, the content in this module could be delivered in 20–35 minutes.

Learning Objectives

1

Exploring a range of practical tips to support communication with disabled passengers

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2

Sharing good practice with colleagues and the trainer about inclusive communication

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3

Developing empathy and understanding for disabled passengers

Guidance to Accompany Slides

Communication Tips

Suggested timings: 10 minutes

Purpose: To provide delegates with some **simple tips to improve interaction** with disabled passengers and to communicate effectively.

Work through each of the communication tips, inviting questions or comments as appropriate.

Remember to:

Suggested timings: 5 minutes

Purpose: To **summarise good practice** in inclusive communications.

Present the material in this slide, then take questions and comments.

REAL

Suggested timings: 5–20 minutes

Purpose: Depending on the time available, use this slide to **summarise key messages**, and remind people about the Respect, Empathise, Ask, Listen theme of the training.

You can use the train the trainer notes on REAL here and/or in other sections of the training.



REAL

Respect

REAL

Empathise

REAL

Ask

REAL

Listen

REAL Passenger **REAL** Person



Department
for Transport