

# Inclusive Communication



**REAL**  
REAL Passenger REAL Person



Department  
for Transport

# Communication Tips

If you think someone might benefit from extra support, don't be afraid to ask:

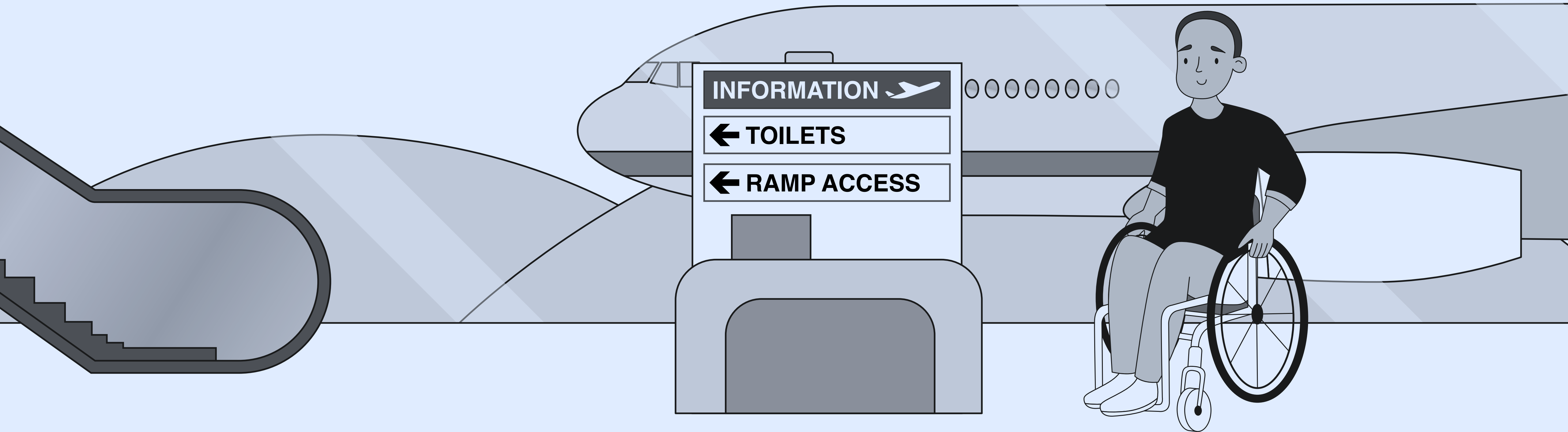
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**‘Do you need any assistance with your journey?’ or ‘Can I help you at all?’**



# Communication Tips

Find out about accessible routes and facilities.



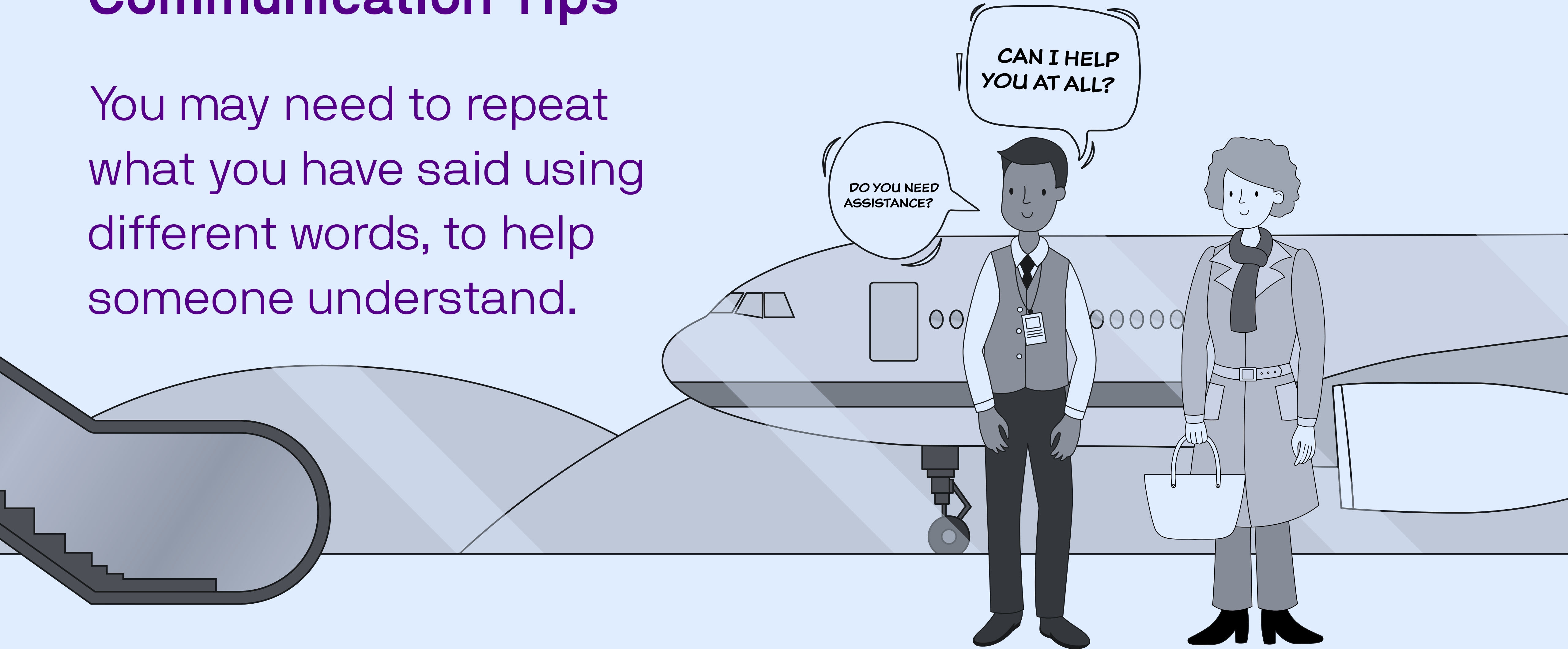
# Communication Tips

Remember that sometimes people need extra time to understand or to explain what they need.



# Communication Tips

You may need to repeat what you have said using different words, to help someone understand.



# Communication Tips

Communication isn't just about talking. It's also about listening.





# Communication Tips

When you're communicating with anyone, think about your tone of voice, as well as the words you use.



# Communication Tips

To be an inclusive communicator, remember that people may face different types of language barrier, such as a hearing impairment, using English as an additional language, having a learning disability or problems with memory.



# Communication Tips

You can use tools such as a coin recognition chart, or point to a physical route, map or timetable, rather than only asking people to go online.



# Remember to:

Use **clear and simple** words and phrases.

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**Avoid jargon** or long words that might be hard to understand.

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**Be prepared to use different communication tools** or methods (for example, just pointing may not help to explain to someone with a visual impairment where to go).

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**Follow the lead** of the person you're communicating with.

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Go at the **pace of the person** you're communicating with, **check** you have understood and be creative.

REAL

Respect

REAL

Empathise

REAL

Ask

REAL

Listen

REAL Passenger REAL Person



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