

Fife Centre for Equalities

Inclusive Communication Workshop

Thursday 23 February 2017

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, 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 Developing an inclusive communication practice
15:15 Sharing practices
15:45 Evaluation
16:00 Close

Participants

13 people attended this workshop on 23 February 2017, representing the following organisations.

- Lead Scotland
- Penumbra
- Adult Support & Protection Team
- ENABLE Scotland
- Fife Voluntary Action
- Fife Carers Centre
- Work Options Team
- Deaf Communication Service
- Fife Centre for Equalities

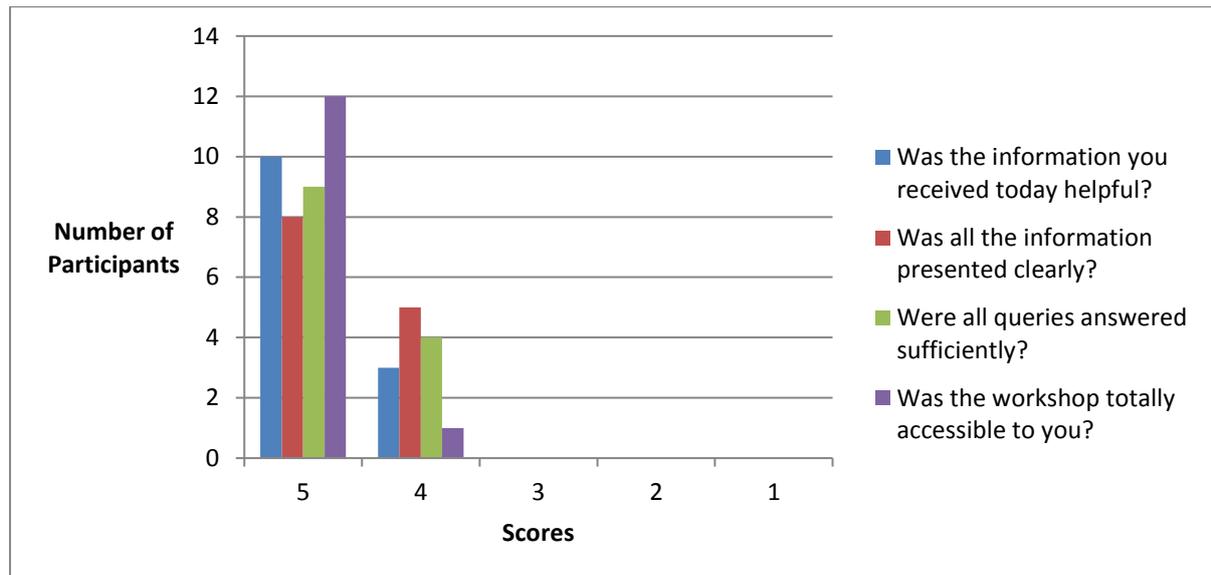
The participants' age range spanned from 19 to 66. Eleven of the participants are female and two are male. Only one participant stated that they have a disability. Eleven self-classified as White Scottish, one as Swedish and one as mixed ethnicity. Nine of the participants stated they have no religion, one stated Church of Scotland, and one stated other.

One participant has caring responsibilities. Eight are married and five are single.

Ten of the participants are employed full-time, one is in part-time employment, one is in further/higher education and one is retired.



Feedback



All participants scored the workshop very highly; a majority of participants scored 5 out of 5 on the content, delivery and accessibility.

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

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

Other Comments:

“Great to see deafness included as this often missed out - very knowledgeable!”

“Make loads of notes.”

“Very informative, plenty knowledge gained.”

“It would have been good to see live or video examples of some of the other methods of communication.”

“I have a better awareness of people needs/communication. Great course, would/will highly recommend to others.”

“Resource pack very useful.”

“This workshop would be highly relevant a practical for many other audiences/groups.”

“I feel I have a better understanding of inclusive communication.”

“Really appreciate the handouts - resource pack especially.”

“Really useful training especially tools for inclusive communication.”

“More interactive sessions.”

Advice and Suggestions for future seminars/training programmes:

“Offer this training if possible regularly; very informative.”

“More desk space.”

“Potentially more group activities? Audience involvement!”

“Really good and interesting material. Activities were really useful. Great to see some of the technology in use today.”

“None, covered all areas, very useful information.”

“Keep on doing what you do! Very valuable day.”

“Found the morning session very interesting, the activities were very relevant to assist with understanding. The afternoon session was very informative but quite lengthy - could be more edited. The video was very powerful.”

Future training needs/request:

“Practical tools and applications.”

“I'll keep my eyes open for what you have on offer.”

Keywords

#workshop #inclusive #ethos #communication #barriers

Further Information

More information about Inclusive Communication or other equality, diversity or inclusion matters, please contact Fife Centre for Equalities by email info@centreforequalities.org.uk or telephone 01592 645 310.

