



KEEP IT SIMPLE

top tips to consider when working with others

The way we communicate is important to working with people as equals. It is all too easy to slip into our own way of saying things, or to assume knowledge. Here are some top tips to consider when working with others:

1 Ask the people you are working with how they would like to be referred to?

It is better to ask than to assume. We are all individuals – what is right for one person, won't necessarily be right for another

2 Use plain English – for example, you wouldn't invite your friends to 'access the community'. Instead, you might say let's 'go out' to a café, or to join a group

3 Consider how you would like to be talked about and apply the same to others. The way you talk should reinforce people's individuality and worth, not devalue and depersonalise

4 Keep information simple – avoid jargons and acronyms – and if you need to use specific terms, explain what they mean

5 Ask whether people need the information in a different format – such as Easy Read, or in a different language

6 If you're unsure about something, play it back to the person or group to check your understanding. It is always ok to clarify – there should be no silly questions

7 Think about the fonts, sizes, and colours you use in written material and presentations. If you aren't sure what people would prefer, just ask them, and see our [specialist communications guidance](#)

8 Draw people into the conversation by asking questions and leaving space for them to answer. Avoid interjecting and talking over other people, even if you think you have something really important to say

9 Respect others by valuing their contribution – this can be the difference between activity listening and passively hearing

Lots of this is common sense – however, communicating well does not always happen automatically. It should be thought about and planned and may need you to source additional resources. This needs to be considered at the outset of your project or initiative.

