

Advancing Inclusive Practices: Inclusive Communication Workshop

Are you confident that your goods and services are reaching everyone you want to reach? Are your service users and customers fully informed and involved? Are you happy with the methods you use to engage with all your service users and customers?

Disabled People's Association is introducing a new Inclusive Communication Workshop as part of our Advancing Inclusive Practices programme. This Inclusive Communication Workshop is a one-day course, aims to expand your thinking about inclusive communication as well as to help you to develop strategies in tackling communication barriers.

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? - presentation
10:45	Organisational ethos and values – group discussion
11:15	Break
11:30	Range of communication barriers – small groups discussion
12:00	Personal experience of negative communication – small groups discussion
12:30	Lunch
13:30	Inclusive communication tools – presentation
14:00	Personal experience of positive communication – small groups discussion
14:30	Break
14:45	Develop an inclusive communication practice – exercise
15:15	Sharing practices – group discussion
15:45	Evaluation
16:00	Close

Dates: Tuesday 20 September 2016

Time: 9:30 to 16:00

Venue: DPA's Training Room, Disabled People's Association, 1 Jurong West Central 2, #04-01, Jurong Point Shopping Centre, Singapore 648886

Delegate's fee for the complete course:

- Corporate Organisations - \$150 (Members of the DPA's Supporters Club will be offered the discounted rate of \$90)
- Faculty Members and/or Staff at Educational Institutions– \$75
- Government Departments and Voluntary Welfare Organisations - \$50
- DPA's Members - \$15 (waged) and \$10 (unwaged)

Who should attend:

Individuals who have involvement in the following functions in their organisation:

- Customer Care
- General Management
- Human Resource
- Policy Development
- Service Planning and Delivery
- Social Responsibility
- Training and Facilitation

Trainer's Biography

"Nina Munday is the Founder and Director of Embody Global Consultancy as well as the Manager of Fife Centre for Equalities. She has over twenty years' experience of working in the equality sector in the UK. Throughout her career, she has held senior executive positions in many strategic organisations.

Nina has also worked in Singapore as Diversity and Inclusion Consultant for Disabled People's Association for two years. During her time with DPA, Nina wrote two significant publications; 'Accessibility of Banking Services in Singapore' and 'Exceptional Journeys' (a collection of case studies that promote reasonable accommodations at workplaces). Many individuals and organisations have benefited from training courses designed and delivered by Nina such as Inclusion Fundamentals and Inclusion Cultivation."

Comments from her past trainees from the UK and Singapore:

- *"Love it that it was not a lecture-like workshop but rather a more interactive workshop."*
- *"Best workshop I've ever attended."*
- *"Presenter very good and got everyone engaged completely"*
- *"Overall very good workshop"*
- *"The speaker was generous enough to let us share our insights."*

Places are limited. For more information or to reserve a place, please call Halipa Ahmad at 6791 1134 or email info@dpa.org.sg.