

Communication Access UK –Choosing a Symbol and a Talking Mat

Communication Access UK (CAUK) promotes good communication with people who may not use speech or who have speech which is difficult to understand and who may use Augmentative and Alternative Communication (AAC). The aim is to have a symbol in the UK for Communication Access which will become as widely recognised as the wheelchair, hearing or visual impairment symbols. The communication access symbol will have underpinning standards. These standards will be the things that are important to people with communication difficulties. If a business or organisation displays the symbol it shows that staff have been trained and are using what they have learned.

1) Choose which symbol you like best? (page 4)

The purpose of the Talking Mat is to find out what people think is important for businesses to do to help people with communication difficulties. **Please return responses to admin@communicationmatters.org.uk**

Conditions of use

This Talking Mat is free for you to download. It gives people the time to consider what they feel should be included in the communication access symbol standards.

Please be aware of the intellectual property restrictions linked to the symbols; the symbols are designed and © to Adam Murphy and assigned to Talking Mats Ltd. in perpetuity. They may not be reproduced without permission.

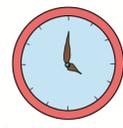
If you want to use Talking Mats for other situations and more conversations, then Foundation training is recommended. <http://www.talkingmats.com/training/>

Prompt sheet and symbols for interviews. The symbols will need to be printed and cut up individually

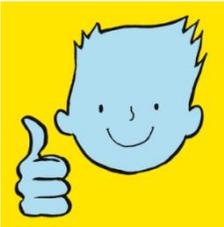
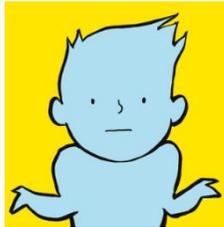
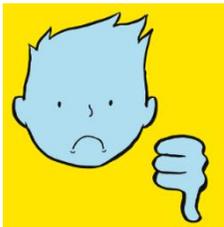
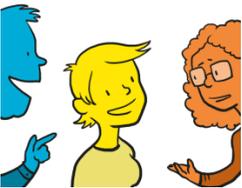
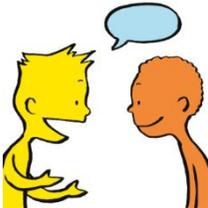
Start by defining the purpose– make sure the person knows that you are talking about communication standards for businesses, i.e how businesses and their staff can help people with communication difficulties.

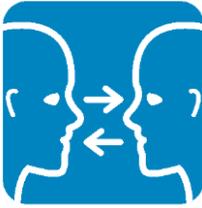
2) **Introduce the Talking Mat**, e.g. ‘This will help you think about the things that support your communication in shops and other businesses ‘ (top scale – *important/ not important*). Start each question with ‘How do you feel about?.....

Use the symbols (page 4) one at a time, to ask about the things that are important to the person with a communication difficulty.

<p>How do you feel about staff showing you respect? Check the person understands the word <i>respect</i>- engaging with you and supporting you</p>	
<p>How do you feel about staff giving you time?</p>	

<p>How do you feel about staff talking directly to you?</p>	
<p>How do you feel about staff listening carefully to you?</p>	
<p>How do you feel about staff changing their communication to support you? e.g. speaking slower, emphasizing important words</p>	
<p>How do you feel about staff writing things down for you?</p>	

					
Important	unsure	Not important			
					
Show Respect	Give Time	Speak Directly	Listen Carefully	Support Communication	Written Information

<p>Ideas for Communication Access symbols. Which one do you like best?</p>		<p>or</p>	
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