INFINITY
INCLUSION & TRANSFORMATION

Infinity Inclusion & Transformation

Everything you need to know before your EDI training session

Inclusive workplaces across the UK



EQUALITY | BELONGING | DIVERSITY | INCLUSION | ACCESSIBILITY | RESPECT

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INCLUSIVE COMMUNICATION · THE COURSE

Good communication reaches everyone

This course covers inclusive language, plain English, accessible documents and meetings, and how to adapt your style so different people can take part fully.

DURATION	DELIVERY	LOCATION	TAILORING
2–3 hours	Online or in person	Online or at your venue	Available for in-house groups

A STORY TO START

“

Mrs Ahmed’s hospital letter arrived full of acronyms and small print. She missed her appointment — not because she didn’t care, but because nobody wrote it for her.

Clear, inclusive communication would have changed everything.

Illustrative scenario

WHAT THE SESSION COVERS

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Five modules. Nobody left out.

01

Inclusive and respectful language

Why “wheelchair user” beats “wheelchair-bound” — and how to ask when you’re unsure.

02

Plain English and clear writing

Swap “utilise” for “use”. Short sentences, active voice, zero jargon.

03

Accessible documents, presentations and meetings

Headings, alt text, contrast and captions so everyone can follow.

04

BSL, interpreting and multilingual considerations

Booking interpreters well and respecting Welsh, Gaelic and community languages.

05

Adapting communication to different needs

Easy Read, large print, extra time — one size never fits all.

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STORIES FROM THE WORKPLACE

Three moments that change how we communicate

PLAIN ENGLISH

The 12-page letter

A tenant received a dense arrears letter and ignored it out of panic. Rewritten in plain English, the same message took one page — and opened a conversation.

Lesson: clarity is kindness

BSL & INTERPRETING

Sam's missed meeting

Sam, a Deaf colleague, arrived to find no interpreter had been booked. He sat through an hour of decisions he couldn't follow.

Lesson: plan access first, not last

INCLUSIVE LANGUAGE

The unasked question

A manager guessed which term a new colleague preferred — and got it wrong. A private "What works for you?" would have built trust on day one.

Lesson: when unsure, ask respectfully

Illustrative scenarios based on common workplace situations — the kind we explore together in the session.



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WHAT PARTICIPANTS WILL LEARN

From unsure to confident

1. **Use inclusive, respectful language with confidence**
   No more freezing over the "right" word.

2. **Write clearly in plain English**
   Letters people read once — and understand.

3. **Make documents, presentations and meetings more accessible**
   Small fixes, big difference for everyone.

4. **Adapt communication for different needs and preferences**
   Meet people where they are.

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WHY IT MATTERS FOR UK ORGANISATIONS

Inclusive communication is woven into UK law and policy

BSL

British Sign Language is recognised in law as a language of Great Britain.

AIS

The NHS in England follows the Accessible Information Standard.

Welsh & Gaelic

Both have their own legal status in Wales and Scotland.

THE PAYOFF

- ✓ **Improves accessibility for disabled people**
- ✓ **Recognises BSL and the UK's other languages**
- ✓ **Reduces misunderstandings and complaints**

WHO IT'S FOR & HOW IT'S DELIVERED

Real workplaces, real conversations

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WHO IT'S FOR

All staff, communications teams and anyone producing public information.

- Local authorities
- NHS organisations
- Schools & colleges
- Universities
- Housing associations
- Charities
- Private-sector employers

HOW IT'S DELIVERED

1. **Interactive and discussion-based**
   Realistic workplace scenarios rather than lectures.
2. **A respectful space**
   Where people can ask questions honestly.
3. **Tailored for in-house groups**
   Examples, length and emphasis shaped to your sector, policies and priorities.

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INCLUSIVE COMMUNICATION TRAINING ACROSS THE UK

Wherever your teams are, we'll meet them there

Infinity Inclusion delivers Inclusive Communication training for organisations throughout the UK.

LIVE ONLINE
For teams spread across different sites

FACE-TO-FACE
At your own venue, anywhere in the UK

FACE-TO-FACE TRAINING IN CITIES INCLUDING

- London
- Manchester
- Birmingham
- Leeds
- Bristol
- Newcastle
- Glasgow
- Edinburgh
- Cardiff
- Belfast
- & beyond

GO FURTHER

Make it part of a bigger journey

Combine this course with others in our in-house EDI training, or pair it with EDI consultancy support.

Online · Face-to-face · In-house

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01 · YOUR SESSION

About your session

Thank you for choosing Infinity Inclusion & Transformation for your in-house Equality, Diversity & Inclusion training. This guide covers everything you need to know about your booked session with us.



QUESTIONS BEFORE THE DAY?

info@infinityitlearning.co.uk



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03 · WHAT TO PREPARE

Venue & equipment

1

WE PROVIDE

Your trainer brings all session materials and resources. A projector and screen can be supplied too — just let us know in advance.

2

THE VENUE PROVIDES

A comfortable, accessible room with space for group discussion. Please tell us about any delegate accessibility needs in advance.



INFINITY INCLUSION
& TRANSFORMATION TRAINING

SEE YOU SOON

Thank you

for choosing Infinity Inclusion & Transformation Training

Inclusive Workplaces Across the UK

Practical EDI training · Consultancy · In-house programmes

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