

Communication strategies

- Find out the preferred and most effective* method of communication
 - Email
 - Telephone
- Clear communication
 - Give time to process information
 - Clear, specific, precise and detailed instructions
 - Don't assume implicit communication will be understood
 - Prompt the person to make notes during the conversation
 - Prompt the person to repeat back important information
 - Follow up with a written summary of the conversation wherever possible

Communication strategies

- Clear concise written information, use less language but ensure there is no ambiguity. Avoid lengthy paragraphs and “wordy” emails.
- Clear process and “next steps” information (example follows).
- When writing use bullet points, lists, tables and other easy to read information such as tables and flow charts (example follows).
- *Check verbal understanding by asking open questions eg.,

“So that I can check that I’ve given you all the information, please could you repeat back to me what you expect to happen next and what it is that you need to do “?”

Clear, concise emails - example



Subject: Task for this afternoon

Hello XXX,

I have a task that I need you to complete by 4pm today, which is completing the ATW claim form for the course:

- **You may have already/or will shortly receive an invoice from our finance department for the course**
- **Print the form attached – *Claim for one off costs***
- **Fill in your Access to Work reference number
– this will be on your correspondence from Access to Work and begins with the numbers 100...**
- **Sign and date the Declaration, Part 5, of the form**
- **Scan the signed form and email it back to me**
- **Attach our invoice to the form**
- **Post the completed form back to:** Access to Work
Operational Support Unit
Harrow Job Centre
Mail Handling Site A
Wolverhampton
WV98 1JE

Let me know if you think there will be a difficulty completing this task, or if you need some help.

If you have other work to complete and don't think you will have time to do it then let me know and we can look at your planned work schedule together and rearrange some tasks if necessary.

Accept difference. Not indifference.

Best practice support



- Advanced information, in writing, wherever possible, to manage anxiety around the new processes.
- Refer the applicant to the NAS Employment Team, or other specialist autism organisations, for further support or specialist workplace assessments to identify their support and reasonable adjustments needs.

Contact Details



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