

# Communicate for All

## Spoken

## communication

Help people to understand and remember verbal messages during a discussion: recommendations from the guide *Communiquer pour tous*.



Speech

Writing

Images

Websites

# 10 points to keep in mind to be understood by everyone

- 1 **Introduce yourself** and remind the person of the reason for the discussion.
- 2 Ask the person if they would like support from someone.
- 3 Remove distractions: phone, etc.
- 4 **Maintain eye contact** with the person, even if you need to search for information or take notes.
- 5 Do not make assumptions about the person's **level of literacy** and knowledge. Take into account the context of their life.
- 6 Speak clearly; **use well-known words and explain terms**.
- 7 Give **up to three pieces of information**, in order of importance.
- 8 Target concrete actions and **use real examples**.
- 9 **Reinforce the message** with material that the person can keep: notes, videos, etc.
- 10 **Encourage the person to ask questions** and rephrase what they have understood.

"I don't know how well I have explained. Can you tell me in your own words how you're going to do it?"



For more info, see the guide:  
[\*Communiquer pour tous\*](#)

