

# Disability Matters: Inclusive Communication

## Communication is key

Part of the challenge in breaking the stigma around disability is gaining knowledge and a comfort level with inclusive language and thereby reducing the fear of saying the wrong thing. Another part is understanding the difference between preference and need and being willing to make adjustments where necessary.

Using Jen's own experience as someone with an invisible disability, the session will explore attitudinal barriers, inclusive terminology, and highlight best practice examples to guide you on a journey to become a better ally, a more compassionate manager, or a more informed disability confident leader.

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## Session Outline

- Using Inclusive Language – what to say/what not to say
- Understanding spoon theory and its application in the workplace
- Exploring preference versus need and why adjustments are necessary.
- Discussing different learning styles and preferred ways of communication

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## Session Includes

Opportunity to engage in interactive activities

An exploration of easy 'quick fixes' to terminology

Time for questions and clarifications



### Facilitator: Jennifer Rooney

Jen is a Disability Inclusion & Workplace Wellbeing Specialist.

After acquiring a disability following a ski accident and corresponding brain injury, Jen became passionate about making disability inclusion and employee wellbeing a priority for organisations and helping individuals acquire skills and tools to support themselves.

Jen has a background in management consultancy and has worked with disabled employees and alongside HR, wellbeing, and sustainability teams to embed inclusion and wellbeing strategies and projects in the workplace. Jen has trained and consulted with small non-profits and start-ups as well as large organisations including Deloitte, the Cabinet Office, and Amazon.