

Cultural Competency Uncovered Training Series

Accessible Language In Action:

The Keystone to Culturally Competent Communication



Training Guidelines



**Please Avoid
Judgements
& Respect
Time**

**Please Avoid
Calling Out
Others**

**Please Avoid
Distractions**



Avoid Calling Out Others!

Avoid **personal, political, controversial derailments** and **attacks** on others.

Refrain from using this training as a platform or stage to **call out people, groups, or communities.**

If this happens **DON'T WORRY!** I will **interrupt** the action, get us back on track, **AND refocus us.**



Avoid Distractions

While I'm explaining or teaching,
like I am right now...

Avoid **answering calls** or
side-conversation until you
are sure you are muted.

Avoid **multitasking**! We know
it's tempting but it can be
distracting to others.





Avoid Judgements

Try to avoid **prejudging** your colleagues by **assuming best intentions & practicing curiosity**

Respect Time

I am committed to getting **you out on time** and **may not get to everyone's comments and questions**, however I will come check in with you if needed.



Accessible Language Training Starting Point

As you're about to start this
Accessible Language training,
what's something you're
LOOKING FORWARD TO or
FEELING CONCERNED ABOUT?





REFLECTION

What is your earliest understanding of the word
“accessible” or **“accessibility”** in your personal life?
Think about the first memories you have of this term
and what it was referring to.



Critical Thinking

- Think about different **communication and language** options that exist. Share about a time that having an option available **positively** impacted **YOU** or a ***person that you serve.***
- What happens when these options **ARE NOT** available?

Aspect 2- Simplification

Partner Reflection -

- Think about a time when **YOU** struggled to understand instructions, information, or a concept. What did the **OTHER PERSON** do to help simplify it for you. If they didn't simplify it, what impact did that have on you?

Group Reflection

Aspect 4 - Expansive vs. Contractive Language

- What are examples of special words, jargon, acronyms, expressions, or terms you use the most in your role at the Regional Center?
 - *Think about words or expressions that people who are new to your department OR people you support might struggle with understanding.*



Video Reflection!

What did you notice about the meeting that occurred between the service coordinator and the mom?

*What **specific actions** or **behaviors** demonstrated a **LACK of awareness and application of accessible language**, and what impact did this have on the mom?*

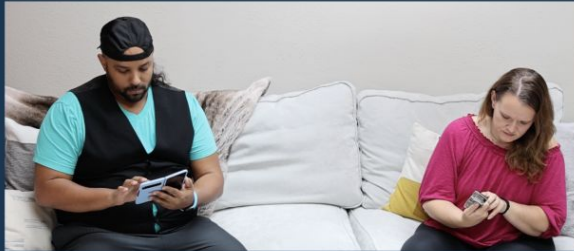
What could Romello do differently?



Use of acronyms & jargon



*Lack of
Consideration of
Technology
Barriers*



*No consideration of visual
presentation of documents*



No adjustment of volume or speed

Video Reflection

*What **changes** did Romello make this time and how did these changes **impact the mom** in the meeting?*

Reflection Questions

1. What **language and communication barriers** exist at Westside Regional Center?
2. How does the lack of language access and communication barriers **impact families** and the individuals that Westside Regional Center serves? Share about the impact this has on their life, their experience, and the support they receive.
3. What can Westside Regional Center do to **improve language access** for individuals and families?

Overcome Barriers

- **Simplification** - simplifying processes, language and terms
- **Being Flexible** - with language, less jargon, explaining terms
- **Using Visuals** - to provide examples and support understanding

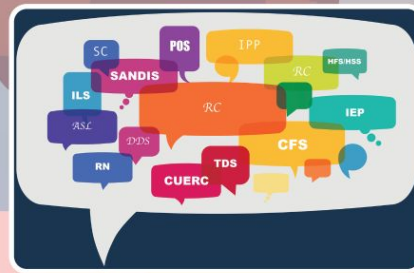
Many staff are familiar with these tools. Why might people struggle to use them in the moment with people they are supporting?

That's My Word!

What is **one word** or **short phrase** that represents something you learned today, or an **Accessible Language Strategy** you want to incorporate into your work as you leave today?



YOU CAN REPEAT
OTHER PEOPLE'S
RESPONSES



Training Evaluation

Westside Training Evaluation - <https://www.research.net/r/CFXP2H9>

Did you enjoy the training?

Please give us a  On **Google!**

[CLICK HERE](#)