

Managing Communication at Work

Strategies for meetings, calls, presentations and everyday conversations

Meetings

Request an agenda in advance, contribute in writing where useful, and ask for enough time to finish speaking. A chair can help by reducing interruptions and checking key decisions without putting you on the spot.

Telephone and video calls

Where feasible, use email, chat or video with captions as alternatives to telephone-only communication. Agree how names, numbers and important instructions will be confirmed.

When communication breaks down

Try a shorter phrase, key word, spelling, typing or a visual cue. Ask the listener to say which part was unclear. A respectful repair is a shared task; it should not fall entirely on the person with the speech difficulty.

Energy and confidence

Speaking may require sustained effort. Plan breaks or alternative communication routes for demanding tasks. You can be competent and confident while still finding some communication situations difficult.

Personal notes / action worksheet

My easiest ways to contribute in meetings:

My preferred way to confirm important details:

What I can say if someone misunderstands me:

One adjustment I would like to try this month:

Further information

ACAS - Reasonable adjustments (<https://www.acas.org.uk/reasonable-adjustments>)

Information only. This resource is not a substitute for individual speech and language therapy, employment or legal advice.