

Communication Tactics - Course Outline

Course aims and content

1. To give background information about deafness
2. To provide a basic level of communication skills for those who will come into contact with deaf people
3. To look at the practical steps necessary to create the best conditions for communicating with deaf people.

The course will cover

- The main groups of deaf people and their communication choices
- Terms used to describe different groups of deaf people
- How deafness affects direct communication
- The main technical aids used in communication with deaf people
- The range of Language Service professionals
- The range of communication tactics which can be used in communicating with deaf people
- How the Disability Discrimination Act relates to deaf people.

Methods of delivery

- The course is delivered by means of an informal lecture with a power point presentation. There is audience participation and some small group work.

Who should attend?

The course is aimed at front line staff, those who will come into contact with the Deaf Community. The course gives a very clear and comprehensive introduction into communication with the Deaf Community. It will assist front line staff to overcome the difficulties that can occur when a deaf person visits. It will give the attendees the tactics needed to start communication and it will provide understanding of how to use an Interpreter and various equipment to support communication. It will also give an overview of Deaf Culture and the deaf Community.

All course participants will receive:

- A certificate of attendance on course completion.
- A course handout

Course details

- To be delivered as one 3 hour interactive session (including a short break for refreshments), either am or pm, exact timing to suit
- Maximum of 25 participants per session
- Minimum of 12 participants per session
- Will be booked on a first come first served basis. Please contact INTRAN for details.

Resources required from the host organiser

- One dedicated person in charge of promoting the training to their staff, updating the register and communicating with INTRAN/Deaf ConneXions as and when necessary to ensure that the training is successful.
- Accessible venue (please let us know if participants have any special requirements e.g. large print handouts, loop system etc)
 - Training to be held on a Tuesday (trainers not available June 6th to the 20th)
 - Projector and laptop for use with PowerPoint presentation
 - Flip-chart
 - Refreshments for participants
 - For the host organisers to keep a minimum of 5 places vacant for staff working for other partner agencies.

Course trainer

Amanda Davies - Deaf Connexions

Deaf ConneXions trainers are trained to deliver Communication Tactics by “Signature” who are the national accreditation body for the course and have a “level I Certificate in Communication Tactics with Deaf People”

For more information or for booking a course

Bookings

For informing us of your willingness to book a course, please contact Rebecca Davenport-Randell at Rebecca.davenport-randell@norfolk.gov.uk or call on 01603-494131. As this course is part of twenty annual training allocations provided to INTRAN partners who use Deaf ConneXions services under the INTRAN contract, INTRAN will be developing a yearly training calendar that will be available to the whole partnership.

For information

For further details about the training, please contact: Deaf Connexions, Unit 14
Capitol House, 4 Heigham Street, Norwich. NR2 4TE. Telephone: 01603
660889 v/f Minicom: 01603 661113 Email: deafconnexions@btconnect.com