

formatting guidelines

a quick-reference resource

formatting

introduction

No matter what form your communications take, it is important to share information in a clear, concise, and direct manner to support a diverse audience. For example, some common challenges that neurodivergent individuals may face include:

- Processing complex sentence structures
- Focusing for extended periods of time
- Decoding communication nuances
- Challenges in phonological processing and working memory

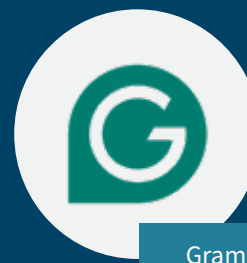
Inclusive communication is about sharing ideas in a way that recognises and accommodates different people's communication preferences. By varying the format of your communications, you can help to support individuals who process information differently.

We have included some dos and don'ts to think about when you are communicating with your organisation.

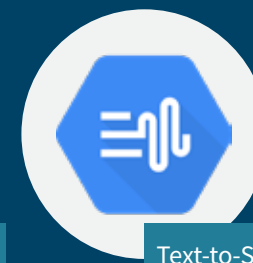
Other things to think about:

- Run it past the audience you want included and see what they think.
- Include flexibility with processing time – it may take individuals longer to process and action information depending on the information format.
- Embed clear deadlines, reminders and prompts into your communications.

assistive software examples:



Grammarly



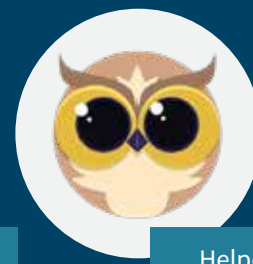
Text-to-Speech AI



Bionic Reading Converter



Open Dyslexic



Helperbird



BR for You



Otter.ai



MS Teams
(Live Captions)



Lucid Chart



MS Teams
(Q&A)



Dragon

Learn more here:

[Neurodiversity Design System](#)

[Dos and don'ts on designing for accessibility | Gov.UK](#)

[DWP Accessibility Manual](#)

[Dyslexia Style Guide 2023](#)

formatting

written content

do

don't

do
use clear sans-serif
fonts such as:
» Helvetica
» Courier
» Arial

don't
use fonts with distracting
features or fonts that are
both lights and thin such as:
» THE SERIF HAND LIGHT
» Speak Pro Light
» *Baguet Script*
» *Vijaya*

Use font size 12 and above	use font sizes smaller than 12
Use bold for emphasis	use <u>underlining</u> or <i>italics</i>
Use 1.5 line-spacing	condense large amounts of text within a document to fit more information on one page
Use clear headings and bullet points	Use large paragraphs of text without clear headings
Left align text, without justification	Use justified text
Define all abbreviations, initialisms and acronyms	Use abbreviations, initialisms or acronyms without definitions
Use an off-white or pastel background to reduce glare	Use background patterns or pictures
Make sure all written documents are screen reader-compatible	Provide written documents in only one format
Publish in HTML format wherever possible so that the documents use your users' custom browser settings	
Include contents pages for longer documents to aid navigation	

formatting

video & visual content

do

don't

do
keep video content simple & clear

don't
have a design that is too busy and distracting

Make sure the video supports transcripts, subtitles and audio descriptions	Only rely on verbal communication
Break down videos into short segments	Use autoplay
Ensure all controls are clearly labelled for assistive technology and can be operated with a keyboard e.g. volume, play and pause	Use poor-quality visuals
Where applicable make sure the video progress can be saved and returned to later e.g. training courses	Use visuals that are completely unrelated to what you are communicating
Use clear, high-quality visuals	
Use visuals that communicate or relate to what is being communicated	
Include alt text and image descriptions for all visuals	



formatting

meetings

do

don't

do
provide an agenda in advance

don't
have questions or discussions without allowing people to prepare in advance

Schedule meetings into calendars	Invite people into meetings last minute or call without warning
Follow up with a written overview of the meeting highlighting key points and next steps	Expect everyone to be able to listen, contribute and take notes at once
Where appropriate, record Teams or Zoom meetings and share with the group	Expect everyone to rely on their short-term or long-term memory
Provide a key point of contact following the meeting for questions and concerns	Expect people to reach out without knowing who the appropriate key contact is
Inform participants to share thoughts and ideas in the format they feel most comfortable with e.g. prior to the meeting via email, via Teams Chat function, verbally or post-meeting via Teams message	Expect people to share information in the same way that you do



auticon is a social enterprise with the mission to **address the inequalities** in employment for **neurodivergent** adults.

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