

# Inclusive Communication

## Designing Clarity for Teams

Inclusive Communication is a team focused session presented by Chris Cole and Dorenda Britten of Unlock Innovation. Chris leads the workshop as one of New Zealand's leading dyslexia thought leaders, with Dorenda contributing expertise in innovation, organisational change and graphic language.

Designed for team leaders and highly collaborative teams, this workshop explores how everyday communication habits – meetings, emails, briefings, updates and feedback – can unintentionally increase cognitive load and create avoidable friction.

The session provides clear insight into how different thinkers process written and verbal information, and how communication systems can be intentionally designed to improve clarity, reduce rework and strengthen collaboration.

Through practical examples and live review of real communication patterns, participants develop simple, inclusive communication practices that improve efficiency and performance across the team.



**Chris Cole**

New Zealand's Leading  
Dyslexia Thought Leader

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**Dorenda Britten**

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## Delivery

- In-person or online
- 2-hour masterclass

## Learning Outcomes

Participants will be able to:

- Recognise where communication habits increase cognitive load
- Design meetings that support diverse thinkers
- Adjust communication to improve clarity and reduce rework for all
- Create inclusive, structured communication systems
- Strengthen team contribution by valuing different processing styles.
- Take practical steps to embed inclusive communication practices.

## What You Receive

After the workshop you will receive:

- Participant evaluation form
- Report summarising feedback and insights from the session
- Workshop slides and supporting handouts

Also included:

- A short follow-up meeting with your HR manager or senior leader to discuss the report and practical next steps

## Cost

\$3,500 + GST

Travel costs additional if required

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