

# FLARE's Top Tips For Professionals: Virtual communication with children and young people



## Introduction

FLARE, the young people's advisory group supported by the Council for Disabled Children, are a group of 13 - 25 year olds from across England. Each member is passionate about ensuring disabled children and young people, and those with special educational needs, have an equal say in issues and decisions that affect them and their families.

FLARE work together to share their views and experiences with the Department for Education and other organisations to help them understand how children and young people want to receive support and what services they need.

With virtual engagement increasing to reflect the needs and development of participation, FLARE have created their top tips for professionals who are communicating online with children and young people.

To watch FLARE's top tips video online, click here:

<https://councilfordisabledchildren.org.uk/help-resources/resources/flares-top-tips-professionals>



## What should professionals do for online meetings?

- Ask everyone to be muted unless they are speaking
- Ask individuals to speak one at a time
- Be patient
- Be aware that everyone works at their own pace
- Be accepting that some people won't want to be on camera
- Send out meeting agenda's a couple of days before
- Speak clearly
- No jargon
- Ask children and young people what sort of media they prefer to communicate on
- It can be hard to speak in large meetings, so have a system so everyone has a chance to speak
- Ask everyone to talk slowly
- Pause regularly when speaking

The Making Participation Work programme is jointly delivered by the Council for Disabled Children and KIDS and funded by the Department for Education. We are delivering a national strategic participation programme with disabled children and young people, and children and young people with special educational needs. For more information about the Making Participation Work programme, visit us at: <https://councilfordisabledchildren.org.uk/our-work/participation/practice/making-participation-work>

