



Creating Literacy Friendly Environments

Introduction

Literacy friendly environments recognize that some adults have difficulties with reading, writing and related communication practices. They address these difficulties to make it easier for all people to access their services.

This workshop is for staff who want to create or enhance literacy friendly environments in their agencies or organizations.

Workshop intentions

- Identify the features and benefits of an LFE
- See an agency from the perspective of a client with literacy challenges
- Identify the steps in becoming an LFE
- Identify where changes can be made in an agency
- Create an LFE makeover action plan

Resources

- PowerPoint Presentation*
- Participant Package*
- LFE Walkabout Handout*
- Samples of brochures, flyers and other materials that show clear print principles. Samples that are not clear.
- White board, flip chart and markers

* Available on the Widening Access for Adult Literacies website

Time: 2.5 to 3 hours

Space is included in the workshop plan to add approximate times for each part of the workshop.

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2008.

Widening Access
for Adult
Literacies Project.

<http://www.wideningaccessforliteracies.ca>



Workshop Plan

PP Slide	Activity/Points to review	Resources/ Time
1	<p>Welcome and introductions</p> <ul style="list-style-type: none"> • Introduce self and ask what people understand by the term "literacy." • Invite participants to introduce themselves and give an example of where they have used literacy today. 	
2	<ul style="list-style-type: none"> • Ask, "What would you like to have happen in this workshop?" Record responses on the white board. • Review workshop intentions. 	
3	<ul style="list-style-type: none"> • Provide background information about Widening Access for Adult Literacies and creating Literacy Friendly Environments. • Introduce the term "literacies." 	
4	<p>First step towards creating an LFE is getting commitment. How do we do that?</p> <ul style="list-style-type: none"> • Raise awareness • Explain features • Sell benefits 	
5-6	<p>Invite responses to literacy awareness quiz. Discuss responses and refer participants to answers in their package.</p>	Participant Package Appendix 1
7	<p>Ask participants to name benefits of creating a Literacy Friendly Environment for clients and for the organization. List ideas on flip chart (add to list as appropriate during the workshop).</p>	
8	<p>Identify key components of an LFE.</p>	
9-10	<p>Understanding the client's point of view as a key first step. Refer to quotes from adult literacy students in Participant Package.</p>	Participant Package p. 5

11-16	Introduce the LFE walkabout.	
	Participants go on the walkabout	LFE Walkabout Handout
18-19	After the walkabout, invite participants to: <ul style="list-style-type: none"> • Discuss findings and share observations. • Look briefly at the LFE checklist for change.¹ 	Participant Package Appendix 2
19-22	Discuss in more detail the agency space and the idea of a literacy makeover.	
23	Review and discuss: <ul style="list-style-type: none"> • Providing recognition. • Becoming an LFE is a long is ongoing process that needs support and maintenance. • Having policies and procedures and staff training in place supports these changes. 	
24-25	Consider the agency services – what goes on in the space. Review LFE Checklist: service and advertising changes	
26	Consider the agency information. Show examples of brochures, flyers, newsletters etc. that are in clear print. Show examples that are not clear.	
27-31	Discuss the value of attending a clear print workshop. Review: <ul style="list-style-type: none"> • Using MS Word readability tool • 5 points to consider in Clear Print • Making Clear Print changes • Literacy Alberta Clear Print checklist 	

¹ This checklist is from *Opening doors. A literacy audit tool kit for customer service excellence.* Calgary, AB: Literacy Alberta. It is included with permission from Literacy Alberta.

32	Discuss importance of knowing client's context.	
33	What can you do to create a LFE in your agency?	
	Invite participants to make an action plan. Use the action plan template in their package and the Literacy Alberta checklist.	Participant package p. 10, Appendix 2
	<p>Final discussion round:</p> <ul style="list-style-type: none"> • What have you learned. • What can you take away today that you can use? 	

Creating Literacy Friendly Environments Workshop evaluation

1. What drew your attention to attend this workshop? What did you hope to gain from attending?
2. What are the key learnings that emerged for you in this workshop?
3. How do you plan to apply what you learned to support your agency to become more literacy friendly?
4. What particular information, approaches or elements of the workshop did you find most effective in getting the ideas across?
5. Which elements did you find least effective?
6. What other information would you find helpful?
7. Would you be willing to have our evaluator contact you to see the impact of the workshop 6 months from now?

Thank you for attending and for providing feedback