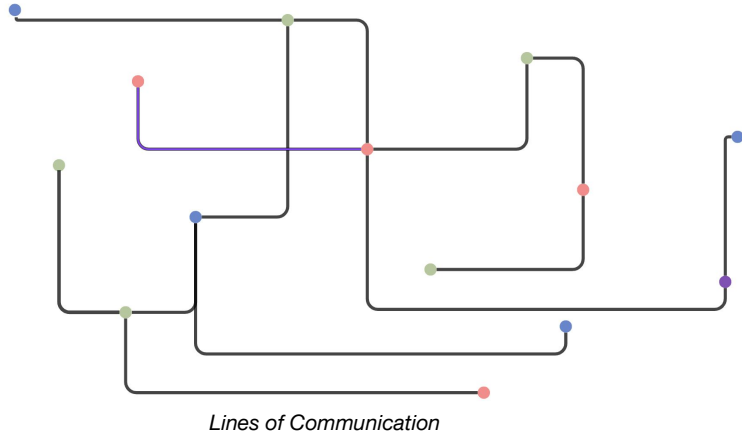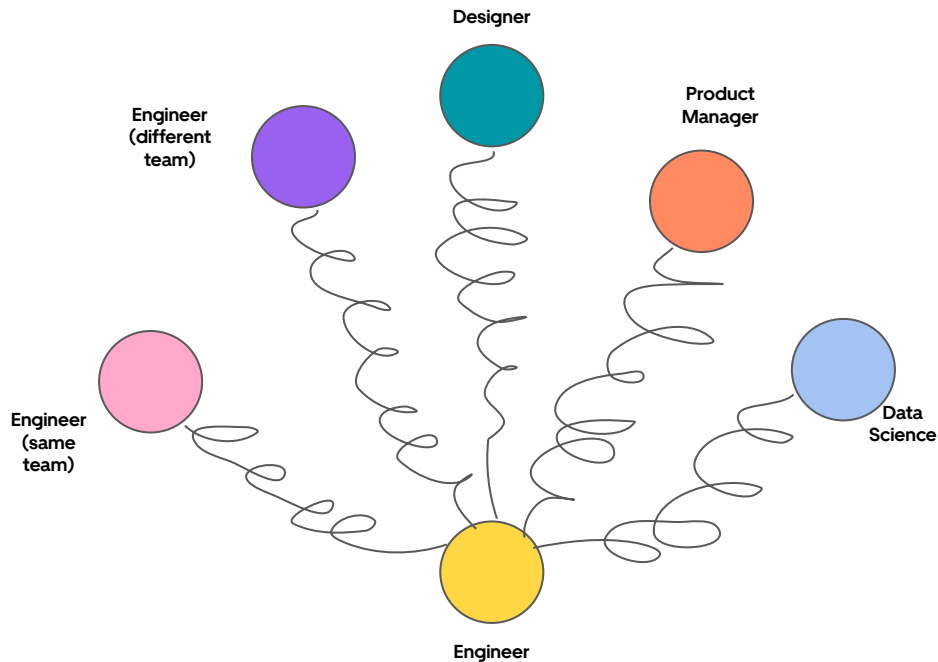# The Art of Communicating Accessibly

Lines of Communication
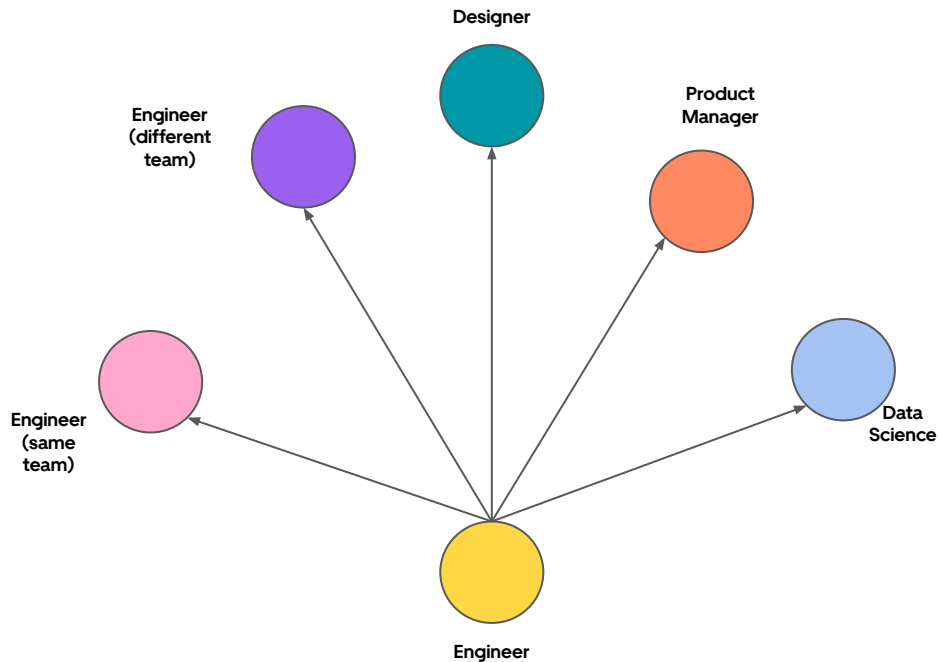
Kemet Dugue
Driver Onboarding

The Problem: Inaccessible Communication

Problems

- **Misunderstandings**

- **Project Delays & Increased Costs**

- **Reduced Innovation**

- **Impaired Decision Making**

- **Reduced Collaboration**

- **And so many more....**

The Solution: Accessible Communication

Benefits

- **Enhanced Understanding**

- **Improved Collaboration**

- **Increased Innovation**

- **Faster Decision Making**

- **Career Advancement**

- **And so many more....**
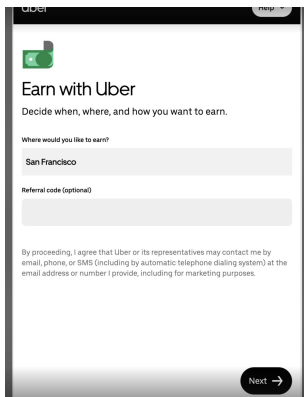
Strategies & Tips

- **Know Your Audience**

"Redux" in frontend meeting, "global state management" in stack-agnostic meeting

- **Use plain Language**
(Assume Firehose is the name of the service)

"Calling Firehose's createDocument endpoint to create a document" → " Communicating with the document service for document creation

- **Visual Aids (& Screenshots)**

Strategies & Tips

- ## Use Concrete Examples

Redux state → just an object with keys and values

- ## Avoid Information Overload

"QA is reserved for feature testing testing, however there are cases……" → "QA is reserved for feature testing"

- ## Be Patient and Empathetic

No consumers in the dead letter queue
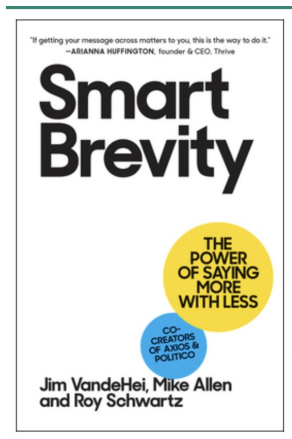
A caveat...

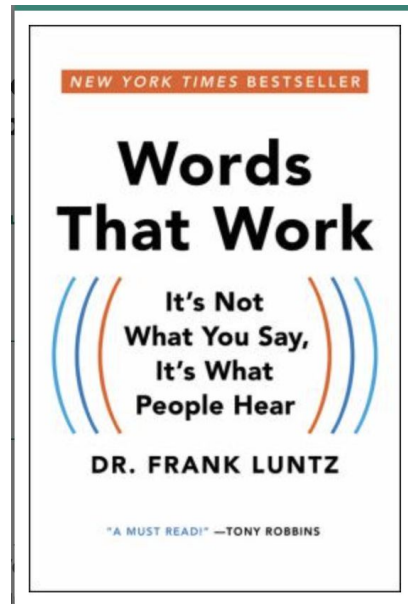# Resources for getting started

Resources for getting started

How to Communicate
More Effectively

From **Edition e1.0.1** • Updated August 7, 2023

"How to Communicate More Effectively" (David Glassanos) - article

"Smart Brevity" (Jim VandeHei, Mike Allen, and Roy Schwartz)

"Words That Work" (Dr. Frank Luntz)