

## 19 REASONABLE ADJUSTMENTS FOR PEOPLE WHO STAMMER

Workplace concern	Agreed reasonable adjustment	Proposed outcome
Fear of being heard to stammer makes me avoid using the desk phones in busy open-plan office	Being able to use a mobile phone to take calls or use of quiet space to make phone-call)	Increased phone use leading to improved productivity. By not being overheard, I can reduce my fear of judgement from others and will be more accessible to those in and outside of the office
My stammer can fluctuate and I sometimes need to top up my speech therapy or related techniques, requiring time out of the office	Disability leave to attend speech therapy or related therapy	I will be able to manage the fluctuations of my stammer proactively and minimise the impact on my work
Managing my stammer can mean I find interacting verbally with people difficult or tiring. When using the phone, it's harder if people can overhear me.	Able to work flexibly and from home when speech is difficult	I will be resilient to the demands of the business and minimise the impact of my stammer on my work
	Able to have 'non speaking days' where interaction is predominantly via email or online tools	I will remain accessible to those in and out of the office, perhaps more so
	Permission to be quiet in meetings or the office	I will be resilient to the demands of the business and minimise the impact of my stammer on my work
	Option to swap phone work for emails with a colleague	I can continue to deliver the business objectives but in a manner that minimises the impact of my stammer on work
	A private place to make phone calls	I can build strong, effective working relationships with those in the business, regardless of my stammer
	Option to meet face to face rather than over the phone	I can build strong, effective working relationships with those in the business, regardless of my stammer
	Avoid back to back meetings which can cause overtiredness	I will be resilient to the demands of the business and minimise the impact of my stammer on my work
Stammering is often misunderstood and mistaken for nerves or not being competent. This means the workplace and communication culture isn't inclusive to people who stammer.	A mentor or senior champion to check in with and feedback on the communication culture	I can support the business in its aims to be an inclusive employer by sharing the experience of someone who has a speech impediment in the workplace. This can provide a valuable insight into what the communication culture is like for someone with a disability
	Specific examples of what constitutes good communication skills at annual reviews which don't inadvertently penalise people who stammer	By being specific, I will have a clearer understanding of how to bring my wider communications skills to my role and can work with my line manager on developing my impact and influencing through my written work, presentations, body language, emotional intelligence etc
Meeting people or taking part in group discussions can put extra pressure on me to manage my stammer, or assert myself into the conversation and therefore increase its severity.	Chair to introduce everyone in the meeting, so that people who stammer do not need to say their name	I will not be disadvantaged by being negatively perceived by others should I stammer giving my name
	Option to ask questions or make comments using chat functions on conference calls	I will not be disadvantaged should I wish to participate but my stammer is preventing me
	Slow down the pace of meetings so everyone can participate	I will not be disadvantaged should I wish to participate but my stammer is preventing me. This way I know there is time for me to contribute
	Additional time to talk in meetings	I will not be disadvantaged should I wish to participate but my stammer is preventing me. This way I know there is time for me to contribute
Individual exercises (such as interviews or presentations) can put extra pressure on my speech and therefore make my stammer more pronounced	Not being forced to give training or lead sessions	By not being prescriptive as to how I show my wider communications skills, I can demonstrate what I will bring to the business and deliver value for the organisation.
	Option to present with a colleague or in a group	By not being prescriptive as to how I show my wider communications skills, I can demonstrate what I will bring to the business and deliver value for the organisation (such as data visualisation, presentation materials, planning and organisation, research, analysis etc)
	Additional time or no time limit for interviews	I will not be disadvantaged by having a stammer as I know there is time for me to contribute
	Able to take notes into interviews	