

WP2 Easy Language Report

SELSI (Spoken Easy Language for Social Inclusion)

WP2 Needs and resource mapping (UNITS)

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What people think of Easy Spoken Language

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In this document, I show what people think
of Easy Spoken Language.

I will tell you who helped me
to find what people think
of Easy Spoken Language.

I work with a group of people from Europe.

Who we are

We are a group of people

who study Spoken Easy Language.

We come from 5 European countries.

These countries are:

- Italy
- Latvia
- Lithuania
- Slovenia
- Sweden

We work together.

The name of our group is **SELSI**.

SELSI means

“Spoken Easy Language for Social Inclusion”.

Our group thinks that

Spoken Easy Language is important everywhere.

Our group thinks that

Spoken Easy Language can help people
to have a better life.

Our group wants **to know new things**
about Spoken Easy Language.

What we wanted to know

We wanted to know

what can **help** people

when they talk to each other.

For example,

when people are in a day care centre,

or when people go to a public office.

We also wanted to know

what can help people

when they listen to spoken language.

For example,

when people listen to the radio or the television,

or when people listen to an audiobook or a podcast.

What we did

We asked the opinion of many people to understand what helps people **when they talk** and **when they listen to** spoken language.

We sent people who use Easy Spoken Language a list of questions called a **questionnaire**.

What happened

Many people answered the questions.

These people were end-users and professionals.

End-users are people who need easy language to understand better a content.

Professionals are people who help end-users with daily matters.

Professionals are people who prepare materials that are easy to understand.

For example, professionals prepare

- audio books
- podcast
- news
- instructions
- etc.

Who answered our questions

Almost 500 people from **Europe**

answered our questions.

Less than half of the people are end-users.

More than half of the people are professionals.

The people who answered our questions

come from 15 European countries.

What we found

We found that end-users and professionals like similar things.

We found that the **place** where people talk is very important.

It is important that the place where people talk

- is silent and peaceful
- is not crowded
- has no distractions

We found that **end-users like** to talk to people who

- respect them
- are calm, kind and patient
- look them in the eyes
- listen to them
- do not interrupt them

- speak slowly and make them laugh
- call them by their name

We also found that **end-users like to listen** to people who

- pause when they talk
- repeat hard words or sentences
- give examples
- use simple words
- give clear instructions
- do not use dialects

We found that **end-users** find it **hard** to

- talk about their emotions
- disagree

We found that **professionals**

who talk to end-users find it **hard** to

- understand the needs of an end-user they do not know well
- use easy language in a stressing situation
- move from written to spoken easy language
- repeat a sentence with different words
- plan well what they will talk about

Some interesting things

We found that **Italian end-users**

like it when people shake their hands

or touch their shoulder during conversation.

Most **Swedish end-users** do not like

when people call them “dear” or “love”

unless those people are family or close friends.

To conclude

Our group has learned many new things
on people who use Spoken Easy Language.

Our group wants to **learn more**.

We are working together
to find other things.

When we find new things,
we will publish these things in Easy Language.

Do not forget!

Our SELSI group has a **website**.

The website address is www.selsi.eu.

The person who guides the SELSI group
is **Tatjana Knapp**.

Tatjana is called the “**coordinator**”
of the SELSI group.

The email of Tatjana is: tatjana@risa.si



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