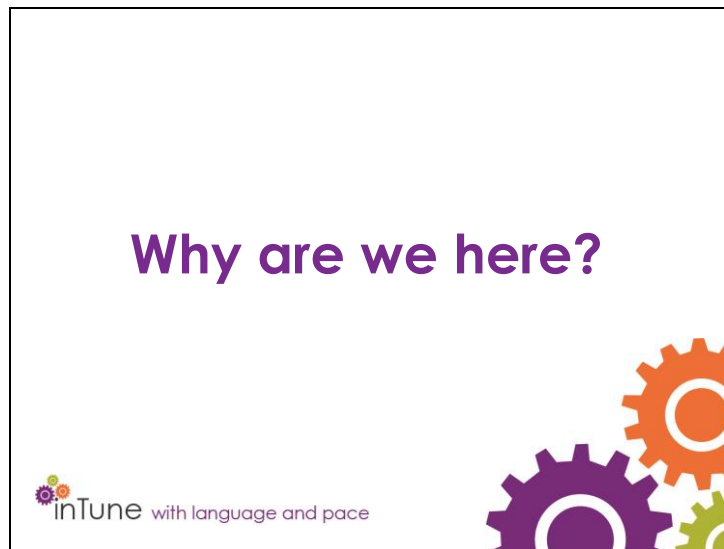





Language and Pace



**Language is key to
communication and
understanding**



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• Discuss and Do



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**Good use of Language
=
Understanding**



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Exercise

Write down the
meaning(s) of the word
call



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**Using precise and
carefully chosen
language is crucial**



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Keep it Simple

"There was not currently a gap on the spectrum of adequacy sufficient to conclude that the provision of pharmaceutical services is not currently secured to the standard of adequacy."

Hospital Trust

 inTune with language and pace



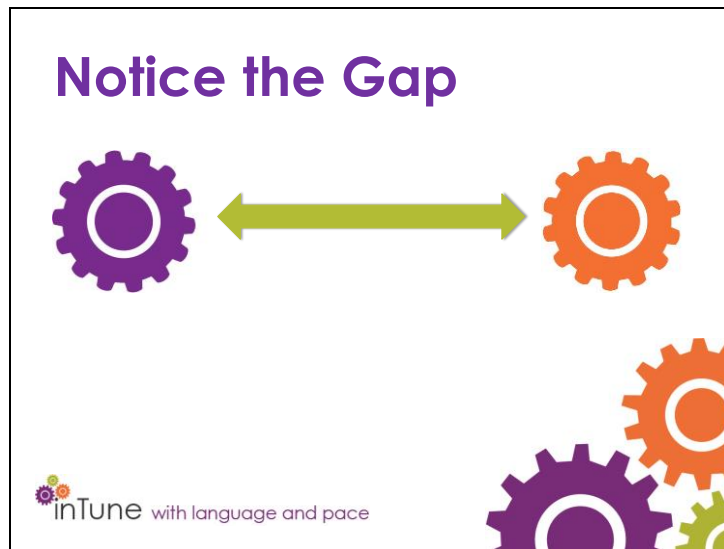
Keep it Simple

“We don’t need another pharmacy”



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**I think you have a
good voice**

How many ways can you say this?



The logo for 'inTune with language and pace' is located in the bottom left corner of the slide. It features a small cluster of colorful gears (purple, orange, green) to the left of the text 'inTune with language and pace'. To the right of the text, there are three larger, overlapping gears in purple, orange, and green.

**What does that mean
for you?**



The logo for 'inTune with language and pace' is located in the bottom left corner of the slide. It features a small icon of three interlocking gears in purple, orange, and green, followed by the text 'inTune with language and pace'. To the right of the text, there are three larger interlocking gears in purple, orange, and green, arranged in a cluster.

Speaking with Customers

Informal Formal







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