

## COURSE FACT SHEET:

# Disability Confident

## Working with disabled customers and colleagues

### Move beyond disability awareness to the point that you become disability confident

Would staff in your organisation know the right way to deal with a customer or colleague with a physical or visual impairment and be comfortable about doing so rather than feel awkward or embarrassed?

This learning resource provides the practical steps you need to take in order to serve disabled customers, and to work with disabled colleagues and staff.

Developed in partnership with The Employers' Forum on Disability (EFD) this exclusive training solution from Skill Boosters, available via video, e-learning and trainer-led formats, provides guidance on best practice in the workplace and emphasises the value of a diverse workforce.



### Key learning outcomes

#### 'Disability Confident: Working with disabled customers and colleagues' will enable your staff to have a better understanding of:

- Disability being a key issue for all staff, not just those responsible for facilities
- Attitudes to disability
- The requirements of the DDA
- The most appropriate ways to work with disabled colleagues and how to communicate and serve disabled customers
- The types of 'reasonable adjustments' that need to be made for staff and customers with disabilities
- Promoting appropriate behaviour in relation to deliberate bullying and harassment
- The knowledge and skills necessary to work successfully as part of a diverse team

Produced by Skill Boosters in partnership with:



The EFD is the world's leading employers' organisation focused on disability, working closely with its members, disabled people, government and other stakeholders, sharing best practice to make it easier for businesses to employ disabled people and serve disabled customers.

“ We purchased several copies of Skill Boosters' resources – all of which have proved to be an invaluable part of our diverse training strategy. The mix of realistic drama clips and analyses from various HR and expert contributors ensure the content is highly credible. The outcome is that our staff are asking for more titles! It's a very cost-effective method of training and I would have no hesitation in recommending Skill Boosters to others. ”

Shari Khan  
Change & Development Manager  
Fenland District Council



DCON-CFS-0807

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### Course details

#### Overview

Via a choice of video, e-learning or LIVE trainer-led formats, or a blend of all three, this course covers a comprehensive range of disability-related topics. Aimed at employees of all levels, it has been developed to suit anybody in your organisation including: foundation level employees, HR managers, diversity specialists, trainers and advisers, senior managers/executives and operational managers/executives.

#### Course Content

This course doesn't just explain the requirement under the DDA regulations - it looks beyond compliance. The course content and structure will ensure that your staff gain the knowledge and skills necessary to work successfully as part of a disability confident team.

#### Video

**Includes** Visiting disabled customers at home • People with visual, hearing and mobility impairment • People who have mental health problems • People with disfigurement

#### E-learning

**Part 1** – A new perspective on disability

**Part 2** – Communication skills

**Part 3** – Law and best practice, Assessment quiz

#### LIVE trainer-led

**Includes** The different types of disability • Medical and social models of disability • Recognition and dispelling myths and assumptions about disability • How to communicate effectively with people who have certain types of disability • How to avoid discriminating against and marginalising colleagues with disabilities • The basics of the Disability Discrimination Act 1995 (DDA)

#### What sets Skill Boosters apart?

- Our courses consist of credible and best practice learning content developed in partnership with leading subject matter experts
- We can blend subject matter and delivery methods in a unique way
- Our training solutions can be tailored to suit the needs of your staff and organisation
- We create innovative learning technologies to deliver inspiring and accessible training solutions
- Our background and expertise in television, multimedia and education enables us to create rich media-based training solutions which engage learners throughout their learning journey
- We offer a no-obligation 'try before you buy' service

“It's the best learning resource I've seen in my career and should be held up as an example of excellent instructional design, as well as for its content and its approach to making courseware accessible.”

Training  
Journal



#### Delivery formats available

Video with trainer notes and self-study guide.

CD-ROM and Intranet with user booklet.

LIVE in-house and public trainer-led workshops.

#### Duration

Video: 47mins.

E-learning: 150mins approx.

LIVE trainer-led: 1 day.

Please contact us for pricing options, special offers or to discuss a tailored model.



Organisations that have already invested in and reaped the benefits of this course: HOME OFFICE BRITISH AIRWAYS BT MANCHESTER METROPOLITAN UNIVERSITY BRITANNIA BUILDING SOCIETY LONDON BOROUGH NEWHAM HM TREASURY COLLEGE REDBRIDGE INSTITUTE OF ADULT EDUCATION SOUTH LANARKSHIRE COUNCIL HBOS POST OFFICE LLOYDS TSB TAMESIDE & GLOSSOP PRIMARY CARE NHS TRUST UNIVERSITY OF WESTMINSTER CO-OP BANK OFFICE OF FAIR TRADING SOMERSET COUNTY COUNCIL DIXONS INLAND REVENUE BRADFORD DISTRICT COUNCIL DE MONTFORT UNIVERSITY BELFAST INSTITUTE DWP BARCLAYS THE BRITISH LIBRARY REMPLOY NHS UNIVERSITY PWC MARKS & SPENCER MOD