



NDK Changing, Training, Speaking

DISABILITY, WITH A LIFE (DWAL)

This fast paced 3 hour workshop is designed to give a really practical insight into understanding disability and how simple actions can improve the way in which we interact with people who live with disability as part of their daily life.

The principle of ‘*Seek first to understand, then be understood*’ is an apt approach for this course, which provides an opportunity to step into the world of people living with disability and how the working environment impacts positively or negatively on them.

Aims -

- To provide awareness and understanding of the various disability issues staff may encounter whilst dealing with the public in a variety of business settings

Objectives -

- To develop an understanding of the range of disabilities covered by legislation
- To be even more confident in communicating with disabled people
- To be aware of how the person with the disability may wish to be treated
- To improve standards of customer service offered to people with disabilities

Content -

- Legislation – Brief history of disability discrimination and the legislation that has been introduced to combat it.
- Practical examples – With the aid of props delegates will experience the obstacles familiar to those with a disability
- Types of disability – sensory loss, physical impairment, disfigurements, learning disabilities, mental or emotional distress
- Approach – What to look for and how to address the person
- Questions and answers

Workshop ethos and comfort factors ☺

- The session will start and finish on time with the appropriate comfort breaks.
- Delegates should wear comfortable casual attire.
- All delegates should come prepared to take part in the activities and be assured that their contribution will be valued.
- Refreshments will be provided.

www.ndk-group.com