



Disability Awareness Making Reasonable Adjustment



Overview

This high-level, interactive programme will offer participants the opportunity to share their concerns and learn how best to respond to disabled customers in a safe, confidential environment. Peer learning within the group on company-specific ways of working enhances more formal learning on the law and good practice. By exploring disability equality, delegates can discover the often-simple adjustments needed by many disabled people to help reduce the barriers faced. This programme can be delivered as a 1-day or an abridged half-day programme.

Who Should Attend?

This programme is suitable for anyone within your organisation that is responsible for making reasonable adjustments. (Different versions can be designed to meet the needs of varying audiences such as 'champions', managers, and front-line staff.)



By the end of the programme participants will:

- Have measurably increased their overall confidence in dealing with disabled customers
- Understand the skills that are required to establish the needs of a disabled customer
- Understand the meaning of the term 'reasonable adjustment'
- Explored the knowledge and skills required to ensure that needs of a disabled customers are being met
- Be able to judge when it is NOT necessary to make adjustments
- Be familiar with organisational policy for dealing with aggressive or abusive behaviour
- Have increased confidence and developed skills in dealing with aggressive or abusive behaviour
- Have explored the escalation procedures
- Have enhanced their understanding of Ombudsman Services 'Service Standards'
- Be more competent when working with colleagues with impairments
- Be better informed of the Equality Act 2010
- Have an increased awareness of different types of discrimination
- To improve understanding of personal and organisational legal duties surrounding disability
- Know where to access support when help is required regarding a complaint made by a disabled person



Programme Content

Using quizzes, video clips, case studies and scenario planning, the facilitator will support each participant to feel more confident in delivering a quality service to each customer. By exploring disability equality delegates can discover the often simple adjustments needed by many disabled people to help reduce the barriers faced.

- Welcome, introductions and programme objectives
- Understanding legal obligations and the consequences to both an organisation and individuals, when failing to comply
- The Equality Act 2010 - what it includes with reference to disability. How has the passing of this act affected the Disability Discrimination Act
- Thought provoking case studies are used to involve delegates and to explore issues surrounding access, boundaries and what is reasonable adjustment
- Terminology and etiquette - including good practice on disability and some unpicking of the concepts of discrimination, prejudice, stereotype and positive action
- Exploring attitudes and prejudicial forces - the programme will help individuals to examine their own attitudes and prejudices
- Detailed discussion would be facilitated to ensure that all participants feel confident to understand when to make a reasonable adjustment, and when to escalate a call, in line with policy
- Ways in which the business can ensure good customer service throughout a customer journey for example phone calls and report writing
- Overview of considering disability equality in the workplace
- Signposting to other sources of guidance
- Practicing applying the skills and knowledge - delegates can consider situations where they can apply the learning and, where necessary, they can seek the support of management or colleagues to deal with their concerns and challenges
- Developing and sharing personal action plans - the final stage is to seek a commitment from each participant that they will do something that is tangible to transfer the learning

Programme Style

The style of this intensive programme is to engage and to build knowledge and skills with minimal lecture and maximum interaction. We aim to leave people feeling inspired and to make a real difference to your organisation. Activities include:

- Input, guidance and facilitation by the trainer
- Group discussion and debate
- Sharing of experiences
- Individual and group exercises working on organisational-specific coaching activities
- Observation of activities and feedback
- Time for reflection and planning

Rightrack Membership: Post-Programme Support

Everyone who attends a Righttrack programme automatically receives Righttrack Membership. This allows them to contact their trainer if they have questions or are having difficulties putting into practice what they have learned. They also have access to our dedicated delegate website, which includes downloadable programme materials. This is valid for life.


Additional Information

What is the programme duration?

The programme is delivered at a time to suit you. The timings are usually 9.00 a.m. to 5.00 p.m. with refreshment breaks and lunch. However, programme timings can be adjusted to suit.

Who will the facilitator be?

The training specialist will be hand-picked by each customer's personal project manager to ensure their style, approach and industry knowledge is matched with both the organisation and the audience.



For further information please
contact the Righttrack sales
team:

Tel: 01527 595955

Email: enquiries@righttrackuk.com





Where and when is the training?

The programme is either delivered at your premises or a venue of your choice. When is entirely up to you, we can work with you to agree suitable timings.

How many delegates can attend?

This programme can readily accommodate small groups of six delegates or less and up to a maximum of 12. Please call us to discuss larger group sizes.

What materials are available?

All delegates receive workbooks and handout notes, notes are downloadable from the Righttrack website (see Membership) as well as a personalised certificate of attendance
