

The Training You Need, The Way You Need It

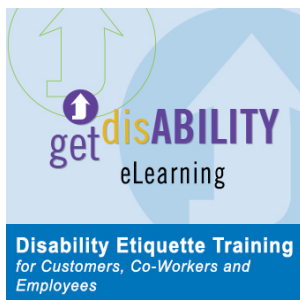
HirePotential provides a range of disability training tools so you can find the method that works best for your organization. Whether it's online eLearning, webinars or the use of eBooks, we want to partner with you to help your company become more inclusive toward individuals with disabilities and take your organization to a new level of success.

HirePotential is proud to offer exclusive, certified disability awareness and inclusion training courses for Recruiters, Hiring Managers, Co-workers, IT, HR, Diversity, C-level, Compliance, Customer Service, and Risk Management.

Interested in a [demo](#) of our e-Learning courses? [Select to view here](#)

eLearning Course:

Disability Etiquette Training for Customers, Co-workers, and Employees



Not everyone knows how to interact with people with disabilities. Worse yet, some people think they do and their actions can actually be offensive. Hiring an individual with a disability or someone who may need an accommodation can lead to apprehension among co-workers about how to communicate with their new coworker. Employees that deal with the public can also be unsure of how to interact when they encounter a customer with a disability. Give your team the knowledge and skills they need to create a supportive and welcoming environment that's inclusive for all.

Presented in a 45-minute eLearning self-paced course, participants will increase their confidence in respectfully interacting with employees or customers with disabilities, and

in creating a corporate culture that's more inclusive to all. Employees will learn more about: disability myths, fears and attitude barriers, appropriate etiquette, seeing beyond the disability and focusing on the ability, service animal etiquette, communicating through an interpreter, decreasing liability exposure, and more. Creating a more inclusive corporate culture or customer experience starts with educating everyone in the organization about being more aware of individuals with disabilities.

Module 1 – Overview and Defining Individuals with Disabilities

Module 2 – Individuals with Physical Disabilities

Module 3 – Etiquette Surrounding Interacting with Individuals with Sensory Disabilities

Here is what you will learn: Whenever we interact with individuals who we think may have a disability – it can take us out of our comfort zone. The fact is that when we are unsure of how to respectfully engage with members of this group, we may avoid making contact and miss out on the benefit of meeting, hiring or selling to these individuals. In this learning module, we will provide some basic information to help you increase your comfort when you meet an individual with a disability.

Length of the course:

3 separate modules, 12-15 minutes in length, interactive and provides 3 questions at the end of each module.

Objective:

Building a fundamental understanding and corporate culture which supports and models inclusion for individuals with disabilities. Establishing appropriate communication guidelines. Creating a comfortable environment and positive experience. This course was developed for co-workers, servicing customers with disabilities and support roles in organizations.

Training Topics

- Learn about myths, fears and attitude barriers
- Learn how to see beyond the disability and focus on ability

- Learn what you can and cannot say or do – disability etiquette tips
- Learn how to communicate through an interpreter
- Learn about service animal etiquette
- Learn how you can make a difference
- Learn how to build a fully inclusive culture

Potential Outcomes:

- Enhance communication with people who have disabilities, both employees and current and prospective customers.
- Reduce the barriers and increase the understanding of people with disabilities.
- Sensitize personnel to the issue of disability.
- Facilitate open communication regarding employment issues for people with disabilities.
- Build a sustainable inclusive culture of respect for all.
- Be recognized for socially responsible business practices.
- Ensure a successful disabilities program and experience
- Decrease employment liability exposure