

Disability & Customer Care

Disability Action Training Service is a social enterprise that delivers quality disability training. Our training covers all disabilities and is delivered by trainers with disabilities. We are able to bring a wealth of knowledge and experience to the training as well as invaluable ongoing support. No other organisation in Northern Ireland can offer this extensive service.

Overall Aim: To encourage good practice in relation to disabled customers

3 hour training programme

Objectives:

- Give participants a better understanding of the impact of society on disabled people
- Enable participants to be more comfortable communicating with people with disabilities
- Provide information on good customer care for disabled people

6 hour training programme (practically looks at improving your services)

Objectives in addition to above:

- Draft organisational actions to better serve disabled customers
- Good practice examples for your staff to use in their day-to-day work

We use a variety of training methods to make our training programmes as interactive as possible. These include DVDs, quizzes, handouts, group work and case studies. Each participant receives training materials for the session as well as reference materials for future use. All our training sessions are fully accessible.

All our training is based on a business case that believes that employing the right person for the job, regardless of disability, and expanding your customer base can only be good for business. We would like to help you in achieving this positive change.

For further information please contact Disability Action Training Services:

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