

## Disability Equality Training

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 participants to think about disability differently

### 3 hour training programme

**Objectives:**

- To give participants a better understanding of the impact of society on people with disabilities
- Enable participants to be more comfortable communicating with people with disabilities
- Provide information on the rights of disabled people

### 6 hour training programme has an increased organisational focus

**Objectives in addition to above:**

- Give the organisation a better understanding of the impact of society on disabled people
- Devise personal / organisational actions and examine how disability impacts on your organisation

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:

**Telephone:** 028 9029 7880  
**Textphone:** 028 9029 7882  
**Email:** [careyannclarke@disabilityaction.org](mailto:careyannclarke@disabilityaction.org)  
**Web:** [www.disabilityaction.org](http://www.disabilityaction.org)



## Disability & Customer Care

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**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

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## Managing Disability in the Workplace

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**Overall Aim:** Encourage good practice in relation to disabled employees

### 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 workplace practice

### 6 hour training programme (examines management practices in your workplace)

**Objectives in addition to the above:**

- Explore the Business Case for managing disability
- Provide information on good management practice in relation to recruitment, selection and retention of disabled employees

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## Effective Consultation with People with Disabilities

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Latest estimates are that 1 in 5 adults in Northern Ireland has a disability. Effective and meaningful consultation with people with disabilities can provide you with the relevant information to shape your business to suit your customers' needs. This 3 hour training programme aims to equip your organisation to do just that by:

- Giving participants a better understanding of the impact of society on disabled people
- Enabling participants to better communicate with disabled people in relation to your business/organisational needs
- Providing information on effective consultation practices

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## ‘Diversity Insights’ E-learning Programme

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This innovative training programme is designed to be a flexible resource which participants can complete at a time and place convenient to your business/organisation. This 5 hour online training aims to introduce staff to all aspects of diversity and grasp the concepts at their own pace. It will:

- Raise awareness of diversity relating to customers and colleagues
- Help participants with problem solving techniques and other skills relating to diversity
- Develop a practical understanding of rights and responsibilities in relation to diversity issues in the workplace

The modules take a very practical approach to diversity in the workplace by exploring how to make the information:

- Personal, Organisational, Real and Practical

It is our intention that this E-learning programme will have the maximum impact on your business and with the least time commitment necessary from your business.

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## Diversity Management for Managers

Disability Action Training Service is a social enterprise that delivers quality 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.

Workplaces in Northern Ireland are becoming more diverse. There is an increasing need for managers to take into consideration the background and needs of their staff. This 6 hour training programme will give you the tools to better manage your working environment. Participants will:

- Discuss what diversity management actually means
- Explore the culture of your organisation
- Begin to prioritise the diversity issues within your organisation
- Examine the practical steps needed to implement a diversity management strategy.

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## Diversity Management for Staff

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Workplaces in Northern Ireland are becoming more diverse. There is an increasing need for all employees to understand that they can contribute to good relations in their organisation. We have developed this 3 hour training programme to give your staff the tools to contribute to a better working environment. Participants will:

- Discuss what diversity management actually means
- Explore what impacts on diversity in your organisation
- Examine what individuals within your organisation can do to better manage diversity

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## Diversity Management for Human Resources

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Workplaces in Northern Ireland are becoming more diverse. There is an increasing need for Human Resource staff to be aware of their role in transforming organisational culture to more closely reflect a diverse workforce. We have developed this 6 hour training programme that will give you the tools to operate best practice. It will:

- Provide information on diversity legislation and the business case for diversity
- Explore how policies and procedures can enable your company to make the most of the diversity of its staff and customers
- Ensure diversity management can be a management competency

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