

## Disability Awareness: Working with People with Disabilities

People with disabilities represent a significant and largely underutilized resource for so many businesses. This two-day workshop will give supervisors, managers, and human resources consultants the tools and tips they need to create a diverse workplace and leverage the skills and knowledge that people with disabilities have to offer.

During this course, participants will learn to: prepare to welcome people with disabilities into their workplace; interact with people with disabilities; identify and overcome barriers in the workplace; use respectful, appropriate, acceptable language in any circumstance; understand what their company can do during hiring and interviewing; and understand what job accommodation is and how it applies in their workplace.

### Course outline

#### Session One: Course Overview

#### Session Two: Defining Terms

What are Disabilities?

About Stereotypes

Some Common Phrases and the Stereotypes Behind Them

#### Session Three: Misconceptions and Realities

#### Session Four: A Business Case

Getting Into It

Summary

#### Session Five: Dissecting Labels

Giving Your Words Some Thought

Being Practical

Mingle with Me

#### Session Six: Accessibility

Physical Access

Barriers

Case Studies

#### Session Seven: The Cornerstones of Diversity

About the Cornerstones

Knowledge

Understanding

Acceptance

Behavior

#### Session Eight: Pre-Assignment Review

#### Session Nine: Encouraging Diversity by Hiring

What Can We Ask?

What Can the Candidate Expect?

#### Session Ten: Using the STOP Technique

The Four Steps

Making Connections

#### Session Eleven: Communication Essentials for Disability Awareness

Ground Rules to Get Started

Respecting Confidentiality

Preparing Documentation

#### Session Twelve: Communication Styles

Dichotomies in Theory

Dichotomies in Action

#### Session Thirteen: Critical Conversations

Introductory Elements

Getting the Conversation Started

Taking it One Step Further

#### Session Fourteen: How Do We Make It Happen?

How Far Do You Go In Accommodation?

Value of Job Shadows

Recommended Reading List

Post-Course Assessment

Pre- and Post-Assessment Answer Keys

Personal Action Plan