

For the benefit of your
organisation

Disability Awareness Training

GLCC 'half-day' (3 hour) Introduction to Disability Issues

For front line staff with emphasis on customer care, confidence / awareness and appropriate attitudes.

TV / VIDEO player required (can be supplied).

	To include	Time
Introduction	<ul style="list-style-type: none"> ▪ Welcome, familiarisation of all concerned ▪ Outline the session ▪ Advise open to feedback ▪ Round the group - what individuals want to get out of the session ▪ Our objectives i.e. to raise awareness & to find out what else is needed 	20 mins
2. Language exercise <i>This is about the different words used to describe disability, individuals and what's acceptable and what's not etc.</i>	<ul style="list-style-type: none"> ▪ 15 minute small groups discussion ▪ 20 minute de-brief <p>Various words are shown to the groups to discuss and interoperate. During the 20 minute de-brief correct contemporary terminology is explained and discussed.</p>	35 mins
3. Introduce Social Model of Disability	<ul style="list-style-type: none"> ▪ An introduction of the social, as opposed to the medical model, of disability. ▪ Awareness of how the dominant culture's perception and attitudes affects disabled peoples life-styles, opportunities and freedom. ▪ Development of organisations potential through best practice. <p>NB this will naturally flow into the next exercise</p>	30 mins
Break		
4. Case Study Exercise	<ul style="list-style-type: none"> ▪ Video ▪ Small groups for 10 minutes to discuss video ▪ Open feedback / realisation – questions ▪ Ideas to create better service / market based on observations. ▪ Insight into market potential – examples – the “disabled pound”, spread of word 	1 hour 20 mins
5. Conclusions	<ul style="list-style-type: none"> ▪ Summarise ▪ Refer back to what they wanted to get out of the session ▪ Response sheets <p style="text-align: center;">Farewell</p>	15 mins

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The purpose of this session is to create informed awareness in a relaxed atmosphere. Feedback and interaction between participants and myself, Trevor Palmer, is a key factor. My own personal experiences and observations, as a disabled person, businessperson, experienced traveller, consumer, art lover and as someone associated with access issues are very relevant.

Although the three hour session is time structured there is always an element of flexibility to suit individual groups' needs. The intended result is to generate a feeling of confidence, understanding and attitude for those who may have contact, in various capacities, with people physical / sensory impaired.

Collaborations with Training specialists and organisations who prefer to facilitate their own "brand" of training can be organised, to produce a "tailored" result in compliance with policies. The aim of this half day session is to increase awareness, "best practice" and for participants to experience a "live" understanding / appreciation of working with, serving and feeling comfortable and confident in any situation.

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NB Trevor Palmer is a full time wheelchair user and travels with a PA.