

Working with people with disabilities

THIS PROGRAM IS DESIGNED TO HELP PARTICIPANTS BUILD CONFIDENCE AND ASSIST PARTICIPANTS WHEN THEY INTERACT WITH PEOPLE WITH DISABILITIES.

Plan of action

Our interactions with people with disabilities can be as a result of value systems, projection, transference, personality types, societal differences in behaviour, cultural norms and ultimately perceptions caused by assumptions. Through an experiential learning process participants will be guided through a journey of understanding people with disabilities in the areas of reflective listening, building awareness, assertiveness and rapport building.

- Build rapport to generate relationships
- Use reflective listening to gain an understanding of others
- Focus on the person
- Feel more confident and be yourself
- Interpret responsibilities
- View people as well intentioned
- Anticipate challenges before they occur
- Substitute unhelpful vocabulary and statements
- Understand how expectations are formed
- Communicate with confidence

Key Learning Outcomes

At the conclusion of this program participants will possess the skills to:

- Understand assumptions are perceptions
- Appropriately choose their own behaviour
- Develop self awareness to identify ineffective behaviours
- Learn the importance of intrapersonal and interpersonal intelligence
- Get out of the comfort zone and get into the world of others
- Learn that rapport is more than respect and communication
- Generate rapport with people whom we see as different
- Build a culture that thrives on dialogue and feedback
- Understand that listening is about self control instead of self indulgence
- Create positive power through listening
- Understand legal responsibilities
- Eliminate words that cause negative reactions
- Understand how personality styles can cause engagement in conflict
- Blueprint and anticipate any challenges
- Influence better outcomes

Would you like to attend this program?

- For maximum effectiveness, this program is best conducted as an in-house program.
- **Ideal group size** 4 - 12 participants.
- **Venue** For your convenience, you can choose to conduct this program at your business premises. Alternatively, we can provide a training venue at a small additional cost.
- **Duration** This program can be adapted to your meet your requirements.
- **Cost** Price on request.
- **Target Audience** Employees, Supervisors, Team Leaders and Management.

If you would like more information on this training program, please contact:

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or visit our website today

www.preftrain.com