



## Professional Development/Training Sessions

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**Build capacity and leadership to advance inclusion and diversity in your organization**

- ✓ Short, practical, engaging and informative sessions
- ✓ Tailored to the unique needs of your workplace or staff team
- ✓ Presented by expert local facilitators
- ✓ Participants receive Certificate of Completion for all sessions

### **Inclusive Customer Service: Service Excellence for Your Clients/Customers with Disabilities**

Information, awareness + practical techniques and confidence are the keys to providing excellent and respectful service to clients and customers with disabilities. Be proactive and get a service edge by ensuring that your full service team completes this highly effective session. (Can be adapted from 2.5 hr to full-day session)

#### **Key content**

- The ‘CRISP’ approach to inclusive and excellent service
- Recognising and removing service barriers
- Practical communications tips and techniques
- Respectful language/terminology
- Types of visible and nonvisible disabilities and related requirements
- Service scenarios review and discussion

#### **Learning objectives**

- ✓ Enhanced knowledge and understanding
- ✓ Practical skills and techniques to support persons with disabilities
- ✓ Improved capacity for service excellence

#### **Target audience**

- ✓ Frontline service staff
- ✓ Service supervisors and managers

### **BOOK YOUR SESSION NOW!**

Contact us for fee/session details and to discuss the learning goals for your workplace

- ▶ [info@codnl.ca](mailto:info@codnl.ca)
- ▶ 709.722-7011

*“Fantastic...a wealth of information”*

*“Had an enormous impact on our group”*

*“Has really helped our organization walk through this issue and do some very good planning”*

*“These sessions have sparked ongoing internal discussion for us”*

*“Eye-opening and really raised awareness for our staff”*

*“Our frontline staff have a confidence and a language that many of them didn’t have before”*

*“Provided staff with a confidence and comfort level working with people with disabilities”*