

LEADING ACCESSIBLE SERVICE EXCELLENCE



OBJECTIVE

- To provide leaders with the concepts, model and tools to further enhance skill and confidence when coaching teams who are providing service to persons with a disability or accessibility needs

WHO SHOULD ATTEND

- Supervisors
- Managers

SESSION DETAILS

- One full day session
- Between 10-20 participants
- Interactive format
- Take-away resource guide

BENEFITS TO BUSINESS

- Creates a consistent service culture
- Enhances service levels and teamwork
- Become better at coaching your teams to accommodate and communicate with customers with disabilities

PROGRAM AT A GLANCE

This program gives business owners and managers the information regarding compliance with the Accessibility for Ontarians with Disabilities Act (AODA)* as well as the knowledge and tools to ensure businesses are compliant. The result – a service excellence culture for customers with a disability or accessibility needs.

Presentation of the 3^{1/2} hour frontline Accessible Service Excellence Program

Review Accessibility for Ontarians with Disabilities Act (AODA)* and application of policies to your workplace

Develop an understanding of the training compliance component of AODA

Develop a better understanding of various disabilities

Recognize gaps when providing customer service

Better appreciate the value and benefits of improving service for persons with a disability

Learn the core principles for communicating with customers with disabilities

Discover how to meet specific needs of customers with varying disabilities within your workplace

Develop your workplace action plan and next steps

*Government agencies and businesses had to be compliant with the customer service standards of AODA as of January 1, 2012.