

ACCESSIBLE SERVICE EXCELLENCE



OBJECTIVE

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

WHO SHOULD ATTEND

- Front line employees
- Supervisors
- Managers

SESSION DETAILS

- Half day session - 3.5 hrs
- Between 10-25 participants
- Interactive format
- Take-away resource guide

BENEFITS TO BUSINESS

- Enhances service levels and teamwork
- Service teams will become better at accomodating and communicating with customers with disabilities

PROGRAM AT A GLANCE

This workshop will help prepare your team to meet the needs of the fastest growing customer base — persons with disabilities or accessibility needs. Designed to complement OTEC's Service Excellence program, this workshop will ensure your business meets Accessibility for Ontarians with Disabilities Act (AODA)* standard compliance and your employees increase customer loyalty and service levels.

Legislation and the AODA

Review Accessibility for Ontarians with Disabilities Act (AODA)*

Types of Disabilities

Develop a better understanding of various disabilities

Providing Service Excellence

Recognize gaps when providing customer service

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

Communication

Learn the core principles for communicating with customers with disabilities

R.E.S.P.E.C.T. Model

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

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