



SERVICE EXCELLENCE AND ACCESSIBILITY

This workshop will help prepare your team to meet the needs of persons with disabilities or accessibility needs. Designed to complement OTEC's Service Excellence program, this interactive and engaging half-day workshop focuses on providing excellent customer service to persons with a disability to ensure everyone who visits your organization or receives service as a positive and memorable experience.

WHO SHOULD ATTEND

- Front-line employees
- Supervisors
- Managers

SESSION DETAILS

- Half-day session (3 hours)
- Between 10-15 participants
- Interactive format

BENEFITS

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

TOPICS INCLUDED

- Accessibility and Legislation
- Categories of Disabilities
- Barriers in the Workplace
- Overcoming Bias
- Potential Ways to Assist
- Assistive Devices
- Communication
- GALAT Service Process Review and Scenarios
- RESPECT Model
- Reflection and Wrap-up

CONTACT US TODAY FOR MORE INFORMATION

OTEC OFFICE & LEARNING CENTRE 21 Four Seasons Place, Suite 300
Toronto ON, M9B 6J8 | p. (416) 622.1975 | t.f (800) 557.6832 | e. info@otec.org
www.otec.org

