



DISABILITY AWARENESS AND SENSITIVITY TRAINING RESOURCES

Individual attitudes and lack of awareness can be some of the biggest barriers in employing people with disabilities in your organization. Why? Many employers have not had the opportunity to interact with people with disabilities in the workplace. They simply do not realize, like most companies that have hired people with disabilities do, that what matters most is whether the person can do the job. Sensitivity and awareness training can assist employers in understanding their biases and in developing methods to manage them, allowing your organization to better tap into the labor pool of people with disabilities.

The Employer Assistance & Resource Network (EARN) provides this list of offline, online and multimedia trainings designed to educate the workforce on disability issues. EARN provides this list as a resource and does not endorse any vendors or trainings. Please contact the organizations directly for more information about their trainings and pricing.

Customized Training

EARN Customized Training

EARN provides cost-free, customized sensitivity and awareness training to qualified employers. To find out if you qualify, contact an EARN Employment Specialist at 1-866-327-6669 or via email at: earn@earnworks.com.

State Vocational Rehabilitation Agencies

Every state vocational rehabilitation agency has business outreach professionals who work to build relationships with employers. These representatives can help link employers to state training resources on a variety of disability employment issues.

For a list of state contacts, go to: www.ed.gov/rschstat/research/pubs/vrpractices/busdev.html.

Disability Business Technical Assistance Centers (DBTACs)

The DBTAC National Network of ADA Centers offers training in a variety of formats to meet the needs of individuals with diverse learning styles. Training includes up-to-date information on the ADA, its implementation and other disability-related issues. Education credits and certificates, such as continuing education units, Commission on Rehabilitation Counselor Certification credit hours and AIA, are available for many of the training opportunities. They offer audio conferences, online learning, conferences and on-site training.

For more information, visit: www.adata.org.

earn@earnworks.com

1-877-327-6669 (V/TTY)

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Professional Trainers

- *Solutions Marketing Group*

Companies that are working to become disability-friendly realize it is imperative to have employees throughout the company with awareness and practical skills to interact with people with disabilities, as fellow colleagues and consumers. To meet the on-going needs of its clients, SMG has added Education and Training to its suite of services. This new division is headed by Bill and Cheryl Duke of W.C. Duke Associates, the international leader for the past 16 years in helping businesses comply with the human side of the Americans with Disabilities Act (ADA) through customer service, diversity and disability, recruitment and retention, awareness, and leadership trainings.

Visit www.disability-marketing.com/ for more information.

- *Milt Wright and Associates*

Milt Wright and Associates is a publishing, training and consulting firm focused on Disability Management, Job Creation and Employment Resources. For Employers, they specialize in the design and implementation of disability management, return to work programs, workers' compensation cost containment strategies, transitional employment, mentoring strategies, diversity, and job retention.

Visit www.miltwright.com for more information.

- *Jim Musarra, Management Training & Development*

This program addresses Title I of the ADA which requires equal employment opportunities for qualified individuals with disabilities. Designed with managers and HR professionals in mind, this program addresses three important areas: attitudes towards persons with disabilities - origins of these attitudes and solutions are explored; principals of and practices for hiring and managing persons with disabilities; and investigation of ADA with the intent of gaining full knowledge of this act – Title I is given particular emphasis.

Contact Jim Musarra at musarrajp@yahoo.com or at 305.790.2537 for more information.



DISABILITY AWARENESS AND SENSITIVITY TRAINING RESOURCES

Online/Multimedia Disability Awareness and Sensitivity Trainings

Access Granted (Elderly and Disabled Training Module)

Access Granted provides eLearning modules that equip employees with tools to provide a high degree of customer service to elderly and disabled customers. The Access Granted course can be accessed online and is comprised of 10 chapters with interactive questions and video presentations. Access Granted's technology is built on an award-winning eLearning platform based on Oracle software. The robust solution allows employers to receive detailed reports and customize each learning group. Initially, Access Granted delivered its eLearning solution to the hospitality, retail, transportation, government, and restaurant sectors.

Visit www.accessgrantedcorp.com for more information.

Disability Learning Services (Disability Sensitivity Training)

The law says that all employees will work in an environment that provides equal opportunities. All employees should be hired, rewarded or reprimanded strictly based on job qualifications and job performance, without regard to race, age, sex, disability, religion, or national origin. But the reality is that discrimination - especially subtle discrimination and harassment - continues to thrive in our workplace. It is everyday stereotypes and assumptions about our differences that are the basis for most discrimination claims. This workshop focuses on issues relating to people with disabilities - from the Americans with Disabilities Act (ADA) to conversation etiquette.

Visit www.disabilitylearningservices.com for more information.

Disability Learning Services also offer [additional trainings](#).

The Disability Etiquette Training Company (Disability Etiquette Training)

It's a passionate cohort: one bad act on the part of an organization toward a loved one with a disability will resound, whereas one good act will anchor respect and loyalty. Many well-meaning people lack the know-how to effectively serve people with disabilities. Many organizations have documented growth in customer satisfaction and profitability following improved service to people with disabilities. Improved etiquette means less conflict and less chance of litigation. Improved etiquette means better employee morale as employees understand themselves and their reactions better. Improved etiquette toward people with disabilities translates to more sensitive and skillful service for all people.

Visit www.disabilityetiquettetraining.com/wwonline.html for more information.

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Rehabilitation Research and Training Center on Workplace Supports and Job Retention (Disability Awareness HR Management Online Seminar)

This free online seminar covers diversity training specific to disability awareness for Human Resource Professionals. Through this seminar you will have the opportunity to learn more about topics such as current history, myths & facts, research, tips for communication, tips for interviewing, and tips for accommodations, all related to employing individuals with disabilities. This is a complimentary seminar.

Visit www.worksupport.com/training/daStart.cfm to take the seminar.

Visit www.worksupport.com/about_us/index.cfm for more information.

Disability Awareness Kit (Disability Awareness Training)

The broad aims of this website are: to promote an understanding of issues surrounding disability to encourage service providers to focus on the individual, not the disability, to develop an understanding of appropriate and effective methods of interaction with people with disabilities; to foster an understanding of the ways in which the information needs of people with disabilities can be met; and to develop an awareness of issues relating to physical access to library materials.

Visit www.openroad.net.au/access/dakit/disaware/disawarecontent.htm for more information.

For Disability Awareness training on varying types of disabilities visit:

www.openroad.net.au/access/dakit/welcome.htm.

Program Development Associates (Disability Awareness Training)

This website offers a wide collection of video titles created to assist in teaching disability awareness. Videos range from the Americans with Disabilities Act to stereotypes of disabilities, to helpful hints for HR and serving people with various disabilities. All videos focus on overcoming obstacles set forth by disabilities and how all people can focus on ability and success in the workplace.

Visit www.disabilitytraining.com/disaw.html for more information.

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VendorPedia.com (ADA Training)

The Americans with Disabilities Act (ADA) is one of many federally-mandated laws for which employers must maintain administrative compliance. This website offers training, books and manuals, as well as seminars and webcasts, to help you better understand and administer ADA compliance requirements.

For a list of online training courses, visit:

www.vendorpedia.com/showProductList.asp?PTID=1000001&WSID=1000000&selectedSubject=1010036.

DBTAC: Southeast ADA Center (ADA Training)

The ADA Audioconference Series utilizes a combination of teleconferencing and web-based technologies, including real-time captioning, to deliver cost-effective continuing education on regulations and trends under the Americans with Disabilities Act (ADA). **Each ninety minute subject-specific program begins at 2:00 p.m. and ends at 3:30 p.m. Eastern Standard Time (EST)**, including the opportunity for questions and answers. Supplemental materials are posted on the web prior to each program for preparation and later review.

Visit the audioconference website: <http://www.sedbtac.org/ada/training/audioconf.php#adaseries>.

The Ten Commandments of Communicating with People with Disabilities (Disability Awareness Training)

If your workforce is going to effectively include people with a wide range of disabilities, your supervisors and coworkers need to be able to communicate effectively with them. They need to overcome their awkwardness and reservations about the disability "factor." *The Ten Commandments of Communicating with People with Disabilities*, using humor and solid information, can be an effective tool for becoming "disability-friendly." If your company or organization is going to offer a high quality of customer service to your patrons or clients with disabilities, all of your employees need to have a basic level of comfort and understanding about how to effectively communicate with people with various disabilities. *The Ten Commandments of Communicating with People with Disabilities* is an entertaining and engaging tool for developing that basic level of understanding and skill.

For a more detailed description or to purchase *The Commandments of Communicating with People with Disabilities*, visit: <http://www.diversityshop.com/store/10comvid.html>.