

TRAINING FOR DIVERSE AUDIENCES

Company name : ADT-CENTER

Activity sector : Activités de services administratifs et de soutien

Company category : PME

Description of the action

One of ADT-Center's jobs is to provide training. This year we trained people with a disability in communication and reception in order to best perform their function in a customer service setting - optimizing communication skills.

Context

Our client's staff includes people with mental, hearing and visual disabilities.

Approach

ADT-Center adapted its training content and pedagogical method in order to be able to adequately sensitize the participants to one facet of their profession.

Objectives

The objective is to enable all people to be trained and to feel useful within a company. At the end of this training, the participants were able to optimize their communication and customer approach and thus better understand their daily role.

Impact

The participants felt valued and proud to be trained and considered as full-fledged collaborators. The trainers became aware of their role in this context, learned about the various disabilities and were able to discuss diversity with other non-disabled employees during the training with concrete examples from their daily lives.

« To do »

Make companies aware of the importance of training at all levels, by including the concept of diversity in each theme.

« Not to do »

Stigmatizing people with disabilities and not considering the need to train them in the same way as other employees.