



Disability Confidence: Inclusive Customer Service

Is your customer service team equipped to provide inclusive support?

Join our training to boost your team's confidence in delivering outstanding service to all customers.

Participants will learn how to confidently engage with disabled customers and understand the best practices for disabled people.

Discover the spectrum of disabilities and their prevalence in NZ society. Understand what the legal obligations are when serving customers with accessibility needs, and learn from feedback provided by the disability sector.

Master disability etiquette principles for serving customers with accessibility needs.

Get specific advice in the areas of:

- Wheelchair users and other mobility impairments
- Blind and low vision customers
- Deaf/Hard of Hearing customers (including NZSL online dictionary)
- Managing falls
- Speech impairments
- Cognitive impairments
- Neurodiversity
- Sensory overload



About the facilitator

Phil Turner, Chief Executive of the NZ Disability Employers' Network, is an experienced and passionate training facilitator. With a strong background in collaborating with leading organisations and disabled individuals across New Zealand, Phil offers a unique blend of lived experiences and business expertise. Prepare to gain valuable insights and practical skills as Phil guides you in fostering inclusive customer service.

