



Cornell University
ILR School
DBTAC-Northeast ADA Center

PROGRAM



ADA Trainer Network | Program 1

Disability Awareness: Understanding the ADA Communicating Respectfully and Effectively with People with Disabilities

Introduction

The ADA has created unprecedented opportunities for people with disabilities to be included in their communities. Today, people with disabilities are an active part of the communities in which we live and work. Many people without disabilities may not be familiar with how to interact effectively with people with disabilities. In order to address this issue, this training provides an overview of best practices for interacting with people with disabilities in respectful and meaningful ways. It also introduces the Americans with Disabilities Act and the impact it and other disability rights laws have had on our culture. This participatory training provides opportunities for discussion and questions about a broad range of disability topics. This presentation is based on one of a series of nine essential trainings developed and offered by the Disability and Business Technical Assistance Center (DBTAC-Northeast) at Cornell University in cooperation with the Northwest ADA Center at the University of Washington.

Goals & Objectives

Module 1: Let's "Talk" – The Many Faces of Disability

- Challenge automatic notions of disability as deficit
- Consider barriers faced by people with disabilities in social, community, and employment life



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Module 2: The Impact of Social Paradigms of Disability and Disability Legislation

- Understand the impact of societal attitudes toward people with disabilities
- Understand the impact of disability legislation on the integration of people with disabilities into society

Module 3: Disability in America – Trends and Resources

- Understand the disability trends that impact social, commerce, and work life
- Increase awareness of resources to collect disability related information

Module 4: Interacting with People with Disabilities - Best Practices

- Gain awareness about different types of disability
- Build awareness of disability etiquette

Module 5: The Basics – Empathy vs. Sympathy

- Build awareness of effective communication with people with disabilities
- Understand the difference between empathetic communication and sympathetic communication

Module 6: Closing Comments

- Build awareness of disability as a source of diversity and not deficit
- Review any audience concerns about working with people with disabilities

All Available Trainings

Program 1: Disability Awareness: Understanding the ADA

Program 2: Getting Hired and Moving Ahead in a Job When Working with a Disability

Program 3: Tapping into Talent

Program 4: Serving Customers with Disabilities

Program 5: About Hidden Disabilities

Program 6: Reaching Individuals with Disabilities: Accessibility in Federal, State, and Municipal Entities

Program 7: Reaching Individuals with Disabilities: Accessibility in Private or Commercial Business

Program 8: Accessible Technology in the Workplace

Program 9: Accessible Web Sites: Everyone Benefits