

Disability Empathy Training Module



Empowering Care in Customer Service

The most common reasons for expressing dissatisfaction in access is related to staff behaviour and provision of necessary products and services. Magnusmode's Disability Empathy Training increases disability awareness through impactful storytelling, enabling teams to respond, serve, and build with empathy.

COURSE DETAILS:

- 30–40 minutes run-time and available in multiple languages.
- Delivered in an Articulate 360 Learning Management System compatible format, with fully responsive and accessible course design.
- Features freeze-frame insights and interviews with 'Disability Advisors'—individuals with various disabilities (autism/ neurodiverse, Deaf, blind, physical disabilities, etc.) who provide real life examples to illustrate course concepts.
- Customized Branching Scenario Training with three common aspects of your customer journey (e.g., Airport, banking, grocery, transit) that present barriers to inclusion. Employees can make choices, explore consequences, and see the impact of their decisions at work.
- Course customized with your branding and logo.
- Mentions resources you offer to support guests/coworkers with disabilities e.g., MagnusCards®.
- Professional voice actor narration of the course.
- Custom designed course completion badge that can be included in email signatures, on your website accessibility page, internal news announcements etc. to build workplace pride and employee engagement around accessibility.
- Interactive learning topics include: Seeing ability in disability, understanding neurodiverse customer emotion, active listening techniques, effective communication strategies, building inclusive environments, respectful language.



OBJECTIVES ACHIEVED:

- ✓ Foster inclusive workplace and customers interactions
- ✓ Foster a culture of heart-filled service
- ✓ Mitigate potential discrimination issues
- ✓ Increase productivity
- ✓ Decrease turn-over



Contact nadia@magnusmode.com to learn more.

Visit magnusmode.com

"Putting people first—our customers, colleagues, and communities—is at the very core of everything we do. Huntington Bank is proud to team up with Magnusmode to help bring practical tools to autistic and neurodiverse people."

—Steve Steinour, Chairman, President, and CEO
Huntington National Bank