

The Equality Act (2010) - Implications for Managers

Duration:

One day

Objective

The Equality Act (2010) supersedes the Disability Discrimination Act 1995 (DDA) in Scotland, England and Wales and requires reasonable adjustments for both customers and employees with disabilities. The Act places a number of Duties on all businesses who provide goods, facilities and services to the public and this one-day highly participative programme is designed to quickly bring delegates up to speed regarding their own and their organisation's duties and obligations.

Contents

This practical and participative programme will provide managers / team leaders with a clear understanding of:

Perceptions and stereotypes of disability

Models of disability

Definitions of disability discrimination

Guidance on reasonable adjustments

Explanation of the Duties placed upon service providers and employers

The barriers that can exist to accessing both services and employment

Who should attend

The programme is intended for anyone who has responsibility for managing service delivery and / or staff.

Course benefits

Assist managers to manage service delivery to people with disabilities

Help managers to appreciate barriers for people with disabilities in workplace

Give managers more confidence in communicating with people with disabilities

Help managers to reduce likelihood of disability discrimination claims

Additional information

This course is highly participative, utilising a variety of exercise and activities and all delegates will receive a comprehensive manual and pack of materials.

Certificates

All delegates who attend this course will receive a certificate of attendance.

Trainers background

The Trainer has over eight years experience in designing bespoke training programmes around the Equality Act 2010 and has trained thousands of people on Equality and Disability issues. She combines her operational management experience with a practical and congenial training style and has successfully delivered this particular programme to organisations from across all sectors, providing delegates with informed advice and guidance.