

## **SKILLS DEVELOPMENT WORKSHOP - General (One Day):**

**Acquire fundamental principles and skills to ably assist and interact with people with disabilities and special needs.**

### **COURSE OBJECTIVES**

At the end of the training programme, the learners will:

- Have a firm understanding of the motivations and needs of people with disabilities
- Understand the limitations of the most well known disabilities
- Be competent in assisting people with disabilities
- Understand the mechanics of the equipment that people with disabilities use; and
- Feel more confident to approach and assist people with disabilities, and thus promote a professional image of their company.

### **WHO SHOULD ATTEND**

- Anybody who might interact with people with disabilities, whether these are colleagues or clients.
- People in frontline positions who may have to assist and attend to persons (such as customers) with disabilities.

### **COURSE OUTLINE**

1. Through experiential exercises, delegates gain a working understanding of the basic psychological characteristics of disability.
2. Through course notes and information presented, delegates are able to identify the physical limitations associated with various disabilities.
3. By means of practical exercises, delegates learn how to competently interact with and assist people with disabilities.
4. Through practical exercises, delegates learn how to assemble and disassemble the equipment used, when necessary.

### **ASSESSMENT AND CERTIFICATION**

There are no assessments or examinations for this course, but an attendance certificate will be awarded. However, assessment can be arranged where required.

### **CLASS SIZE**

12-15 delegates.

### **COURSE FEES**

For information on these, please contact:

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