

“No Problem, You’re Welcome”

CUSTOMER SERVICE SKILLS

TRAINING IN DISABILITY AWARENESS

“No Problem, You’re Welcome” is a training workshop and video which focuses on how to provide excellent customer service to people with disabilities when they enter your place of business.

Did you know that 24 percent of New Zealanders are considered to have a disability?

That potentially represents one quarter of your customer base—are your service staff equipped with the right customer service skills to ensure a positive customer experience for everyone?

Who is the workshop for?

This 2 hour customer service skills training programme is ideal for health service providers, Non-Government Organisations (NGOs) and other businesses or organisations to improve the level of disability awareness with their frontline staff.



Tiaho Trust invites you to attend a

2 hour workshop:

For: G.P.'s and Iwi Providers
Nurses and Reception staff

When: Thursday, October 19th

Time: 6pm until 8pm

Cost: \$80 (includes light meal)

Where: Manaia PHO, Rust Ave,
Whangarei

Registrations via Manaia PHO website:

<https://manaiapho.arlo.co/upcoming-courses>

Supported by Manaia PHO

If you want to ensure your team is providing excellent customer service to 100% of the people who come through your door, contact **Tiaho Trust** for more information and pricing options.
Email Sheryl Kibblewhite: Sheryl@tiaho.org.nz

About the “No Problem, You’re Welcome” workshop

The “*No Problem, You’re Welcome*” training video supports a 2 hour workshop.

We provide the facilitators to run the workshop, along with workbooks and other support material for attendees. The training is designed to encourage discussion and thinking around how we view disability and what assumptions we bring to how we interact with customers who have an impairment.

What is the aim of the video and workshop?

Tiaho Trust represents the disabled community here in Northland. Our aim in producing this training video was to help raise awareness for local B2C businesses and organisations so that they can provide excellent customer service to customers with mobility issues as well as other physical or mental impairments.

Advantages of attending the workshop

This is a short and cost-effective means of providing professional development for staff that can have a significant positive impact on the customer’s experience with your frontline personnel, and help with how staff engage with disabled people including older people as they become less mobile or develop physical impairments as they age.

By the end of the training, attendees will be able to view disability from a different perspective and have greater confidence in providing excellent customer service to disabled people in the same way they do for all customers.

Testimonial from Te Hau Awhiowhio o Otangarei Health Clinic:



Margaret Hand: “Great to have attended the day with Jonny and his team who are all presenters with a disability...The real life videos were recorded by the presenters. As a practice we certainly have utilised the information on what we do, how we do it and what we can do better as a result of the training to make our clinic more accessible and welcoming for those with disabilities. I highly recommend the training to all practices who are looking at cornerstone.”

“As advocates for change in how people with disabilities engage and are engaged with in our community, we are excited and pleased to bring this opportunity to raise the level of customer service to include all Northlanders.”
Jonny Wilkinson—CEO Tiaho Trust