

# *“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 or health services.

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

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

### Who is the workshop for?

This two hour customer service skills training workshop is ideal for retailers, health service providers, Government, Non-Government Organisations (NGOs) and other businesses or organisations to improve the level of disability awareness with their frontline staff. We tailor-make the training to suit the provider.



These include:

- Health Service Providers
- Non-Government Organisations (NGOs)
- Local/Regional Councils
- Government Departments
- Disability Services
- Retail Stores/Restaurants
- Gyms, Pools and Fitness Centres
- Legal and Accounting Professionals

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 information and pricing options. **Email Arlene Carter : [arlene@tiaho.org.nz](mailto:arlene@tiaho.org.nz)**

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

**Tiaho Trust** represents the disabled community here in Northland. Our aim in producing this workshop was to provide understanding for service staff in how to engage with disabled people as consumers, including older people as they become less mobile or develop physical impairments as they age.

***The “No Problem You’re Welcome” training workshop uses real examples of people’s experiences as consumers with a disability.***

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

Each of our workshop facilitators are people with a disability. They offer real insights in how to be better service providers, drawing on firsthand experiences to answer questions.

By the end of the course, you will view disability from a different perspective and be confident in providing excellent customer service to disabled people in the same way as for all your customers.

## Regional Business Partners 50% training voucher

This workshop comes under the NZTE Capability Development Vouchers scheme. You can apply for this through Northland Inc. and the Northland Chamber of Commerce Regional Business Partnership.

*“Having made the “No problem, you’re welcome’ sessions available to all of our operational staff, it was exceptionally well received. Facilitators, Wally and Kim really brought the content to life making the learning fun and memorable. Comments such as “I’d never really thought about that...” were a sure sign that new ways of thinking and acting will result from the workshops.”*

Michael Boyd, Manager - Learning & Development, Far North District Council

*“Jonny and his team at Tiaho Trust have been providing Disability Responsiveness Training to our 2nd year nursing students at NorthTec for the past 5 years now. The session provided to us has been tailored to suit the learning needs of the students and meet our objectives. Facilitators are knowledgeable, entertaining and connect with the class ensuring a sense of whanaungatanga and a safe learning space. Feedback from the students is always positive and they particularly appreciate learning from people who are ‘living the experience’ and feel the information and strategies provided will enhance their ability to work with people who have disabilities.”*

Linda Christian RN, MN, Senior Nursing Lecturer, NorthTec



disability - a matter of perception

**Tiaho Trust**  
**PO Box 374, WHANGAREI**

Ph 09 430 3406 | Fax 09 438 1679

Web: [www.tiaho.org.nz](http://www.tiaho.org.nz)