



Special Topics Workshop
January 10, 2016

LOCATION 25 Van Ness, Suite 210

TIME 9AM-12NOON

TARGET AUDIENCE Customer-facing employees, staff at public counters and front desks, and anyone interested in enhancing the customer service experience for people with disabilities.

**EVERY CUSTOMER COUNTS:
A DISABILITY INCLUSIVE APPROACH TO CUSTOMER SERVICE**

“Every Customer Counts” is presented by the CCSF Mayor's Office on Disability training team. The Mayor's Office on Disability ensures that every program, service and activity operated or funded by the City of San Francisco is fully accessible to, and usable by, people with disabilities.

This course is a highly interactive session intended to familiarize employees with the disability community and the available resources for communicating with Deaf, hard-of-hearing, blind, people with vision loss, intellectual, learning, and mental health disabilities.

Course Benefits

- Learn how to successfully interact & communicate with customers who have a variety of disabilities
- Explore the concept of disability through the social justice model
- Understand the City's legal obligations and available resources to help

Learning Outcomes

- Foster disability awareness & sensitivity
- Ensure legal compliance and effective communication with people with a variety of disabilities
- Enhance the customer service experience using assistive devices and resources

GSA Training and Organizational Development programs are a part of the services you receive as an employee of the GSA family.

To enroll, please complete the attached GSA Training & Organizational Development enrollment form, scan, and return to: Rella LaFear, (415-554-3305) at GSATraining@sfgov.org.

