

Supporting Deaf Employees at the Workplace Design Document

<i>Business Purpose</i>	Managers need to be able to communicate with Deaf employees and provide them with the resources they need to succeed in their position. Managers will learn how to communicate effectively with Deaf employees and provide them with appropriate workplace accommodations.
<i>Target Audience</i>	The target audience is Corporate Managers.
<i>Training Time</i>	40 minutes
<i>Training Recommendation</i>	Corporate managers should receive eLearning training on communication strategies and workplace accommodations to support Deaf employees at the workplace. Corporate managers will interact with the content and receive feedback.
<i>Deliverables</i>	<ul style="list-style-type: none"> • 1 eLearning course: developed in Articulate Storyline 360 • 1 storyboard outlining course design and development • Job aid: infographic on communication strategies • Job aid: infographic on workplace accommodations
<i>Learning Objectives</i>	<p>After this course, learners will be able to:</p> <ul style="list-style-type: none"> • Identify strategies to effectively communicate with a Deaf employee. • Describe three different types of accommodations to implement in the workplace for Deaf employees to succeed at their role.
<i>Training Outline</i>	<p>Introduction</p> <ul style="list-style-type: none"> • Welcome and option to go to navigation slide <p>Introduce scenario: What would you do?</p> <p>A company manager, Andrew meets Marilyn, a deaf employee, for the first time. Andrew says hello but Marilyn doesn't respond.</p> <ul style="list-style-type: none"> • Learner will click on choice to decide on Andrew's next steps. • Feedback will be given in form of self-reflection "Many people may raise their voice to be heard, but the appropriate response in this situation is getting Marilyn's attention. Let's learn more..."

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Learning Objectives: learner will review learning objectives for the course.

Communication Strategies: learner will learn strategies to effectively communicate with Deaf employee

- *Gain Attention*
 - Put yourself in their line of vision.
 - Wave or gently tap their shoulder or desk.
 - Maintain eye contact during conversation.
- *Speak Clearly*
 - Speak at a natural pace and normal volume.
 - Avoid long and complicated sentences.
 - Avoid covering your mouth.
 - Use body language and visual cues to help you get your message across.
- *Conducive Environment*
 - Don't stand too close in front of your employee. It will be harder to read lips and see visual cues.
 - Be in a room with adequate lighting.
 - Limit background noise.
- *Check for Understanding*
 - Provide context at the start of your conversation.
 - Repeat or rephrase what you have said if needed.
 - Ask your employee for feedback on how you can improve your communication.

Knowledge Checks (2)

- Choose best environment to have a meeting with a Deaf employee
- Match communication strategy with appropriate action
- Feedback will be given after each question

Workplace Accommodations: the learner will learn about different workplace accommodations to overcome communication barriers and ensure visual accessibility and safety.

- *Emergency Accommodations*
 - Install flashing lights that link to emergency alarms.
 - Conduct emergency evacuation routes and locations during orientation.
 - Use a buddy system to alert of an emergency.

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	<ul style="list-style-type: none"> ○ Use text or email to alert Deaf employees of an emergency. ● <i>Services and Assistive Technologies</i> <ul style="list-style-type: none"> ○ Closed captioning ○ Interpreters ○ Notetakers ○ Provide captions and transcripts for videos ○ Visual aids ○ Transcribers for minutes and notes ● <i>Be Prepared</i> <ul style="list-style-type: none"> ○ Ask your employee how they wish to communicate before meeting. ○ Organize for an interpreter if necessary/requested. ○ Provide an outline of what to expect. ○ Have minutes or notes transcribed and share it for future reference. <p>Knowledge Check (1)</p> <ul style="list-style-type: none"> ○ How accessible is the workplace for your Deaf employees? ○ Feedback will be given after answers are submitted <p>Summary: learner will review learning objectives.</p>
<p><i>Evaluation Plan</i></p>	<p>Final Evaluation</p> <p>Corporate managers will be able to identify effective communication strategies and appropriate workplace accommodations to support Deaf employees at the workplace.</p> <ul style="list-style-type: none"> ● There are 5 questions to check understanding of content. ● Learner will need to answer 80% of questions correctly to pass the course successfully.