



**‘Passionate about equality and diversity training. Specialist in Disability, Deaf and British Sign Language training.’**



**Stepping Up for Visitors with Disabilities**



# Why we need training?

## Gathering of strangers - worst case scenario

### Visitor Services Person

I don't know what I'm doing.  
I've said the wrong thing.  
I'm embarrassed.  
I don't want to be here.

A wide gap puts us in a weak position and unable to provide a good visitor experience.

### Your Visitor with a Disability

I feel apprehensive.  
I don't belong here  
I'm not sure I'll get anything out of it.

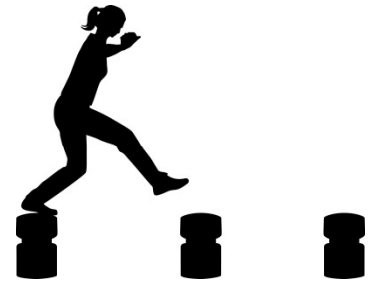
Last time at a Museum was awful.



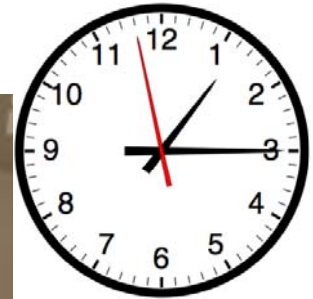
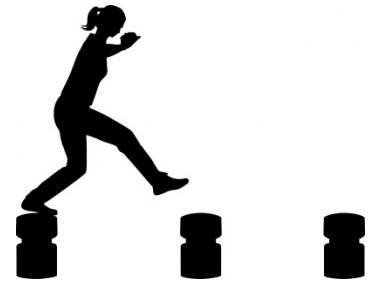
# Using a STEP approach at the Whitworth & Manchester Museum








# Space



# Time

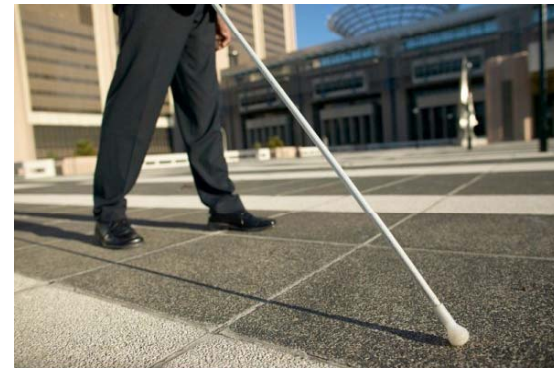
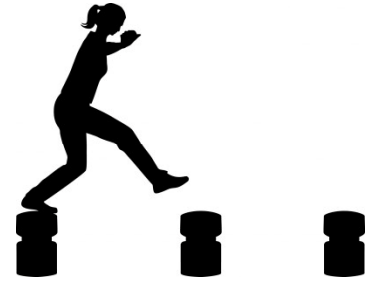


year      after year      after year      after year      after year

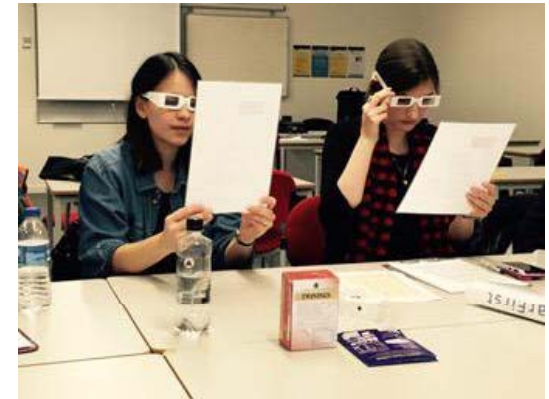
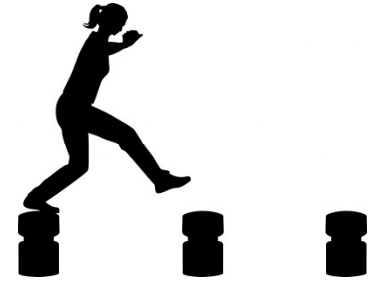
    

2012      2013      2014      **2015**      2016...

# Exposure



# Practical



**From this**



**To this.....**





# Understanding

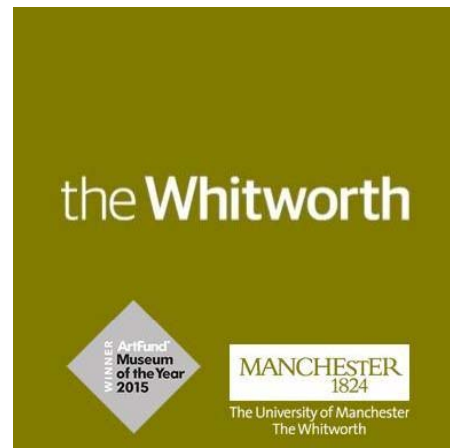


We need to promote the values of the Museum / Gallery in training e.g. PIP & 2020 vision

We have expertise to support the Arts and Cultural Sector. Lets give more and work together to get better.

Chad likes new ways of working and to be a pioneer. We need to respond flexibly.

Training needs to be real and relevant to the job role



# PR



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## The Whitworth Visitor Team pledge their support to help visitors with mental illness

HearFirst Published by HearFirst in Health and also in Care and Support, Communities, Education, Housing

Friday 9th October 2015 - 9:34am

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The Visitor Team at the Whitworth, part of The University of Manchester, have been learning about mental health issues to help them understand how to respond and support visitors with mental illness.

The aim of the course was to build confidence and knowledge on how to best support their visitors and also to encourage them to become aware of their own wellbeing.

The gallery, which has just been awarded the Art Fund Prize for Museum of the Year 2015, commissioned award winning workplace training and consultancy company, HearFirst to

11:43 4G 2,506 Tweets

Tweets Media Likes

Now thinking about accessible formats for partially sighted visitors @WhitworthArt



4 1

HearFirst @HearFirst\_ 18/12/2014 Keeping it real and learning guiding techniques with our blind tutor, Graham @WhitworthArt



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# Step Up - improving the visitor experience for individuals with disabilities

## Gathering of Strangers - best case scenario

### Visitor Services

I'm know what I'm doing.  
I've said and done the  
right things.  
I'm confident.  
I'm providing a great  
service.

### Your Visitor with a Disability

I'm relaxed on my visit  
I'll return here soon.  
My last visit was great.  
Experience here is good.  
Where to next!



The closer we are, the stronger we are.

**Working well together**

# Any questions?

Learn more about HearFirst and  
keep up to date on

[www.hearfirst.org.uk](http://www.hearfirst.org.uk)



You Tube

twitter 

# Step Up Approach For Visitor Services Training

## Space

- Training takes place both in a training room and the public space.
- Barriers to access can be experienced and identified.
- Experiencing the working environment is more relevant and helps build confidence in skills.

## Time

- Duration and start time of courses can be tailored to meet operational requirements.
- There's time in all sessions to discuss and ask questions.
- Ongoing training sessions with us over a longer period of time helps build confidence, knowledge and trust with tutors.

## Exposure

- Meeting tutors with disabilities themselves brings real life to the session. We are normal!
- Tutors are relaxed, friendly and professional. We encourage questions in our safe training environment.
- Confidence starts to build in approaching people with disabilities.

## Practical

- Activities are hands on and relevant to the role e.g. guiding or describing to a blind person etc.
- Simulations of disabilities help people understand the impact of access and inclusion.
- Interaction and activities in the training room increases engagement.

## Understanding

- We take time to get to know you.
- It helps us make our training relevant to you. E.g. Linking into your organisational aims.
- As understanding increases we can add value e.g. Awards, additional advice and guidance on staffing disability issues.

## PR

- Live tweets on training days.
- PR story to use internally and externally e.g. to increase sector reputation.
- Nominate your organisation for Awards to celebrate achievements in this area.

<h2>Overview of HearFirst Training</h2> <p>Specialist tutors: Many have disabilities themselves            Tailored content: Flexible approach to meet your needs            More info: Individual course outlines on <a href="http://www.hearfirst.org.uk">www.hearfirst.org.uk</a></p>	Bitesize 60-90 mins	Half day course	Full day course	Longer options Some with recognised qualifications
	-	<b>Includes handouts and certificates</b>		
	Standard Courses : Max. 15 people Min. 6 people per session Bespoke Training: Larger/smaller no's welcomed			
<b>British Sign Language</b> - Suitable for people coming into contact with BSL users on an occasional or regular basis e.g. front line staff or colleagues of BSL users.	✓	✓	✓	✓
<b>Deaf Awareness</b> - 1 in 6 people have hearing loss. Ideal training for people who work with older clients. Learn communication strategies and improve service.	✓	✓	✓	-
<b>Deafblind awareness</b> - This means 'some' degree of hearing and sight loss. Suitable for people who work with identified deaf blind people or older clients.	✓	✓	✓	-
<b>Visual Awareness – Insightful training suitable for colleagues of visually impaired staff. Also useful for front line staff meeting the public.</b>	✓	✓	✓	-
<b>Mental Health and Wellbeing - Courses</b> can range from awareness raising, improvement with engagement and wellbeing. We often tailor training to suit you.	✓	✓	✓	✓
<b>Equality and Diversity</b> - Suitable for everyone in organisations to understand about the risks under the Equality Act and the benefits of good practice.	✓	✓	✓	-
<b>Disability Equality and Awareness</b> – Suitable for staff in all organisations who want to improve their customer experience. Always interactive and fun.	✓	✓	✓	✓
<b>Makaton</b> – A specialised area of work for people who use this signing system with their clients to aid communication.	✓	✓	✓	✓