Sensitivity Training for People with Normal Hearing and People with Hearing Loss

The goal of Sensitivity Training is to improve the communications between People with Hearing Loss and People with Good Hearing

a) Educate hearing people what it is like to have hearing loss
b) Educate hearing people how to communicate with people with hearing loss
c) Educate people with hearing loss what it is like if they “fake” hearing
d) Educate people with hearing loss how to best communicate
e) This education makes for better communications and happier employees all around
f) Train how to work best with your hearing loss customers which will increase your business with this group
g) Make sure you are compliant with Americans with Disabilities Act to avoid actions that might result in an ADA challenge.
h) Information on Assistive Listening Devices (ALDs), CART writers, and sign language interpreters.

2) Training normal hearing and hearing impaired individuals provides an opportunity for each to speak openly with each other as and to learn about how misunderstanding can occur:

a) For your normal hearing employees.
   i) Recognize someone with hearing loss
   ii) Educate employees about hearing loss
   iii) Better communicate with people with hearing loss

b) For your employees with hearing loss:
   i) Provide an environment where they feel safe letting people know they have hearing loss
   ii) Empower them to let people know how to better communicate with them

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3) Why is this important?
   a) Improve the quality of the workplace and reduce or eliminate the awkwardness that can arise
   b) Secure the largest possible share of the hearing loss community’s business
   c) Make sure that your business is compliant with the ADA and to avoid lawsuits

4) Resources for Hearing Impaired: Information on Assistive Listening Devices (ALDs), CART, and sign language interpreters

5) Targeted Training to meet your needs
   a) Our training fits into your schedule
   b) Sensitivity training is minimum of 2 hours to 1 full day
   c) Can done repeatedly as refresher course
   d) Convenient location

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