



## No Barriers

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### live case scenario

*No Barriers* follows two managers through a busy day of interviewing new hires, supervising employees and interacting with customers. The managers each become sensitive to the multiple levels of awareness involved with issues surrounding the Americans with Disabilities Act and employees and customers who are differently abled.

*"Thank you for your fine performance during District Manager Day. It was informative, interesting and to the point."  
Director, Employee Development,  
Large Drugstore Chain*

Julie Blanchard's heart is in the right place, but she is nervous about interviewing disabled applicants. She interviews several applicants; she makes a lot of mistakes. She thinks she is sensitive, but is startled to discover her own mental barriers.

Amy Kaplan is a manager with several disabled employees in her section. Amy is especially sensitive to making accommodations because she is adjusting to her own increasing hearing loss. Helping April, an employee with a visual impairment, with her struggles helps Amy to come to terms with her own denial. "I'm not a disability, I'm a person!"

### learning objectives

- To increase awareness and sensitivity about disabled people
- To focus on three areas of interaction:
  1. applicants
  2. employees
  3. customers
- To talk about myths we have about disabled people
- To develop procedures that comply with Titles I and II of the American Disabilities

### program format suitable for

Standard or talk show format

- Meetings
- Training Seminars
- Conventions
- Retreats
- Luncheons
- Dinners