

Disability awareness guides



Welcoming disabled customers

Price £4

Member price £2

Accessible and lively introduction to disability for all front-line staff. Sets out the experiences and preferences of disabled customers. This best-selling guide offers practical advice on how to offer quality service to disabled customers.



Disability communication guide

Price £4

Member price £2

Quick reference guide advising on specific impairments and preferred modes of assistance. Guidance is given on language and etiquette as well as how to recognise and avoid attitudes and behaviour which can create misunderstandings and barriers.



What about disability?

Price £4

Member price £2

This need-to-know guide has best practice advice for small businesses that want to get it right on disability.

Easy to read and illustrated with cartoons.

Minimum order five copies.

All EFD publications are available to license electronically for your organisation's intranet. Please contact the publications team on 020 7089 2410 to find out more. Discounts available on multiple orders.

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“We are committed to building a diverse and inclusive environment at Deutsche Bank. We believe diverse perspectives promote creativity and fuel innovation.

In order to enable our staff to become more aware and disability confident we have published the Employers' Forum on Disability's 'Disability Communication Guide' co-branded with our logo. The guide is practical and easy-to-read and provides information on effective communication and disability etiquette.

Understanding disability and how it affects people helps us to build more effective relationships with each other and our clients.”

**Bruce Rigal, COO Global Banking and Chair of UK Diversity Committee
Deutsche Bank**

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Line manager guides sponsored by Unum



Line manager guide: A best practice approach to working with disabled colleagues

Price £15

Member price £10

This practical guide makes it easier to:

- Deliver best practice on disability.
- Be more comfortable working with disabled colleagues.



Attendance management and disability – Line manager guide

Price £15

Member price £10

This guide draws on frequently asked questions about how line managers manage attendance. The guide makes it easier to:

- Recognise the signs when someone might have a disability.
- Distinguish when absence might be disability related.



Reasonable adjustments Line manager guide

Price £15

Member price £10

The latest in the series, this guide makes it easier for managers to make reasonable adjustments for disabled people by helping to:

- Identify who needs an adjustment.
- Decide if an adjustment is reasonable.

Minimum order five copies.

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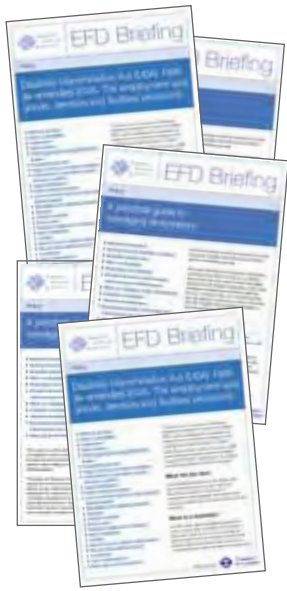
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"EFD's Line manager series is an excellent way to help promote disability confidence within IBM. By raising the disability awareness of our line managers, we can help transform IBM's best practice policies in this area into action. The guidance is clear with engaging case studies, providing the latest best practice advice. By licensing the Line Manager series, IBM is able to make the briefing documents available to managers when they need them."

**Liz Williams, Diversity Programme Manager,
IBM UK Limited**

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Adjustments in employment



EFD Briefings

Price (full set) £45

Member price (full set) £30

Sponsored by Transport for London.

19 briefing papers covering policies and impairments. Examples include:

Policy

- Adjustments in employment
- Health and safety and the DDA
- Managing sickness absence
- Managing recruitment
- Managing redundancy

Employee Adjustments

- Sight problems
- Dyslexia
- Mental health
- Diabetes
- Learning disability

Available separately – minimum order 5 copies

Price £4 per copy

Member price £2 per copy



The Knowledge

Price £100

Member price £70

This toolkit provides employers with an inclusive approach to disabled employees and customers, containing:

- EFD Briefings (full set)
- What about disability
- Recruitment factsheets
- Welcoming disabled customers
- Realising potential
- Access to work guide

Corporate branding and e-resources

All EFD publications can be licensed for your company intranet or customised with your corporate branding.

- Set the standard on disability etiquette and best practice throughout your organisation.
- Use EFD publications as a driver for change.

Licensing



Designed with complete accessibility, our publications can be licensed to sit on your organisations intranet.

- Easy access for all staff.
- Maximises exposure.

IBM have licensed EFD series of Briefings

Corporate branding



Maximise impact by putting your corporate branding on the front cover and a mission statement on the inside. Minimum order 500 copies.

- Sends out a strong message of commitment.
- Engages and involve disabled and non-disabled staff.

Customised with Nottingham County Council corporate branding

Partnerships and sponsorship

EFD has produced several guides in partnership with other organisations, samples of these publications are available on request. Please contact the publications team on 020 7089 2410 if you are interested in producing a partner publication.



Barrier free call routing

Produced in partnership with BT, this guide will help organisations improve their automated and non-automated phone systems to enhance the customer experience, particularly for older people and those with disabilities.



Disability Confident

Produced by Skillboosters in partnership with EFD, this DVD based training resource is designed to help organisations adopt best practice. For prices and more information email efd@skillboosters.com or call 0207 357 6444 quoting EFD.



Valued in Public

Many people with a learning disability want to work and represent a substantial source of untapped commitment and talent. Yet they are one of the most under-represented groups in the labour market. Only 17% of people with a learning disability of working age are in employment.



Recruitment and mental health

This report describes what employers and government could do differently that would make it easier to recruit people with mental health problems.



How to get your money at the Post Office

The Post Office commissioned the EFD to produce this leaflet, which provides guidance to people with basic learning skills on banking at Post Office branches.



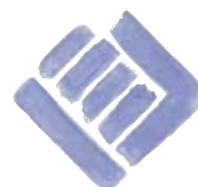
It's your money

Barclays and People First produced this easy-to-read guide to make it easier for people with learning and literacy difficulties to use banks.

EFD is committed to ensuring that all its products and services are as accessible as possible to everyone, including disabled people. If you wish to discuss anything with regards to accessibility please contact us.

For any queries, or to request this leaflet in an alternative format, please contact:

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