



# Working With Employers

A workshop presented for PEN  
International by

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Center on Employment

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# Agenda for the Workshop

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- ⌘ Challenges of assisting students and graduates to find employment in their field
- ⌘ Marketing to Employers
  - ☒ Features/Benefits Exercise
- ⌘ Employer Development
  - ☒ Practice Call to Employer Exercise
- ⌘ Employer Training
  - ☒ Excerpts from **Working Together** Workshop
- ⌘ Reflection and Goal Setting

# What are challenges students face in finding employment?

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- ⌘ Ignorance of deafness
- ⌘ College not known
- ⌘ Concerns about communication/safety
- ⌘ Concerns about effort involved vs benefit to the company



# Examples of Barriers/challenges

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- ⌘ Phone/relay hang-ups to student calls to employers
- ⌘ How to get employers to come to us?
- ⌘ Relatively small number of companies recruiting on campus
- ⌘ Non-response to employment advisor initiatives by phone, letter, e-mail

# NCE Approach- Defining Terms

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- ⌘ Marketing – raising awareness of NTID among employers
- ⌘ Employer development – building and maintaining relationships with employers
- ⌘ Employer training – “Working Together: Deaf and Hearing People” to increase comfort in hiring and working with deaf persons



# NCE Marketing Plan

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- ⌘ Communications (letter, e-mail, phone/tty)
- ⌘ Website
- ⌘ Media
- ⌘ Publications
- ⌘ Presenting/Exhibiting at conferences





# Employer Development Strategies



- ⌘ Telephone/tty calls (from leads)
- ⌘ Company visits
- ⌘ On-campus orientations
- ⌘ Follow-up calls and e-mails
- ⌘ Co-op visits
- ⌘ Consultations
- ⌘ Token gifts (giveaways)



# Working Together: Program Goal

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- ⌘ To build bridges of understanding between deaf and hearing employees so that the most productive and mutually beneficial work relationships can be developed.

# Agenda



Welcome and Introductions

## **Working Together**

Program Overviews

“Working Together” videotape

## **Understanding Deafness**

Deaf Awareness Quiz

“Understanding Deafness” videotape

Deaf Culture

Listening Exercise

BREAK

## **Essentials of Communications**

Basic Communication Principles

Communication Barrier Exercise

Speechreading Exercise

# Agenda (cont)



BREAK

## **Integrating Deaf Employees**

Principles of Integration and  
Accommodation

Integration and Accommodation Exercise

Job Accommodations

## **Goals and Evaluation**

Reflection and Goal Setting

Training Program Evaluation

## **Conclusion**



# Deaf Culture in the Workplace

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⌘ Identity

⌘ Language

⌘ Values and Beliefs

⌘ Rules of Behavior





# Basic Communication Principles

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- ⌘ Communication with a deaf person involves sensitivity, common sense, and courtesy
- ⌘ Effective communication is a joint responsibility of hearing and deaf people
- ⌘ Always feel free to ask, "What can I do to make it easier for the two of us to communicate?"
- ⌘ There are many ways to communicate; the situation determines the preference

# Communication Barrier Exercise

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## ⌘ Discussion topics:

- ☑ Getting acquainted
- ☑ Plans to see a movie
- ☑ Plans for a department picnic
- ☑ Discussion of a current issue



# General Communication Strategies

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- ⌘ Get the deaf person's attention before speaking
- ⌘ State the topic of discussion
- ⌘ Speak slowly and clearly
- ⌘ Look directly at the deaf person when speaking
- ⌘ Do not place anything in or over your mouth when speaking
- ⌘ Maintain eye contact with the deaf person
- ⌘ When speaking, avoid standing in front of a light source

# General Communication Strategies

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- ⌘ Use open-ended questions
- ⌘ Be courteous to the deaf person during conversation
- ⌘ First repeat, then try to rephrase the statement
- ⌘ Use pantomime, body language, and facial expression to help communication
- ⌘ Choose an environment that is conducive to communication
- ⌘ Take time to communicate

# Group Communication Strategies

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- ⌘ Let deaf employees determine the best seating arrangement in order to see the speaker and interpreter
- ⌘ Provide new vocabulary in advance
- ⌘ Consider the layout of the room to provide good communication
- ⌘ Avoid unnecessary pacing or speaking when writing on a blackboard
- ⌘ Use interpreters during group meetings
- ⌘ Use visual aids

# Group Communication Strategies



- ⌘ Make sure deaf persons do not miss vital information
- ⌘ Repeat questions or statements made from the back of the room
- ⌘ Slow down the pace of communication to facilitate understanding
- ⌘ In the discussion, allow full participation by deaf persons
- ⌘ Have minutes or notes taken for later reference





# Principles of Integration and Accommodation

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- ⌘ Joint planning for integration and accommodation of a deaf employee in the workplace is most successful
- ⌘ Consider integration and accommodation in all phases of employment
- ⌘ The role of the supervisor is critical

# Principles of Integration and Accommodation

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- ⌘ Effective integration strategies benefit all employees and contribute to the success of the organization
- ⌘ Accommodations differ for each situation
- ⌘ Deaf employees have a right to equal access information
- ⌘ Reasonable accommodations are federally mandated.



# Job Accommodation

## ⌘ Services:

- ☒ Interpreters
- ☒ Telecommunications Relay System
- ☒ Notetaking, Debriefing
- ☒ Captioning

## ⌘ Telecommunications:

- ☒ Pagers, TTY, Fax

## ⌘ Computers:

- ☒ TTY Software, E-mail, Videoconferencing, ICQ



# Job Accommodation

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## ⌘ Assistive Listening Systems:

- ☒ Telephone Amplifiers, Induction Loop

## ⌘ Signalers:

- ☒ Telephone Ringers, Doorbells, Fire Alarms

## ⌘ Other Accommodations:

- ☒ Supplemental Written Materials
- ☒ Hearing Dog
- ☒ Buddy System