



The Future Needs Everyone: Promoting Workplace Success for Millennials with Disabilities

will begin at 2 pm ET

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Listening to the Webinar *continued*

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Captioning

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- In the webinar platform:**

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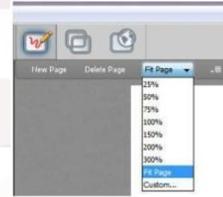


- Questions may also be emailed to:
ADAtaining@transcen.org

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Customizing Your View

- Resize the Whiteboard where the Presentation slides are shown to make it smaller or larger by choosing from the drop down menu located above and to the left of the whiteboard. The default is “fit page”



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Customize Your View continued

- Resize/Reposition the Chat, Participant and Audio & Video panels by “detaching” and using your mouse to reposition or “stretch/shrink”. Each panel may be detached using the ≡ icon in the upper right corner of each panel

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If you experience technical difficulties

- Use the Chat panel to send a message to the Mid-Atlantic ADA Center
- E-mail ADAtraining@transcen.org
- Call 301-217-0124

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Archive

- This webinar is being recorded and can be accessed within a few weeks
- You will receive an email with information on accessing the archive

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- **You will need to listen for the continuing education code which will be announced at the conclusion of this session.**
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**The Future Needs
Everyone: Promoting
Workplace Success for
Millennials with Disabilities**
will begin at 2 pm ET

Audio and Visual are provided through the on-line webinar system.

About Your Hosts...

- TransCen, Inc.
 - Improving lives of people with disabilities through meaningful work and community inclusion



- Mid-Atlantic ADA Center, a project of TransCen, Inc.
 - Funded by National Institute on Disability, Independent Living, and Rehabilitation Research (NIDILRR), Administration for Community Living, U.S. Department of Health and Human Services



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HSC Millennials in the Workplace Dialogue Series



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Millennials in the Workplace Dialogue Team

- SchoolTalk: Leila Peterson, Sarah Grime, Melina Mora, Jeremiah Islar, Lafayette West
- DCASE: Andrea Alder, Lisa Ott
- Ivymount: Amy Alvord, Sharon Nickolaus
- TransCen: Ann Deschamps



This project was funded by the HSC Foundation through the Youth Transitions Collaborative. To learn more about the Collaborative, please see: www.tbnytc.org.

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Learning Objectives for this Webinar

- Define **dialogue** and understand why it is important
- Explore the process and outcomes of the **Millennials with Disabilities in the Workplace Dialogue Series** (Fall 2016)
- Review tips and resources for **how to** conduct dialogues

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What is Dialogue?

Dialogue invites participants to think critically about their beliefs, reserve their judgments, actively listen to one another, and give others' opinions equal consideration. The objectives of dialogue are:

- To inquire and learn
- To unfold shared meaning
- To integrate multiple perspectives
- To uncover and examine assumptions



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Dialogue includes both **advocacy** and **inquiry**

❖ **Advocacy** - sharing your experiences, beliefs and opinions.

❖ **Inquiry** - learning more about other people's experiences, beliefs and opinions.

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Why is dialogue important?



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Why is dialogue important?

Research shows that....

- ❖ Diversity can strengthen and improve creativity, performance, and decision-making. Companies with greater diversity attract and retain a broader range of workers, investors and consumers.

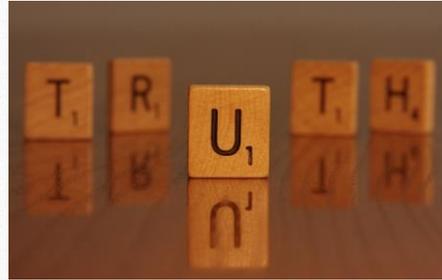
AND

- ❖ Diversity can just as easily undermine productivity as improve it. Select social diversity studies have shown, for example, that comfort, unity, and communication suffer in more diverse environments.

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We live in a world of self-generating truths which remain largely untested.

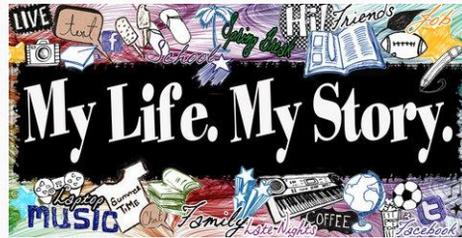
- ❖ Our beliefs are the truth
- ❖ The truth is obvious
- ❖ Our beliefs are based on real data
- ❖ The data we select are the real data



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Mental models are the images, assumptions, and stories that influence the way we interpret the world.

- ❖ Influence behavior and attitudes
- ❖ Often exist below the level of awareness
- ❖ Limit people's ability to change



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Dialogue creates a shared meaning.

- ❖ When groups come together in dialogue and converse deeply on a topic, they are learning to think together
- ❖ This is the foundation of taking coherent action together.
 - ❖ Consequences of actions on larger systems
 - ❖ Long-term consequences of action

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Dialogue and Deliberation Streams of Practice

Exploration

People learn about themselves, their community, or an issue.

Conflict Transformation

Poor relations or a specific conflict among individuals or groups is tackled.

Decision-making

A decision or policy is impacted, and public knowledge of an issue is improved.

Collaborative Action

People tackle complex problems and take responsibility for solutions they come up with.

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Purpose of our Dialogue

Local millennials and employers of all abilities participated in a dialogue about challenges working in today's multigenerational workplace.

Objectives:

- ❖ To help businesses and organizations better understand how to recruit and retain a diverse workforce;
- ❖ To help millennials of all abilities understand the expectations and different perspectives of their peers in today's workplace.

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Why is it important to support millennials with disabilities in the workplace?

- ❖ By 2020, 46% of all US workers will be millennials
- ❖ 1 in 5 people in the US have disability



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When generational characteristics and workplace expectations clash, both positive and negative stereotypes tend to emerge

Generation	Pros	Cons
Baby Boomers	Productive Hardworking Team players Mentors	Less adaptable Less collaborative
Generation X	Managerial skills Revenue generators Problem solvers	Less cost-effective Less executive presence
Millennials	Enthusiastic Tech-savvy Entrepreneurial Opportunistic	Lazy Unproductive Self-obsessed

Purvis, D. (2016, 11 Feb.). Workplace generations infographic—which one are you? Comms Axis [Web log article]. Retrieved from <http://www.commsaxis.com/workplace-generations-infographic/>

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Attitudinal Barriers for People with Disabilities

Barrier	Reasoning
Inferiority	People with physical and/or cognitive impairments cannot care for themselves.
Pity	People with disabilities are at a disadvantage and deserve sympathy and/or charity.
Hero Worship	People with disabilities rarely reach milestones like finding and holding a job. Those who do are to be celebrated.
Fear	It is better not to interact with people who have disabilities than to risk offending them by doing or saying the wrong thing.
The Spread Effect	People who have one type of impairment must have another (e.g., people who use wheelchairs cannot speak for themselves).
Generalizations	All people with certain impairments are alike (e.g., people who are blind are excellent musicians).
Otherness	People are born with disabilities and naturally form their own group.
Backlash	Legal protections and accommodations provide people with disabilities with unfair advantages.
Ignorance	People with disabilities are incapable of accomplishing a given task.

Employer Assistance & Resource Network. Attitudinal barriers about people with disabilities [PDF document]. Retrieved from The Huntsville Area Committee on Employment of People with Disabilities Web site: <http://hacepd.org/uploads/535e6349b3be1.pdf>

Three employers hosted dialogues on different topics.

- ❖ ***Welcoming young adults with disabilities into the workplace.***
 - ❖ Hosted by DC Office of Human Rights and DC Office of Disability Rights
- ❖ ***Diversity in the workplace, moving beyond stereotypes***
 - ❖ Hosted by the Smithsonian National Museum of American History
- ❖ ***Exploring the role of technology in the workplace to support diversity of all ages and abilities.***
 - ❖ Hosted by the American College of Cardiology

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Employer Share-out

- ❖ Suzanne Greenfield, DC Office of Human Rights
- ❖ Stephanie Leland, American College of Cardiology



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Elements of the Dialogue

Provide information on the topic

- Study guide
- Videos

Informal and welcoming

- Small, round tables
- Refreshments
- Nametags

Use a variety of small and large group formats

- Mix people up in different ways
- Interviews, small group, fish bowl

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Each Dialogue was interactive and fun.

Example Dialogue Session Agenda

1. Intergenerational Interview's (15 minutes)
2. Round Robin Introductions with Large Group (20 min)
3. Video: Why are people with Disabilities Still Invisible in the Workspace (5 minutes)
4. Small Group Discussions on Video (30 minutes)
5. Age Line (30 minutes)
6. Closing Circle (20 minutes)

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Dialogue Questions

- What is your biggest challenge to getting your first job? Why? How did you overcome it?
- How would you deal with disclosure?
- How can you support employees with disabilities in the workplace?



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Impact

- *“I enjoyed meeting new people and understanding the employer’s point of view on disabilities in the workplace. Also giving my input to employers was a plus for me seeing how I have a disability.” –Lafayette 18*
- *“I don’t like the fact that baby boomers say they don’t like the way millennials use their technology in a meeting but they are the first to ask us to show them how to use technology.” –Jeremiah 19*



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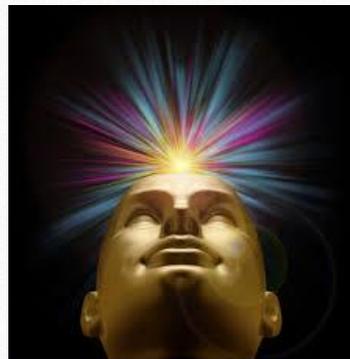
Increased Personal Responsibility

- ❖ *"Creating a culture of inclusivity is everybody's responsibility..."*
- ❖ *"There needs to be a shift in the mind of the hiring person, think of it as you having a responsibility to help those get jobs..."*
- ❖ *"Personal responsibility to be open about my style and adapting my style to accommodate those with disabilities or differences..."*

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Raising Consciousness

- ❖ *"I am more aware and conscience of the challenges people face."*
- ❖ *"Really try to think through what it means to be proactive instead of reactive."*
- ❖ *"There needs to be a shift in the mind of the hiring person, think of it as you having a responsibility to help those get jobs..."*



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Moving Forward, Together

- ❖ *"Look at how much work it's taken to get people in the door at jobs and that is just the tip of the iceberg, the battle is once in the workplace."*
- ❖ *"A workplace needs people from all generations..."*
- ❖ *"Acknowledge, include, normalize."*
- ❖ *"Work together not against each other."*



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Baby Boomers

Strengths	Weaknesses
<ul style="list-style-type: none"> ❖ Communication skills ❖ Worked hard to get where we are ❖ Experience ❖ Comfortable with phone and face-to-face contact ❖ Future-focused ❖ Good manners 	<ul style="list-style-type: none"> ❖ Sometimes scared of technology ❖ Not open to change ❖ Not as focused on relaxation

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Generation X

Strengths	Weaknesses
<ul style="list-style-type: none"> ❖ Work ethic ❖ Can use our education and experience to help the next generation behind us ❖ Pioneers bringing technology into the workplace. Bridge for the non-tech and tech generations 	<ul style="list-style-type: none"> ❖ Stuck in our ways



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Millennials

Strengths	Weaknesses
<ul style="list-style-type: none"> ❖ Innovative ❖ Can work from any space, e.g. under a tree ❖ Resourceful, can pull info to help accomplish task at hand ❖ Tech savvy ❖ Catch on quickly ❖ Willing to try new things - we go with the flow ❖ Focused on mission/vision, not so much on process, e.g. Evite achieved the purpose. Didn't need a paper flyer 	<ul style="list-style-type: none"> ❖ Get distracted quickly ❖ Always looking for the shiny new thing! 

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Dialogue Design



March 27, 2013

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Stages of Dialogue

1. Setting the environment
 2. Developing a common base of language, issues and information
 3. Exploring questions, issues, and conflicts
- *What tools and activities can you use for each stage?*



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Be detail-oriented and organized

- ❖ How will you communicate the directions for each activity?
- ❖ How will you organize the room?
- ❖ How will you divide the participants for different activities?
- ❖ How will you make sure that everyone understands the topic?
- ❖ How will you make people feel comfortable?



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Be creative!

- ❖ Create opportunities for interaction
- ❖ Focus on both generational and disability topics
- ❖ Have fun



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Resources

- ❖ Contact us for the Millennials with Disabilities in the Workplace: Dialogue Discussion Guide. Leila.peterson@schooltalkdc.org.
- ❖ The Little Book of Cool Tools for Hot Topics: Group Tools to Facilitate Meetings When Things are Hot by Ron Kraybill & Evelyn Wright.
- ❖ The Magic of Dialogue: Transforming Conflict into Cooperation by Daniel Yankelovich.

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“In the word question, there is a beautiful word - quest. I love that word. We are all partners in a quest. The essential questions have no answers. You are my question, and I am yours -- and then there is dialogue. The moment we have answers, there is no dialogue. Questions unite people.”

- *Eli Wiesel*

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Contact Us

- **ADA questions**
 - ADA National Network
 - 1-800-949-4232 V/TTY
 - ADAta.org
- **Questions about this webinar**
 - TransCen, Inc.
 - 301-424-2002
 - TransCen.org
 - Mid-Atlantic ADA Center
 - 1-800-949-4232 V/TTY (DC, DE, MD, PA, VA, WV)
 - 301-217-0124 local
 - ADAinfo.org

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