

# No Need to be Awkward: Disability Etiquette for Everyone!

Will begin at 12:30pm EDT

TransCen, Inc.  
[www.transcen.org](http://www.transcen.org)



MEANINGFUL  
**WORK**  
+  
COMMUNITY  
**INCLUSION**

1

## Listening to the Webinar

Online:

- Please make sure your computer speakers are turned on or your headphones are plugged in
- Control the audio broadcast via the AUDIO & VIDEO panel
- If you have sound quality problems, please go through the AUDIO WIZARD by selecting the microphone icon



2



## Listening to the Webinar (cont.)

**1-857-232-0476**

**Pass Code:**

**368564**

This is **not** a toll-free number

3



## Captioning

Real-time captioning is provided; open the window by selecting the “CC” icon in the AUDIO & VIDEO panel

- You can re-size the captioning window, change the font size, and save the transcript

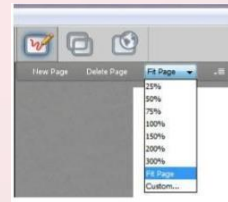


4



## 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”




5



## 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

6



## Technical Assistance

If you experience technical difficulties

- Use the CHAT feature to let us know
- E-mail [Inquiries@transcen.org](mailto:Inquiries@transcen.org)
- Call 301-424-2002

7



## 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

8



## No Need to be Awkward: Disability Etiquette for Everyone!

TransCen, Inc.  
[www.transcen.org](http://www.transcen.org)



MEANINGFUL  
**WORK**  
+  
COMMUNITY  
**INCLUSION**

9

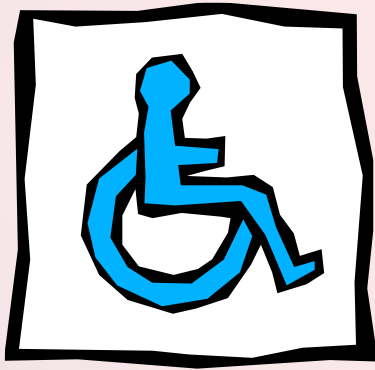
## Major barrier is not the disability itself...

1. What we do not know about the disability (fear of the unknown)
2. What we think we know about the disability (ignorance)
3. Pain/discomfort (attitude)

10



## Remember...



- Disabilities come in numbers of ONE
- “Disability” is the only minority group that you can become a member of at any point during your life

11



ADA Trainer Network  
Module 2d

## Empathy not Sympathy:

**Interacting Respectfully with  
People with Disabilities**



Cornell University

12



Think about what you have been taught about, and how you view, people with disabilities. . .

## Empathy vs. Sympathy



Cornell University

13



## The Human Experience of Disability

*We are not...*

- Tragic or pitiful
- Helpless
- Angry or vengeful
- Stoic or brave
- Trying to be inspirational
- All alike

*We are individuals who...*

- Do things a little differently
- May see our disability as a part of our self identity
- Have the same needs, desires, talents, as others and deserve the same access to opportunities



Cornell University

14



## Communication: the Basics

### **Disability-First Language:**

- Draws attention to limitation and weakness
- Defines the person as their disability
- Draws attention to stereotype

### **People-First Language:**

- Focuses first on the person, not their disability
- Focuses on their ability and not their disability
- Draws attention to the unique individual



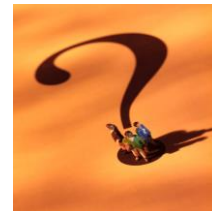
Cornell University

15



## Is it OK to Help?

It is okay to *ask the person* if they would like assistance and *to let them tell you how* you can help.



Cornell University

16





## General Considerations

- Relax — Do not be afraid to make a mistake
- Treat adults as adults; they are people first
- Do not make assumptions about what they can and can't do
- Do not assume they experience their disability the same way you do or would
- Offer assistance, and if accepted, follow the lead of the individual
- Address the individual, not their companion or interpreter
- Do not distract service animals



Cornell University

17



To ask a question about  
disability etiquette:

**<https://www.transcen.org/1085>**

Ask your questions in the  
comments section of the webpage.

# Thank you!

## **TransCen, Inc.**

401 North Washington Street, Suite 450  
Rockville, MD 20850

301-424-2002

[www.transcen.org](http://www.transcen.org)

[inquiries@transcen.org](mailto:inquiries@transcen.org)

19



## **Disability Sensitivity Training Video**

<https://www.youtube.com/watch?v=Gv1aDEFIXq8&t=4s>

20

