
WORK DAY KIT



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Equality
Future
in
Europe

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INTRODUCTION

The European project "Equality Future in Europe" is based on the assumption that work for a person with disabilities, as well as for a person with "normal" abilities, is not only a means of economic support, but also a fundamental element of self-expression; an essential possibility for the person.

The EFE project partnership has collaborated for months, together with several experts from the countries involved, to create an operational guide able to standardize roles and procedures and start a virtuous process of supporting the labor inclusion of people with disabilities who suffer from higher risk of social exclusion.

*Don't wait for opportunity
Create it.*

This document gathers together all the results of that work, which includes research and developing of material, aimed at making them available and easily accessible to the user. This "Work Day Kit" constitutes an involvement and participation tool co-designed by people with disabilities, staff of participating organizations, workers, psychologists, educators and social workers to create a "WORK DAY".

The "Work Days" are events that allow people with disabilities to "take over" for a day of service in local authorities, associations, companies or other public or private institutions. The Work Days are the piloting of the content developed by the consortium which culminates with a one-day welcoming and placement of a disabled worker at an organization, where he or she can shadow the staff during their activities, and learn what the day-to-day work entails. Their aim is to involve people with disabilities and raise their awareness of the role these institutions play in EU democracy and in their lives as active citizens.

Within the following sections, the aim of the Work Days is specified as well as operational guidance to carry them out. It describes the phases and steps that need to be followed for a successful experience and it provides some useful resources available for the process.

THE AIM OF THE WORK DAY

In line with the project objectives, the concept of Disability Management is a key principle for the EFE project. Disability management is a way of reconciling the right of people with disabilities and chronically ill people to be included in the labor market with the needs of business efficiency. It represents a business strategy to combine, in a satisfactory way, the needs of people with disabilities to be employed (or already employed) with the needs of companies.

Insufficiently targeted and accompanied insertion of a disabled person in a company causes disorientation and mistrust of the person in relation to his or her own possibilities and can be a source of discomfort for colleagues who are not adequately sensitized. It is therefore necessary to proceed with a targeted insertion that identifies the orientation, training and job placement paths in relation to the characteristics of the workplace and the concrete working skills of the individuals, especially workers with disabilities.



Therefore, this Work Days Toolkit aims to produce and disseminate a culture of integration, which increases the length of time people with disabilities spend at work and at the same time limits turnover in companies and episodes of dissatisfaction, both for people with disabilities and companies.

These are the general objectives of the Work Days:

- to promote the creation of a widespread and articulated system of services to accompany disabled people to work
- promote equity and inclusion
- to contribute to achieving the objectives of the Europe 2020 strategy
- to contribute to the promotion of European values in accordance with Article 2 of the Treaty on European Union.

FOR EMPLOYERS

Implementing a “Work Day” is a chance for host organizations and businesses to open up their workplace to new perspectives and opportunities. The "Work Day" will give an opportunity for companies to prove how the inclusion of people with disabilities is a feasible reality.

In addition, this short experience will allow companies to reflect on their current situation regarding the inclusion of people with disabilities and how to improve it.

Briefly, these are the general objectives for employers:

- To test the working experience with an employee with disabilities.
- To get access to new groups of potential workers.
- To take new steps for creating an inclusive working environment which will be open to every worker's needs (not only workers with disabilities).
- To achieve a wider perspective and flexibility to adapt better to the needs of the society.

FOR PEOPLE WITH DISABILITIES

Participating in a “Work Day” is a chance for people with disabilities to get involved and gain work experience. It will provide an opportunity to actively participate in the community.

These are the general objectives for workers with disabilities:

- To test the working experience in a business or organization.
- To engage in the labor market.
- To gain work experience and learn about new jobs.
- To take new steps for creating inclusive working environments.



OPERATIONAL GUIDANCE

The work days kit is a tool that provides a set of skills for people, employers and employees to help those involved in hosting a "work day" that is a full day of work for people with disabilities.

The specific objects of this guide are:

- To provide guidelines on how to welcome and integrate people with disabilities in the workplace.
- To provide suggestions on how to promote the event.
- To introduce the project results and explain how to use them for conducting the work day.

The guide is organized according to the phases comprised in the organization of a Work Day which are specified with further detail in the following section.

PLANNING A WORK DAY

1. Getting started
 - a. Creating involvement
 - b. Get informed
 - c. Recruiting the team
 - i. Tutor
 - ii. Worker with disabilities
2. Training
 - a. Analyze skills
 - b. Offer specific training
 - i. Host organization
 - ii. Tutor (staff)
 - iii. Worker with disabilities
3. Work Day experience
 - a. Before the Work Day
 - b. During the day – Tips
 - c. Evaluation of the day
 - i. Modules
 - ii. Report
4. Sharing the experience

1. GETTING STARTED

The first rule for the Work Day to be successful is to co-design and deliver the day with people with disabilities!

One important aspect to start preparing the event is to get support. You need to ensure that you have support from the people in charge. Try to get it from leaders and senior staff at the host employer organization from the start. This will help to recruit other staff to take and ensure you have a wide reach of people to help.



CREATING INVOLVEMENT



Post articles on social media and a press release

Articles could address a range of topics, such as general information about the company's commitment to an inclusive work environment, the process for requesting reasonable accommodation or perhaps recognition of the contributions of employees with disabilities, either in general or on an individual level. Employers can also launch a press release to the local media to announce their involvement in employing young people with disabilities, thus stimulating the local context to a new reality.

GET INFORMED

Before embarking on this experience, it is important to prepare yourself. As the person in charge of managing and coordinating the experience for everyone involved, it is very important to be well informed.



Review company policies

Reviewing your company's policies to ensure they convey a commitment to an inclusive work culture can be the first territorial signal to show real change. Commitment at all levels of an organization is key to creating and maintaining a diverse and inclusive work environment.



Make the environment accessible

A workplace that stands for disability inclusion is a suitably accessible place and, nowadays, this means not only physical accessibility (such as wheelchair ramps, braille signage and accessible toilets) but also digital accessibility, where information and communication technologies are accessible to all and/or compatible with assistive technology devices. In addition, accessibility has an attitudinal dimension. The key is to ensure that doors are open, literally and figuratively, to all qualified people, including people with disabilities.

RECRUITING THE TEAM

In order the Work Day to be successful it is essential to create a good working group. In order to do so, everyone involved has to actively participate and cooperate in order to achieve the common goal. The working team will consist of the employer (or the company's high representative), a tutor (a staff member who will act as facilitator) and the worker with disabilities.



Organize recruitment

The key is effective recruitment outreach. To effectively create a pipeline of candidates with disabilities, your company can develop relationships with a variety of recruitment sources. These relationships can be formed through formal partnerships, as well as meetings and ongoing contact regarding job openings and candidates.

RECRUITING A TUTOR

A tutor is a person in a company who is entrusted with the task of welcoming and supervising a disabled employee. This assignment is a fundamental moment during which the disabled person can learn the "job" through direct experience in a real work context. The company tutor makes available not only his technical experience, but also and above all his sensitivity, becoming a point of reference for the person.

The responsibilities of the tutor are:

- establishing a relationship of trust with the disabled person
- ensuring the socialization of the person in the company, encouraging functional integration
- arranging all the appropriate actions to achieve the skills
- evaluating the whole placement experience



RECRUITING A WORKER WITH DISABILITIES

The selection interview should assess the worker. During the interview, analyze the candidate's abilities before talking about his/her disability: but do not be afraid to discuss how the disability might affect him/her in performing his/her job. The disabled person expects you to do this.

Choose the worker on the basis of his skills and resources associated with your company thinking about how his potential can be associated with your business work.



You will find more information regarding the recruitment process of a worker with disabilities within the online training material (Section 1, Unit 1).

The responsibilities of the worker include:

- creating a schedule with the tasks to be done in order of importance
- setting a time limit for each task
- agreeing a time for a break
- noting any doubts about the work done

2. TRAINING

The importance of training employees can't be understated. Training is important because it represents a good opportunity for employees to grow their knowledge base and improve their job skills to become more effective in the workplace. Another key reason why training is important is the effect it can have on company culture.

Disability awareness training is a great opportunity for your business/organization to take the lead when it comes to these issues, and to ensure your organization is as harmonious, collaborative and non-discriminatory as possible. This not only benefits employees/customers with disabilities, but has impacts that are felt at every level of your company or organization.

Providing training for both: tutors and new coming employees with disabilities plays a major role on rendering the Work Day experience successful. It will prepare employees for their responsibilities while ensuring the uniformity of work processes.

Training should ideally be customized to fit the target audience because every employee at every level can benefit from individualized training. That is way, the first step to carry on a training program is analyzing the current skills of each of the employees so that the training can take on the already existing knowledge and address the specific needs.

ANALYSE SKILLS

Analyzing "life skills" is indispensable in order to correctly set up a selection process and analyze job competences. Therefore, it would be important to analyze the working skills of the group of workers with disabilities by assessing their characteristics.

The main objective of this part of the project is to ensure the identification and diagnosis of the necessary skills of the project beneficiaries through the ICT tool (Internet version).

The areas you can analyze through our tool are different such as:

- Perseverance in job search
- Willingness to work
- Self-awareness
- Knowledge of the labour market
- Preparation of application documents
- Participation and self-presentation in an interview
-



The key employability competences analyzed will be:

- Communication - the ability to communicate, i.e. to listen in order to understand, speak and write clearly and concisely.
- Cooperation - the ability to cooperate with others in order to achieve professional goals.
- Accountability - being reliable and honest while performing professional tasks.
- Self-motivation: motivating and stimulating oneself to act in the work environment.
- Self-efficacy: the perceived ability to cope with certain situations, which contributes to the choice of more difficult tasks and greater determination to perform them.
- Coping with stress - the ability to cope with difficulties related to professional and private life and the implications of a disability.
- Self-management in the context of time - the ability to use time effectively.
- Adaptability - being open to new ideas and concepts.
- Willingness to learn - being open to developing and learning new skills, techniques and methods important for carrying out professional tasks.

How to test the skills?



Use the online skills assessment test.

It is available at: <https://efe-test.oic.lublin.pl/>

OFFER SPECIFIC TRAINING



Continuous training

It is essential that companies extend professional development opportunities to employees in all offices, divisions and departments. Specific examples of effective training strategies include:

- Providing initial and regular refresher training on disability-related issues to all staff, particularly those involved in the recruitment, hiring, promotion and retention processes
- Incorporating disability issues training as a regular and ongoing component of the company's diversity and inclusion initiatives and learning and development strategies.

How can you do it?



Read our Inclusion Guide - Good practices

The guide contains information to get informed on disability topic, different realities and strategies for successful integration.

The topics covered in our Guide:

- Main types of disability
- National realities
- Social integration of people with disabilities
- Strategies for creating a future of equality in Europe
- Programs and projects on disability integration



E-learning platform available

Provide an e-learning platform where both tutors and disabled workers can independently train themselves and analyze and deepen topics that are not clear

The e-learning platform is a key component, as it will support the end-users and beneficiaries of the project to increase and further develop their educational and development needs. The platform is the technical infrastructure that will be the basis for the organization of the e-learning program and course, as well as the online environment for hosting and storing the e-learning content including teaching and training materials and all resources.

The material is organized into three sections aimed at addressing the specific target learners: host organization, organization's staff/tutor and workers with disabilities. Each section is divided into units and topics so that specific needs of the learner can be directly supplied through the corresponding training units.

TRAINING FOR HOST ORGANIZATION

Unit 1: Corporate benefits Disabled people working in the company

Contents: Diversity and inclusion at the workplace, overcoming fear and prejudices, Diversity Management, process of hiring workers with disabilities.

Unit 2: Introduction to team member training

Contents: Team-member training and skills, Integration and training of workers with disabilities, Effective organization of work when developing training strategies, Communication during team-member training, Conflict management.

Unit 3: Team working, knowing how to work in a team

Contents: The characteristics of an effective and a dysfunctional team, The stages of group development, Group roles, How to work in a team

Unit 4: Introduction to emotional management

Contents: What is a stress reaction, Reactions and purpose of stress, Emotional stability, Self-monitoring, Personal stress management techniques.

Unit 5: Introduction to stress management techniques

Contents: Emotional intelligence and its components, Keeping in balance your emotions, The power of empathy, Activity – active listening with a partner, Non-violent communication - components and process, Communication styles, Anger management – defining the concept; anger management techniques, How to foster a positive climate.

TRAINING FOR STAFF MEMBERS

Unit 1: Work inclusion

Contents: The needs of people with disabilities, relation with people with disabilities, Rules for the inclusion of people with disabilities in the workplace, Key inclusion competencies, Tips to create a disability inclusive workplace.

Unit 2: Communication

Contents: Communication – definition and the communication process, Communication styles, Organizational communication and organizational communication networks, Barriers to communication and how to overcome them, Active listening.

Unit 3: Clinical reference rules of conduct in relations with different types of disabilities.

Contents: Disability – definition and terms, Talking about disability, Addressing disability – communication with people with disabilities, Correct language, Tips for an effective communication with different types of disabilities.

Unit 4: Emotion Management

Contents: What is emotional stability, Assessing your emotional regulation and resources, Setting goals and SMART goals as a self-regulation technique, Implementation intentions, The STOPP technique.

Unit 5: Time Management

Contents: Time management, Task Plan, Flexible work models, Time Management models, Diversity and Inclusion Strategy, Employee Assistance Programs (EAPS).

TRAINING FOR EMPLOYEES WITH DISABILITIES

Unit 1: Health and Safety in the workplace

Contents: The impact of work injuries and illnesses, Workplace Hazards and Risks, HACCP - Hazard Analysis Critical Control Point, Ways to Find Out About Chemicals at Work, Preparing for an Emergency, Know Your Rights – Labor Law.

Unit 2: Teamwork

Contents: The qualities I have as a member team, My role in a team, How to cooperate in a team, How to communicate with other team members.

Unit 3: Technological Training

Contents: Importance of technological tools at the workplace, Project Management Tools, Social Network, Photo Editing Tools, Working Tools.

Unit 4: Time Management

Contents: Time Management and productivity, Factors influencing employees' Time Management, Division of work and Task performance, Types of employees, Work styles, Stages of planning, Time Management models and techniques, Covey's Time Management Grid, To-Do List, ABC Analysis, Time Management skills.

Unit 5: Resilience

Contents: Dealing with setbacks, Viewing change as a natural part of life, Focusing on positive events, Goal setting, Overcoming obstacles.

3. WORK DAY EXPERIENCE

For many of the participants with disabilities, this will be the first time that they have experienced the working world. They will most likely know nothing or very little about your role, your job and your organization. Therefore, it is very important to prepare and organize the day precisely, paying attention to all the factors that contribute to the success of this day.

As organizers of this Work Day, please make sure you take the time to explain things.

BEFORE THE WORK DAY

Before the Work Day, it is important to create a plan and timetable to showcase the job roles you have chosen for them with some interesting activities and a chance to observe and contribute actively. If possible, create a short description of the job role the employee with disabilities will be taking and any important details.

Creating a timetable:

Please prepare an outline of what roles you expect to involve workers with disabilities in plus any information they need to know for the day. Knowing what they are going to be doing will help them organize and might help to calm their nerves.

You will find a timetable example on the Annex 1.

Arrange the space:

Before the Work Day make sure your working space is ready to host an employee with disabilities. The needs of the employee might vary depending on the disability and the personal situation, so it might be a good idea to ask the employee if he or she needs specific arrangements.

Also, bear in mind how the employee is going to reach your workplace. You provide the employee with some instructions on how to arrive, including available public transport.

Equipment list:

Make sure you inform properly employees about the equipment they need for the job. This includes the specific dress code (if one) as well as if they need access to certain materials such as their phones.

Also, bear in mind that if the workday extends to lunch time the employee might need to have a meal. You should decide in advance if you are going to provide it or if the employee must bring it.

You might find useful the list on Annex 2 which includes things to pay attention for preparing future employees with disabilities for the Work Day.



DURING THE WORK DAY

Many young people will not have visited an office like yours before. Please take a little time at the start of the day to explain what your organization does and give them an insight to a typical day and make sure they know the name, contact details and job role of the member of staff they will be following.

They will also need to know where the toilets are and how to find their way around our premises and so on.

Introduction:

At the beginning of the day show the workplace to the new employee: not only the physical space and where to find things but also introduce him or her to the staff.

Health and Safety measures:

Before starting the Work Day, do a risk assessment with the employee using your organization's health & safety rules. Nominate one person from the team to be the emergency contact for the day and give their details to everyone. Also make sure you have an emergency contact number for each employee with disabilities.



It might be helpful to go through the Health and Safety material from our training course, available on the e-learning platform. Section 3, Unit 1.

TIPS FOR EMPLOYERS AND TUTORS

- ✓ Plan your day well and partner with other colleagues
- ✓ Give your new employees things to do and set them challenges
- ✓ Use the day to your advantage and gather the views of people with disabilities on your service
- ✓ Organize impactful activities where people with disabilities can have a say and make meaningful decisions
- ✓ Explain your work Jargon
- ✓ Ask employees questions to ensure they understand
- ✓ Make the day as exciting but also show them some of the mundane tasks too
- ✓ Be conscious of long meetings and periods of doing nothing
- ✓ Let organizers know what activities employees with disabilities have been involved in and skills they have developed – to help evaluate the day.



TIPS FOR EMPLOYEES WITH DISABILITIES

- ✓ Give your details when registering so employers and tutors can communicate directly with you
- ✓ Research a bit about the organization and job role
- ✓ Come prepared with questions about your job
- ✓ Dress appropriately (if needed, ask your tutor/employer about it)
- ✓ Make a good impression. You never know what opportunities this could create
- ✓ Look interested and alert, even when you are feeling bored or left out
- ✓ Be open minded
- ✓ Take notes of what you did and what you learnt
- ✓ Don't be afraid to voice your opinion and be heard
- ✓ Don't panic: whenever you need you can ask for help
- ✓ Act professionally and appropriately



EVALUATION OF THE DAY

The evaluation of the Work Day is very important not only for having feedback of the experience from the participants but also to be able to the relevant improvements in future experiences.

The purposes of evaluation:

- To assess effectiveness as well as efficiency of the Work Day in response to particular needs of various groups which benefit from it
- To serve as a venue for reflection; to gain insights and understanding from experiences
- To acquire a realistic and valid basis for inferences and decisions necessary for the programming of future action and/or recommendations
- To identify and describe the lessons learned and challenges faced



Evaluation Forms

At the end of the day, ask the tutors and the workers with disabilities to fill in the evaluation forms.

Do not forget! Ask workers with disabilities to check their progress and what they learned from the experience. Encourage reflection among participants.

The question should identify: what they liked most, what could be improved for next time, what they did, what decisions they helped to make, what they learned and what impact they had in the workplace, what were the biggest difficulties due to their disability, whether the environment has structural and non-structural barriers that make it difficult for the worker.

You will find some possible questions for conducting the evaluation on Annex 3. Always remember that when conducting the evaluation with employees with disabilities, adaptations might be needed as some employees could not be able to fill an online/written questionnaire on their own.



Evaluation Report

Create an evaluation report of the Work Day experience by gathering together the following points:

- What the employees with disabilities did;
- What they learned and gained from the experience;
- What the tutors learned from the employees with disabilities and how they will use it;
- What difference the workers with disabilities made at work and what decisions they were involved in;
- What are the next steps for the workers with disabilities to be involved.

Include all the evidence you can from the day, such as picture and photos.

SHARE IT

The Work Day experience is an opportunity for everyone!

Once you have completed the Work Day experience, we invite you to share it with as many people as you can.



The Evaluation Report

It can be a great tool to present the experience. You can share it with the participants to show the success of the day. Above all, ask them not to lose sight of you... after the work day a work contract could be activated.

Moreover, it can be of great help for future Work Day experiences, either in your own organization or in another one with which you are in contact. The strengths and areas for improvement from your experience can build the basis for future events to be better and better.



Social Media

Use your social media for documenting and sharing the Work Day. You can share the experience with a large public just by posting some photos and comments of the event.

If your organization has each own means for spreading information use them. It will not only help promoting the Work Day experiences but it will also foster your organization's good image by making visible your efforts for inclusion of people with disabilities in the workplace.

You have already taken the step, now it's your turn to encourage others to make it happen!



ANNEXES

1. TIMETABLE EXAMPLE

This is an example of the Timetable to be given to participants for the Work Day

Start	End	Description	Location
8.30	9.00	Arrival and registration of workers with disabilities	Main entrance
9.00	10.00	Briefing and training for young people	Conference room
10.00	10.30	Introduction to the staff and pairing with tutors	Conference room
10.30	16.30	Work Day experience. Employees with disabilities take over their roles and jobs in the organization and work together with their tutors. Please add times for lunch, other breaks and location if the young person will be going off-site.	Office
16.30	17.00	Feedback and evaluation	Conference room

2. PREPARING EMPLOYEES FOR THE WORK DAY

This is a short list of important things to provide the employee with disabilities before the Work Day:

- ✓ employer address and map
- ✓ date and times (timetable in Annex 1)
- ✓ transport options
- ✓ lunch and break plans
- ✓ appropriate dress
- ✓ event organizer contacts details
- ✓ what to bring (e.g., pen, notepad, tablet, etc.)
- ✓ Ask if the employee has any special needs for the development of the job (e.g. assistive tech, dietary, cultural...)

3. EVALUATION OF THE WORK DAY

For the evaluation, we have included here some questions that might be useful for you when creating your evaluation forms. Please, bear in mind that the following questions are general and therefore, they might need to be adapted to your personal Work Day.

EVALUATION QUESTIONS FOR THE HOST ORGANIZATION

- ✓ Were the responsibilities clear to you before the Work Day? If not, what did you miss?
- ✓ Was the information provided before the Work Day sufficient for you in order to be ready? If not, what did you miss?
- ✓ How helpful was the training before the Work Day? Did you miss anything?
- ✓ How would you rate the Work Day?
- ✓ What is your level of satisfaction?
- ✓ How would you rate your performance during the Work Day?
- ✓ What were the main challenges during the Work Day?
- ✓ Did you learn anything during the Work Day? What?
- ✓ How does this experience affect your future work? Will you change anything?
- ✓ After this experience, do you feel like working with workers with disabilities?
- ✓ Would you take part in another Work Day?

EVALUATION QUESTION FOR THE EMPLOYEE WITH DISABILITIES

- ✓ Was your role properly communicated to you before the Work Day? If not, what did you miss?
- ✓ Was the information provided before the Work Day sufficient for you in order to be ready? If not, what did you miss?
- ✓ How would you rate the Work Day?
- ✓ What is your level of satisfaction?
- ✓ How was the training you received? Was it useful?
- ✓ How would you rate your performance during the Work Day?
- ✓ What did you learn during the Work Day?
- ✓ How would you rate the performance of your tutor during the Work Day?
- ✓ What was your favorite moment of the Work Day? Why?
- ✓ What was the worst moment for you during the Work Day? Why?
- ✓ Would you take part in another Work Day?