

Embedding role-based accessibility skills in businesses

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**Open Inclusion
UK**

Training Accessible ICTs



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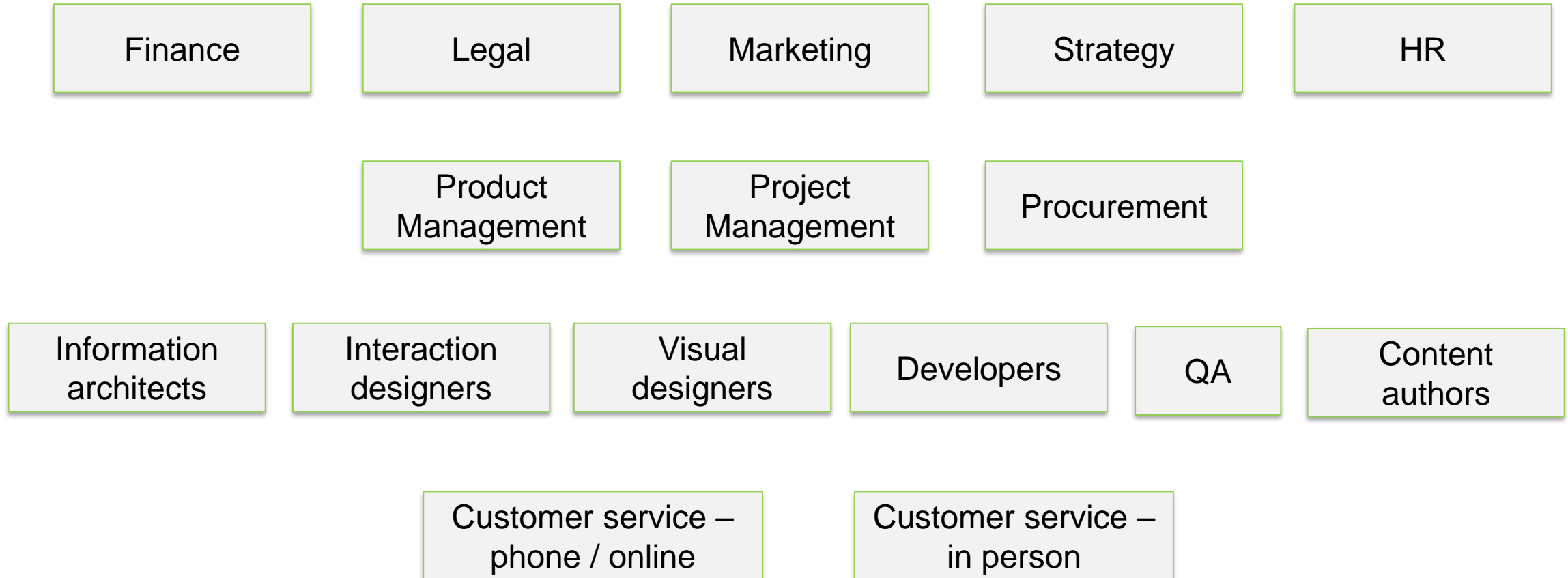
Quick overview

- Who needs training
- What training outcomes are desired
- How to minimise the cost of training and maximise its value
- How to ensure your training is accessible and inclusive

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Who needs training?





Training outcomes

Leadership

- I can improve tools, processes and measures
- I support others progress their skills and manage the difficult

Role based skills

- I have sufficient skills to do the part I need to do and ensure the handoffs are smooth
- I know what tools I have, the processes I need and people who can support me

Awareness

- I understand the issue and opportunity
- I am aware of the expectations of customers and my organisation





Training for efficiency. Highest impact for cost.

- Recognise opportunity cost of people's time
- Specific to pre-existing skill levels
- Aligned to their specific role requirements
- Specific to role parameters in that organisation
 - By interface type (eg HTML, native, hybrid, various)
 - By specific organisation hand off points / role definitions
 - By tools e.g. task management tools (Jira, Versionone, Workzone) team communication tools (Trello, Slack, internal) , QA tools (Selenium, Cucumber, manual tests)
- Some understanding of roles that are related to their work (e.g. design and dev.)

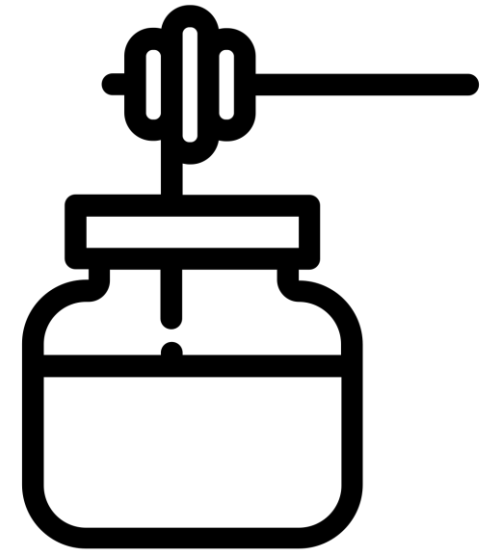


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Designing and delivering training that sticks

- Start with the why
- Ensure you follow with role-specific what and how
- Bespoke it with their examples, their products
- Participatory, not lecture style
- Facilitate learning from each other
- Length appropriate to business and team
- Maximise engagement for the delivery format
- Create layers of challenge to ensure all are stretched

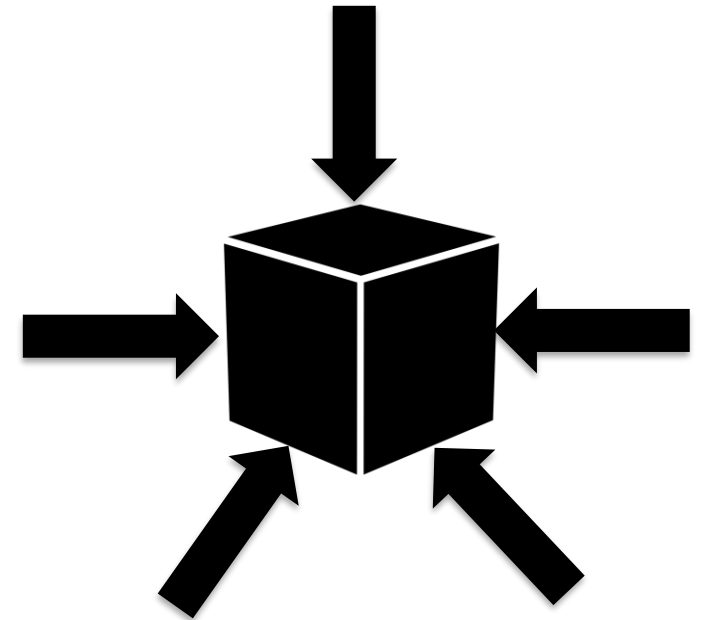


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Recognise differing learning styles, needs and approaches

- Verbal / auditory learners – say it
- Visual learners – show it
- Tactile / action learners – let them do it
- Take cultural norms and variance into account
- Ensure inclusion of all formats
 - Basic universal design
 - Sensory optionality
 - Differing learning speeds
 - Social interaction considerations



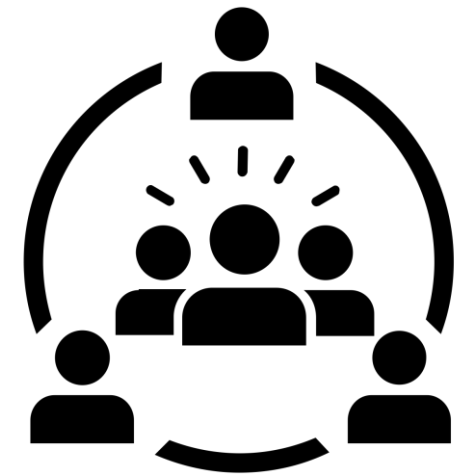
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Building communities of excellence

Provide organisational support and infrastructure for networks of excellence to emerge, develop, thrive and positively impact the business.

- Hub and spoke model or multiple hubs
- Allows people to extend in line with interest and skills
 - Technical experts
 - Personal empathy / experience
 - Values alignment
 - Leadership opportunity
- Requires executive sponsorship for sustained success
- Needs external as well as internal inputs



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Ensuring you are inclusive in practice

Case study 1 - accessible online induction training

For a large global firm. Audited and identified accessibility challenges in their eLearning used for onboarding new staff

- Audio content
- Visual content
- Video content
- Interactive content



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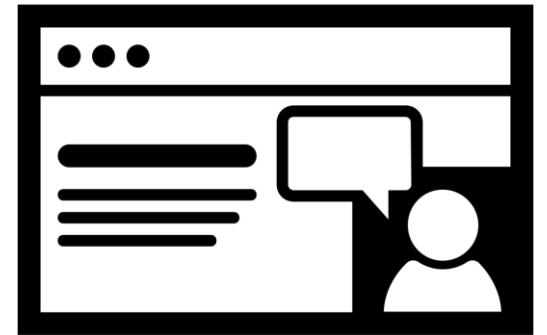


Ensuring you are inclusive in practice

Case study 2 - accessible Webex cross-cultural training

For a large global bank. Provided role-based accessibility training via WebEx to multiple regions in Asia, Europe and Middle East

- Core messages
- Clear language
- Cultural recognition of difference
- Interaction / engagement options
- Tailored to organisation specific products & examples



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Summary

- Provide awareness training across the full organisation
- Develop (or purchase) deep expertise for tailored role-based training
- Ensure a minimum base to meet the level of inclusion you desire as a business
- Allow extension for those who want to go further
- Develop and foster communities of excellence
- Keep fresh ideas flows coming in from outside the organisation
- Ensure all training (formal and informal, online or face-to-face) is accessible and inclusive

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