

DEMENTIA INCLUSIVE CUSTOMER SERVICES Virtual workshop

In a society where the number of people living with dementia is set to double in the next 30 years, the onus is on businesses to ensure that your customer services are dementia inclusive: accessible, efficient and stress-free for people living with dementia. Our workshop can help you achieve this.

Workshop aim

This tailored virtual workshop aims to ensure frontline customer service staff are better informed and prepared to respond effectively to customers living with dementia.

Content

Our workshops are tailored to suit the needs of individual organisations. Some of the topics covered include:

- The ways in which dementia can impact on someone's ability to engage with customer services.
- Appropriate communication skills and other strategies for making face-to-face and telephone interactions more inclusive of customers living with dementia.
- Understanding the ways in which customer service systems and processes can be modified to make them more appropriate for people living with dementia.

Outcomes

After attending one of our workshops, customer service staff are more able to:

- Communicate effectively and empathetically with customers living with dementia.
- Deliver more appropriate support to customers living with dementia.
- Pass on ideas to their organisations for improvements to systems and processes which could lead to great dementia inclusion

Audience

This 3-hour workshop is for customer service staff in all types of roles. Exact content can be tailored to the requirements of the organisation.



**For more
information please
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