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Innosign

DeafStudio 

**TURKOOIS**



103

MODULE 5

# WORK, WORK, WORK

Developed by:

**TURKOOIS**

Career Paths  
Inclusive **2**



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# Curriculum

## Module 5: Work, Work, Work

### Topic 1: Navigating in a hearing environment

**Duration:** 120 minutes

#### Learning Outcomes (EQF 2):

- ✓ **Knowledge:** Trainees/students are able to navigate a hearing environment.
- ✓ **Skills:** Trainees/students are able to use strategies for navigating a hearing environment.
- ✓ **Competence (responsibility and autonomy)** Trainees/students are able to work independently in a hearing environment and use (non-verbal) communication strategies.

#### Teaching Methods/Techniques:

- (1) Individual work,
- (2) Pairs,
- (3) Group work
- (4) Class
- (5) Practical exercise



## Topic 2: Gaining your own position

**Duration:** 120 minutes

### Learning Outcomes (EQF 2):

- ✓ **Knowledge:** Trainees/students know how to set boundaries, communicate well and are generally self-confident in their work environment.
- ✓ **Skills:** Trainees/students set boundaries, communicate well and behave self-confidently in their work environment
- ✓ **Competence (responsibility and autonomy)** Trainees/students work independently, establish good communication (which includes their communication preferences) and set healthy boundaries.

### Teaching Methods/Techniques:

- (1) Individual work,
- (2) Pairs,
- (3) Group work
- (4) Class
- (5) Practical exercise

### Topic 3: Solving conflicts

**Duration:** 120 minutes

#### Learning Outcomes (EQF 2):

- ✓ **Knowledge:** Trainees/students know the strategies for using in conflict situations.
- ✓ **Skills:** Trainees/students can use conflict-solving strategies in their working environments.
- ✓ **Competence (responsibility and autonomy)** Trainees/students are able to use conflict-solving strategies to resolve conflicts.

#### Teaching Methods/Techniques:

- (1) Individual work,
- (2) Pairs,
- (3) Group work
- (4) Class
- (5) Practical exercise








## Training

### Module 5: Work, Work, Work

#### Topic 1: Navigating in a hearing environment

Objective: To equip participants with strategies for adapting to a hearing work environment, understanding workplace etiquette, and effectively communicating their needs as Deaf individuals.

 <b>Time</b>	 <b>Activity</b>	 <b>Method</b>	 <b>Media and materials</b>	 <b>Comments</b>
10 min	Introduction to the session	Class	Powerpoint Module 5	
20 min	<p><b><u>Video viewing and discussion</u></b>  <b>Objective:</b> To introduce key tips for the first month on the job.</p>	We will watch a video about navigating your tasks and understanding workplace attire. Please pay attention to the tips provided.	Video with tips about orientation tasks and appropriate workplace attire.	Arrange seating for comfortable viewing of the video. Ensure captioning is available for the video.

		<p>Lead a discussion by asking specific questions about the video content, such as</p> <ul style="list-style-type: none"> <li>• How can you ask for an orientation period?</li> <li>• Can you give examples of workplace attires?</li> <li>• What clothes are you the most comfortable in?</li> </ul>	<p>Orientation period (NGT video): 00:00-1:20 Workplace attire (NGT video): 1:21-2:15</p>	
40 min	<p><b><u>Orientation period</u></b> <b>Objective:</b> To practice navigating workplace orientation as a Deaf individual</p>	<p>Setup: Prepare role-play scenarios that cover various aspects of workplace orientation. Divide participants into pairs or small groups.</p> <p>Instruction: "Each group will role-play a scenario from these cards. Focus on how you would navigate the orientation period as a Deaf individual."</p> <p>Execution: Circulate among groups to observe and offer guidance. After role-playing, facilitate a group discussion to share experiences and learnings.</p>	<p>Scenarios for role-playing, including various workplace settings.</p>	<p>Pairs or small groups role-play, then share experiences with the larger group.</p>
20 min	<p><b><u>Workplace attire</u></b> <b>Objective:</b> To understand and discuss the importance of</p>	<p>Setup: Display visual aids that show different types of professional attire.</p> <p>Instruction: "Let's discuss what types of clothing are suitable for</p>	<p>Visual aids depicting various professional attires</p>	<p>Group discussion, including sharing personal experiences and preferences.</p>

	appropriate workplace attire.	different workplaces. Look at these images and share what you think is appropriate for different job roles."  Discussion: Encourage participants to consider factors like company culture, job role, and personal style.		
30 min	<b><u>Communicating about being Deaf</u></b> <b>Objective:</b> To strategize how to inform colleagues about being Deaf and the best ways to communicate.	Look at the worksheet. Break the group down in pairs and let them discuss with each other which phrases are helpful and which not.  Get the group back together and discuss the choices. Were the phrases also helpful? Would the participants use those phrases?	Worksheet with phrases/signs to use, tips for effective communication.	Small group discussions, practice sessions, followed by sharing strategies with the larger group.



## Good and bad phrases worksheet (ANSWERS)

### Good examples






<p>"I am Deaf and I use [your preferred communication method, e.g., American Sign Language, lip reading, written communication]. It helps me communicate effectively."</p>	<p>This phrase directly states your deafness and preferred communication method, promoting clear understanding.</p>
<p>"Could we please ensure that all meeting materials are available in written form? This would greatly assist my participation."</p>	<p>A polite request for accommodations that you need, indicating how they can support your involvement.</p>
<p>"If I ask for clarification, it's to ensure I've fully understood the information, as I rely on [method e.g., lip reading or sign language]."</p>	<p>Explains the reason behind requests for clarification, emphasizing the importance of clear communication.</p>
<p>"For group meetings, I find it helpful to have an interpreter present or to use assistive listening devices."</p>	<p>Specifies the type of support that facilitates your involvement in group settings.</p>
<p>"In case of an emergency, this is how you can best alert me or communicate crucial information."</p>	<p>Provides guidance on how to ensure your safety and awareness in emergency situations.</p>

### Ineffective Phrases (Bad Examples)

<p>"Don't worry about me, I'll figure things out on my own."</p>	<p>This phrase can unintentionally discourage colleagues from offering support or understanding your needs.</p>
<p>"Just treat me like everyone else; I don't need any special attention."</p>	<p>While aiming for equality, this statement might overlook the necessity of specific accommodations you require.</p>
<p>"I guess I'll just read the minutes later; I don't need to hear everything in the meeting."</p>	<p>This may imply that you're okay with missing out on real-time information, potentially leading to miscommunication.</p>
<p>"No need to change anything for me; I don't want to be a burden."</p>	<p>This might prevent necessary adjustments that would enable your full participation and can put you at a disadvantage.</p>
<p>"It's too complicated to explain how we can communicate; let's just not bother with it."</p>	<p>Avoids addressing communication methods, which can lead to misunderstandings and reduced collaboration.</p>

## Topic 2: Gaining your own position

Objective: To develop strategies for building a strong position in the workplace, including effective communication with colleagues and setting boundaries.






 <b>Time</b>	 <b>Activity</b>	 <b>Method</b>	 <b>Media and materials</b>	 <b>Comments</b>
10 min	Introduction to the session	Class	Powerpoint Module 5	
20 min	<p><b><u>Video viewing and discussion</u></b>  <b>Objective:</b> To introduce key tips for the first month on the job.</p>	<p>This video will provide more tips on understanding your team and time management. Let's watch and then discuss."</p> <p>Lead a discussion by asking specific questions about the video content, such as</p> <ul style="list-style-type: none"> <li>• Would you be comfortable to go out with your (hearing colleagues)?</li> <li>• How can you have fun with your colleagues in the workplace</li> </ul>	<p>Video with tips about orientation tasks and appropriate workplace attire. (Timecode: 2:16- 2:48 (Know your team)            Timecode: 2:49-3:30 (Time management))</p>	<p>Arrange seating for comfortable viewing of the video. Ensure captioning is available for the video.</p>

		<p>without compromising your work attitude?</p> <ul style="list-style-type: none"> <li>Do you agree you should always finish your tasks for the day?</li> </ul>		
30 min	<p><b><u>Communication strategies</u></b>  <b>Objective:</b> To explore effective communication methods with hearing colleagues.</p>	<p>Setup: Distribute handouts on communication techniques.</p> <p>Instruction: "Using these handouts, discuss in small groups different ways you can effectively communicate with your hearing colleagues. What would work the best for you?"</p> <p>Discussion: Encourage sharing of personal experiences and strategies.</p>	Communication technique handouts,	Make sure you also ask about other techniques the participants have used in the past.
20 min	<p><b><u>Teaching Sign Language</u></b>  <b>Objective:</b> To plan how to teach basic sign language to colleagues</p>	<p>Discuss with the group how your colleagues can learn sign language without you being responsible for it.</p> <p>(Give here national context , for example in the Netherlands there is an online course by a deaf-led company available, or physical courses in-house, or at a Deaf club)</p>	Powerpoint	
40 min	<p><b><u>Flexibility and boundaries</u></b>  <b>Objective:</b> To practice maintaining flexibility while setting clear boundaries</p>	<p>Form groups and give each group a scenario. Let them role-play.          "In your groups, role-play these scenarios focusing on being flexible yet clear about your boundaries."</p>	Scenarios for role-playing, tips on assertiveness.	Role-play, followed by group discussion on lessons learned and strategies developed.

		<p>After role-playing, discuss as a group the challenges faced and strategies used.</p> <p>Tell the participants about the 10 tips to be assertive in the work place.</p>		
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## Topic 3: Solving conflicts

Objective: To equip participants with conflict resolution skills and ways to showcase their strengths in the workplace.

 <b>Time</b>	 <b>Activity</b>	 <b>Method</b>	 <b>Media and materials</b>	 <b>Comments</b>
10 min	Introduction to the session	Class	Powerpoint Module 5	
20 min	<u>Video viewing and discussion</u> Objective: To introduce key tips for the first month on the job.	"This video will provide more tips on not being afraid of being the new one. Let's watch and then discuss."  Lead a discussion by asking specific questions about the video content, such as Which questions are good to ask your colleagues to help you? How do you showcase your strengths?	Video with tips about orientation tasks and appropriate workplace attire. (Timecode: )	Arrange seating for comfortable viewing of the video. Ensure captioning is available for the video.
30 min	<u>Asking for help</u> Objective: To practice scenarios where	Role-play these scenarios with your partner, focusing on how you would ask for help in these situations.	Scenario worksheet	

	participants may need to ask for help.	<p>Break down the group into pairs.</p> <p>Role-Play and Debrief: Observe the role-plays and then discuss as a group the various approaches and their effectiveness.</p>		
30 min	<p><u>Showcasing skills and strengths</u> Objective: To develop strategies for highlighting personal strengths and skills.</p>	<p>Setup: Distribute worksheets for identifying strengths and skills.</p> <p>Instruction: "Reflect on your skills and strengths using these worksheets, then share with the group how you would present these in your workplace."</p> <p>Sharing: Facilitate a sharing session where participants discuss their strengths and get feedback.</p>	Worksheets for identifying strengths and skills, examples of self-advocacy.	
30 min	<p><u>Conflict resolution</u> Objective: To learn and practice a five-step conflict resolution process.</p>	<p>Give a short presentation about the five step conflict solving</p> <p>Break the group down in smaller groups and they can practice.</p> <p>Discuss in the class if the 5-step did help and what the outcomes were.</p>	<p>Powerpoint Module 5</p> <p>Handout 5 step conflict solving</p> <p>Scenarios</p>	

## Assessment questions

### Module 5: Work, Work, Work





#### Topic 1: Navigating in a hearing environment

How can I address me being deaf and what needs I have?

- a. I don't mention it
- b. Nothing needs to be changed for me
- c. I talk about my preferred methods of communication
- d. I ask for written protocols after meetings

Please rate how you feel about the following statement:

I know how to adapt to a hearing work environment and how to communicate my needs as a deaf person.

			
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### Module 5: Work, Work, Work

#### Topic 2: Gaining your own position

How can I make the communication at work better?

- a. For team meetings I don't need an interpreter
- b. I teach my colleagues basic signs
- c. I express my needs and offer solutions
- d. I try to avoid my colleagues if they need me

Please rate how you feel about the following statement:

I know how and when to use different communication strategies.

			
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**Module 5:** Work, Work, Work


**Topic 3:** Solving conflicts

You find yourself in a conflict. What do you do?

- a. I start arguing to get my way
- b. Understanding each person's perspective**
- c. I go away from the conflict
- d. Find a common ground**

Please rate how you feel about the following statement:

I know how to solve conflicts.

			
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# Worksheets Module 5

## Roleplaying Activity

### **Scenario 1: Meeting with Your Supervisor**

Context: You're meeting with your supervisor for the first time to discuss your role and responsibilities. Your supervisor is not familiar with communicating with a Deaf person.

Objective: To establish effective communication methods with your supervisor and ensure understanding of your job responsibilities.

Challenge: To convey the best ways to communicate with you (e.g., writing, sign language interpreter, lip-reading) and to gain clarity on your tasks.

### **Scenario 2: Group Orientation Session**

Context: You are part of a group orientation with other new employees. The orientation includes a tour of the facility and several presentations.

Objective: To actively participate in the orientation, ensuring you receive all necessary information.

Challenge: To navigate the group setting where audio information is being presented, request accommodations like an interpreter or written materials, and interact with your new colleagues.

### **Scenario 3: Break Room Interaction**

Context: During a break, you find yourself in the company break room with a few colleagues who are discussing a recent company update.

Objective: To join the conversation and socialize with your colleagues.

Challenge: To introduce yourself as a Deaf individual, find ways to follow and contribute to the conversation, and establish rapport with your new colleagues.



## Workplace Attire

### Practice Sheet for the Learner

**Duration:** 20 minutes

**Topic:** Choose the best attire

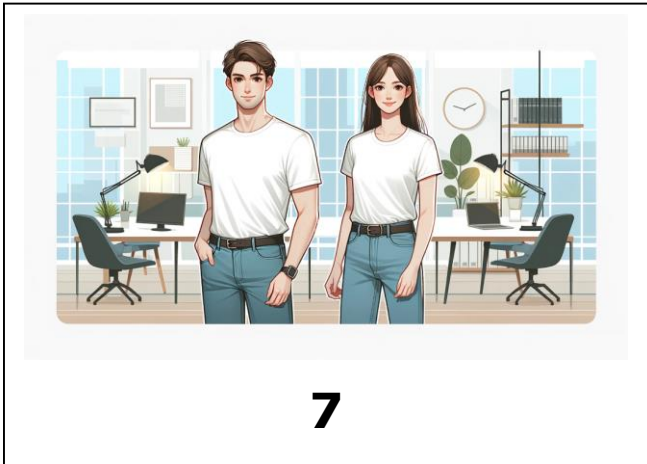
**Prior Knowledge:** None

### Introduction

Let's discuss what types of clothing are suitable for different workplaces. Look at these images and share what you think is appropriate for different job roles.

### Exercise:





## Correct answers (for Trainers)



Business formal



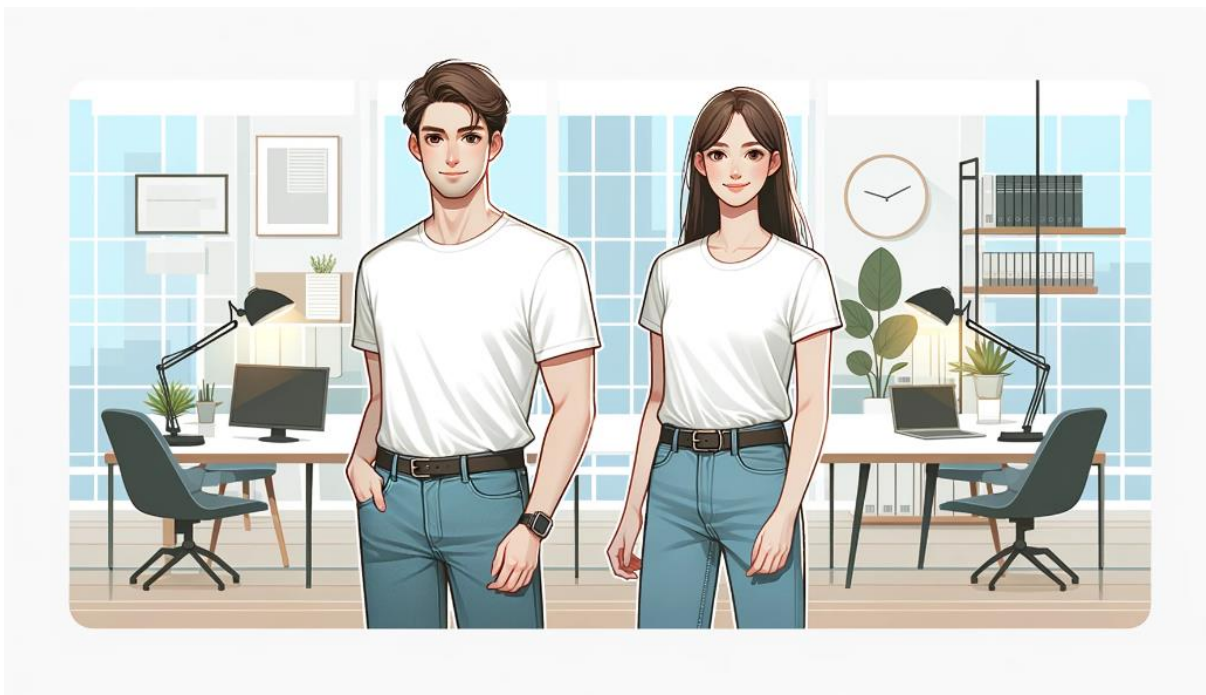
Business casual



Smart casual



Creative industry



Casual work attire



Uniformed professionals





Health care professionals



Educator





Manual labor



## Communicating about being Deaf

### Practice Sheet for the Learner

**Duration:** 30 minutes

**Topic:** Effective communication

**Prior Knowledge:** None

### Introduction

Do this assignment in pairs. You could use these phrases at your workplace. The objective is to pick out the phrases which are the best when you are new and you want your needs to be met. Write 'good' or 'bad' under every phrase.

### Exercise:

I am Deaf and I use [Dutch Sign Language, lip reading, written communication]. It helps me communicate effectively.

\_\_\_\_\_

"Don't worry about me, I'll figure things out on my own."

\_\_\_\_\_

"Just treat me like everyone else; I don't need any special attention."

\_\_\_\_\_

"For group meetings, I find it helpful to have an interpreter present or to use assistive listening devices."

\_\_\_\_\_



"No need to change anything for me; I don't want to be a burden."

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"It's too complicated to explain how we can communicate; let's just not bother with it."

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"Could we please ensure that all meeting materials are available in written form? This would greatly assist my participation."

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"I guess I'll just read the minutes later; I don't need to hear everything in the meeting."

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"If I ask for clarification, it's to ensure I've fully understood the information, as I rely on [lip reading or sign language]."

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"In case of an emergency, this is how you can best alert me or communicate crucial information."

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## Communication Techniques

### Practice Sheet for the Learner

**Duration:** 30 minutes

**Topic:** Communication strategies

**Prior Knowledge:** None

### Introduction

Which strategies would work the best for you? Do you have any other strategies you have used?

#### **Understanding communication preferences**

1. Identify your preferred communication method: Clearly communicate your preferred method, whether it's sign language, lip reading, written communication, or a combination.
  
2. Educate your colleagues: Take the time to explain your communication needs and preferences to your colleagues. This could be through an introductory email, a meeting, or a one-on-one conversation.

#### **In Group Meetings**

1. Request an Interpreter if needed: If you use sign language, request a sign language interpreter for meetings to ensure you can participate fully.



2. Positioning: Sit/stand in a position where you can see everyone clearly, and ask others to be mindful of maintaining a clear line of sight.

3. Use of Technology: Utilize technology like video conferencing tools with captioning capabilities or apps that transcribe speech in real-time.

### **Teaching Basic Sign Language**

1. Offer Basic Sign Language Lessons: Propose short, informal sessions to teach colleagues basic signs. This can be a fun and engaging way to improve communication.

2. Use Visual Aids: Employ charts or videos that illustrate basic signs, which can be shared in common areas or digitally.

### **Day-to-Day Communication**

1. Clarify and Summarize: After discussions, clarify or summarize key points in writing to ensure mutual understanding.

2. Encourage Written Communication: Promote the use of emails, messaging apps, or written notes for important information.



### **Maintaining Openness and Flexibility**

1. **Be Open to Questions:** Encourage colleagues to ask questions about the best ways to communicate with you.
2. **Be Patient and Flexible:** Communication might require trial and error. Be open to experimenting with different methods to find what works best.

### **Advocating for Yourself**

1. **Self-Advocacy:** Be proactive in advocating for your communication needs. Don't hesitate to remind others if accommodations are not being met.
2. **Feedback Loop:** Create a feedback mechanism with your colleagues and supervisors to continuously improve communication strategies.



## Role playing Scenario

### **Scenario 1: Team Meeting Schedule Conflict**

Context: Your team schedules a meeting at a time when your sign language interpreter is not available. You need to address this conflict.

Objective: To reschedule the meeting at a time when your interpreter is available, while showing flexibility.

Challenge: Communicating your needs clearly without disrupting the team's schedule.

### **Scenario 2: Unexpected Overtime Request**

Context: Your supervisor asks you to stay late for an unplanned task, but you have a prior commitment that is important to you.

Objective: To address the overtime request by either negotiating a different time to complete the task or explaining your unavailability.

Challenge: Balancing the need to be seen as a team player with your personal commitments.

### **Scenario 3: Participating in a Group Brainstorming Session**





**Context:** You're in a group brainstorming session, but the fast-paced nature of the conversation makes it hard to follow and contribute.

**Objective:** To request modifications to the brainstorming format that allow you to participate effectively.

**Challenge:** Suggesting changes to the meeting structure without stifling the creative flow of the group.

#### **Scenario 4: Lunch Break Invitations**

**Context:** Your colleagues often invite you to join them for lunch, but the noisy restaurant environment makes it hard for you to communicate and engage.

**Objective:** To suggest an alternative location or communication method that makes these social gatherings more accessible for you.

**Challenge:** Proposing a change that considers your communication needs while maintaining the social aspect of these outings.



## 10 Tips on being more Assertive

1. **Express Your Needs Clearly and Respectfully:** Start conversations with "I" statements, such as "I need" or "I feel," to express your needs or feelings without placing blame on others.
2. **Listen Actively:** Show that you value others' perspectives by listening actively before responding. This demonstrates respect and openness to dialogue.
3. **Offer Solutions:** When addressing a conflict or need, suggest practical solutions. This approach shows you're not just stating a problem but are also invested in finding a resolution.
4. **Acknowledge Others' Needs and Constraints:** Recognize and verbalize your understanding of others' needs and constraints, showing empathy and consideration for their situation.
5. **Maintain Positive Body Language:** Use open and positive body language to convey your message assertively without seeming aggressive.
6. **Be Flexible and Open to Compromise:** While being assertive about your needs, also show willingness to adapt and find a middle ground where possible.
7. **Use "Thank You" to Show Appreciation:** When others accommodate your needs or listen to your requests, thank them for their understanding and flexibility.



8. Practice Patience: Being assertive often requires patience, especially when explaining your needs and waiting for responses or adjustments from others.
  
9. Stay Calm and Composed: Even if the situation is frustrating, maintaining a calm demeanor can prevent the conversation from becoming confrontational.
  
10. Reiterate Your Appreciation for Cooperation: Conclude conversations by reiterating your appreciation for the other party's cooperation and understanding, reinforcing the positive aspects of the interaction

## Role Playing Activity

### **Scenario 1: Difficulty in Following a Group Training Session**

Context: You are attending a mandatory group training session, but you're having trouble following along due to the lack of an interpreter or captioning.

Objective: To request appropriate accommodations (like an interpreter or real-time captioning) to effectively participate in the training.

Challenge: Communicating your needs to the trainer or HR in a way that ensures future sessions are more accessible.

### **Scenario 2: Incomplete Written Instructions for a Task**

Context: You receive written instructions for a new task, but some details are unclear or missing.

Objective: To seek clarification on the task in a way that ensures you have all the necessary information to complete it effectively.

Challenge: Approaching your supervisor or colleague for additional information without seeming incompetent or overly reliant on others.



### **Scenario 3: Technical Issue with Accessibility Equipment**

Context: The equipment you use for communication (like a video relay service or assistive listening device) is malfunctioning.

Objective: To ask for help in resolving the technical issue promptly so you can continue your work efficiently.

Challenge: Explaining the importance of the equipment for your work and ensuring a quick resolution without disrupting your workflow significantly.

### **Scenario 4: Emergency Procedures Are Not Clear**

Context: You realize that the emergency evacuation procedures haven't been communicated to you in an accessible format.

Objective: To ensure you understand the emergency procedures and that there are systems in place to alert you effectively.

Challenge: Addressing this critical safety issue with management and ensuring that accessible emergency communication methods are implemented.

## Strengths and Skills

### Practice Sheet for the Learner

**Duration:** 15 minutes

**Topic:** What are your strengths and skills?

**Prior Knowledge:** None

### Introduction

Please answer those questions about your strengths and skills. You are working alone. Ask the trainer if you do not understand a question.

### Exercise:

### Top skills

Think about the skills you possess that make you unique in the workplace. These can be technical skills, communication skills, problem-solving abilities, etc.

Examples:

Technical Skill: Web design, sign language proficiency

Soft Skill: Strong attention to detail, creative thinking

Technical skills:

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Soft skills:



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## Strengths in Communication as a Deaf Individual

Reflect on how being Deaf has given you unique strengths in communication.

Examples:

Enhanced visual awareness and expertise in non-verbal communication

Unique strengths in communication:

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## Adaptability and Problem-Solving

Describe instances where you've had to adapt or solve problems uniquely because of your Deafness.

Example: Navigating communication barriers, using technology for accessibility

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## Part 2: Showcasing Your Skills and Strengths

### Real-World Application

Think of a situation at work where you can apply your skills/strengths.  
How would you use them to benefit your team or project?

Example: "I can use my strong visual skills to enhance our team's design project by..."

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### Communicating Your Skills

How would you communicate your unique skills and strengths to your colleagues or supervisors?

Example: "In our next team meeting, I plan to present my idea on improving visual communication using..."

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## Part 3: Setting Goals for Skill Development



## Skills to Develop

Identify one or two skills you want to develop further in your professional life.

Example: Enhancing technical skills in a specific software, improving sign language interpretation skills for different contexts.

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## Action Plan for Development

Outline a brief action plan for how you intend to develop these skills.

Example: "I will enroll in an online course for advanced web design, practice sign language interpretation with different groups."

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## Part 4: Seeking Feedback

### Feedback Request



Plan how you will seek feedback on your skills and strengths from your peers or supervisors.

Example: "I will ask my supervisor for a meeting to discuss my performance and areas for growth."



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## 5 Steps in Conflict Solving

### **Step 1: Identify the Conflict**

Clearly define what the conflict is about. Understand each person's perspective.

### **Step 2: Find Common Ground**

Look for areas of agreement or common goals that all parties share.

### **Step 3: Discuss Ways to Meet the Common Goal**

Brainstorm possible solutions to the conflict that would satisfy everyone involved.

### **Step 4: Determine the Best Solution**

Evaluate the proposed solutions and agree on the most feasible one.

### **Step 5: Implement and Follow Up**

Put the agreed solution into action. Schedule a follow-up to ensure the conflict is resolved and the solution is working effectively.

## Role Playing Activity: Conflict Solving

### **Scenario 1: Miscommunication in a Project Team**

Situation: You and a colleague misunderstood each other's roles in a project, leading to duplicated work and missed deadlines.

Challenge: To resolve the conflict by clarifying roles and establishing better communication strategies.

### **Scenario 2: Disagreement Over Accommodations**

Situation: A colleague complains that the accommodations made for you (like a sign language interpreter in meetings) are causing delays.

Challenge: To address their concerns while ensuring your accommodation needs are met.

### **Scenario 3: Clash Over Work Priorities**

Situation: Your supervisor assigns you a task that you feel is not a priority, causing a clash in work planning.

Challenge: To discuss and align on work priorities without undermining your supervisor's authority.

### **Scenario 4: Handling Feedback on Work Performance**

Situation: You receive feedback about your work performance that you feel is unfair or based on misunderstandings.

Challenge: To address the feedback constructively and clarify any misunderstandings.