

Customer Service Face to Face

Train the Trainer
Core Modules



Customer Service

Face to Face

Providing Practical Assistance

This module is specifically for **customer-facing staff**.
It is best used alongside other modules in the package,
to address specific issues for this group of staff.

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Suggested timings are given below. Depending on delivery
and delegate numbers, the content in this module could
be delivered in 65–110 minutes.

Learning Objectives

1

Understanding the practical implications of supporting disabled passengers

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2

Sharing good practice with colleagues and the trainer about providing practical assistance

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3

Developing empathy and understanding for disabled passengers

Guidance to Accompany Slides

Providing Practical Assistance

Suggested timings: 5 minutes

Purpose: To **gauge knowledge and encourage discussion** around the range of travel challenges faced by disabled passengers.

Use the questions on the slide to generate a discussion.

How to Push a Wheelchair

Suggested timings: 10–15 minutes

Purpose: To **ensure that delegates understand good practice** in interacting with and providing practical assistance to someone who uses a manual wheelchair.

Ask delegates if they know anyone who uses a manual wheelchair. Have they ever provided assistance to someone who does? What sort of things should they think about?

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You can prompt with good practice guidance:

1. **Don't assume.** Many, if not most wheelchair users are not paralysed and can get up and walk a few steps if they need to. Don't assume the person can't understand you, can't hear you or needs your help. Try to view wheelchair users as what they are — regular people who happen to be using a different tool to get around.
2. **Speak directly to the wheelchair user.** Don't disrespect a wheelchair user by speaking to someone with them instead of them — especially not about them.
3. **Don't ask intrusive questions.** You don't need a full medical history. You just need to know what practical help they need. Ask.

4. **Don't touch someone's wheelchair until given permission to do so.** Most wheelchair users consider their wheelchair to be an extension of their own body, so avoid leaning on, pushing or otherwise handling their chair without their explicit permission.
5. **Don't bend down to speak to them.** Bending down to speak to a wheelchair user as you might to a child could be understood as patronising. If possible, step back so you can make eye contact and so the person doesn't need to look upwards, as that can be uncomfortable or impossible.

How to Guide a Visually Impaired Passenger

Suggested timings: 10 minutes

Purpose: To **ensure that delegates understand good practice** in interacting with and providing practical assistance to someone with a visual impairment.

Present the material in this slide, then take questions and comments.

Being Dementia Friendly

Suggested timings: 10–15 minutes

Purpose: To **ensure that delegates understand good practice** in interacting with and providing practical assistance to someone with dementia.

Present the material on these two slides, then ask people for any insights to share with colleagues, from either professional or personal experience, such as interacting with family or friends.

Role Play

Suggested timings: 20–30 minutes

Purpose: To **generate understanding and empathy** for disabled passengers and to explore how best to respond effectively to particular challenges.

For each of the scenarios, ask delegates, in pairs, to act out the roles of the passenger and staff member, focusing on how the staff member should deal with the situation they are presented with.

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After each role play, get each pair to explain the approach to responding effectively.

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After the role plays are completed, facilitate a whole-group discussion about the best way to approach situations like this. What are the general principles that can guide good communication?

Your Role

Suggested timings: 5–20 minutes

Purpose: Depending on the time available, to **summarise key messages**, with an emphasis on the role of practical assistance.

Summarise the key messages of the session (and other parts of a longer training session using other modules), or use as a starting point for discussion.

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REAL

Suggested timings: 5–20 minutes

Purpose: Depending on the time available, use this slide to **summarise key messages**, and remind people about the Respect, Empathise, Ask, Listen theme of the training.

You can use the train the trainer notes on REAL here and/or in other sections of the training.



REAL

Respect

REAL

Empathise

REAL

Ask

REAL

Listen

REAL Passenger **REAL** Person



Department
for Transport