



eLearning Module 1 Activity: Reflect, Relate, and Apply

Serving Individuals with Disabilities – A Day in the Life of an American Job Center

is the first of three eLearning modules and is designed to help you and other frontline American Job Center (AJC) staff effectively serve customers with disabilities. This activity will help you draw connections between the topics and examples presented in the eLearning module and your experiences on the job.

Completing this Activity

Follow these directions to complete the activity:

1. Before you begin eLearning Module 1, print or download this activity sheet.
2. Read the questions on the following pages carefully. Keep these questions in mind as you work through the eLearning Module 1 content.
3. When you have reached the end of eLearning Module 1, populate this activity sheet electronically or in your printed copy. You may choose to answer all questions or focus on those that are most relevant to your AJC.

(Note: If you prefer, you may choose to populate this activity sheet while you complete the eLearning module.)

Reflect:



Read the reflection questions carefully and respond in the space provided.

Relate:



Briefly describe how the information in the eLearning module relates to your experiences as an AJC staff member.

Apply:



Explain how you might use the information covered in the eLearning module to improve the experiences of AJC customers with disabilities.

Helpful Suggestion

Exploring the reflections of other AJC staff members can highlight shared experiences and introduce you to unique perspectives. Consider speaking with your manager about conducting a team meeting to discuss the outcomes of this activity.





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Reflect: What topics did the eLearning module highlight that are most important to your role as an AJC staff member? Identify these topics in the space provided.



Relate: Why are these topics critical to the service you provide to customers with disabilities?



Apply: How can you use the information provided in the eLearning module to improve the way you address these topics in the future?





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Reflect: Did the eLearning module confirm your ability to provide effective customer service to customers with disabilities? Or did it indicate opportunities for improvement?



Relate: Briefly describe an experience you have had serving a customer with a disability within your AJC. Why were you pleased or displeased with the service you provided?



Apply: If you encounter a similar experience in the future, how can you use what you learned in the eLearning module to provide improved customer service?





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Reflect: Did the eLearning module highlight elements of your daily work routine or individual work environment that can be improved to better serve customers with disabilities?



Relate: What is an example of an efficiency or obstacle in your daily work routine or work environment that influences the service provided to a customer with a disability?



Apply: What changes can you make to your daily work routine or individual work environment to improve the experience of AJC customers with disabilities?





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Reflect: Based on what was covered in the eLearning module, do you think improvements for customers with disabilities can benefit all AJC customers? Why or why not?

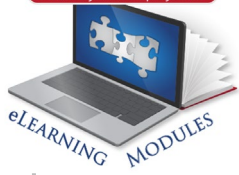


Relate: Provide an example of a change you could implement to improve the customer experience for individuals with disabilities that will enhance the experience of *all* AJC customers?



Apply: As you implement changes that support the universal design of your AJC, how will you determine whether the improvements you have made are effective?





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Reflect: Which state example from the eLearning module resonated most with you?



Relate: How will this state example influence the service you provide to customers with disabilities?



Apply: How might your AJC implement this state example into your overall customer service approach?

