

2019-1-AT01-KA202-051516

ACCESSIBLE WORK 4 ALL



INFORMATION IS EMPOWERMENT



COMMUNICATION
APPLICATION
PERSONNEL
CONTRACTS

TEXTS IN PLAIN LANGUAGE

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Co-funded by the
Erasmus+ Programme
of the European Union



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MODULE 1 APPLICATION

1.1 Job ad

Julia wants to find a new job.

Julia wants to know: Where can I find available jobs?

What are the tasks in the job?

How do I apply for a job?

Here is an explanation for Julia:

A job is available.

The company publishes a job ad.

Job ad means:

The company gives detailed information about an available job.

Now people know:

I can apply for this job.

Job ads are on the internet or in printed form in newspapers.

The company is looking for someone for a job.

The company wants to get applications.

The company wants applications from suitable candidates.

A job ad has several parts:

The job ad gives an overview and important information about the job.

Julia finds job ads:

- On company websites,
- On specific job search portals,
- At the unemployment office,
- In newsletters,
- On social media (for example: Facebook, Twitter ...)

The text for the job ad includes:

When Julia has to send her application (closing date).

Some job ads have instructions.

For example:

What documents Julia has to send.

Where Julia should send the documents.

Job ads inform applicants about available jobs.

Applicants are people who are looking for a job.

What do companies want?

To inform about an available job and to find suitable applicants.

In job ads, there is information about:

1. Job title
2. Job location
3. Job responsibilities
4. Job requirements
5. Company and benefits
6. Instructions for applying

Now Julia knows:

Job ads are easy.

Julia knows everything about job ads.

Julia can look for her dream job.

1.2 Application letter

Julia found a job ad.

Julia is interested in the job.

Julia wants to know:

How do I apply for the job?

Here is an explanation for Julia:

An application has 2 parts:

A written application.

This is the application letter.

An in-person meeting.

This is the job interview.

First, Julia writes her application.

This is Julia's first contact with the employer.

Julia wants to make a good impression.

She writes:

I can do the tasks well.

The letter of application has 4 parts:

- Cover letter
- Curriculum vitae (or CV, sometimes known as a resumé) with photo
- Attachments
- References

These are: proofs of Julia's abilities, such as a certificates.

The cover letter is the employer's first impression of Julia.

The cover letter should be one A4 page long.

In the cover letter, Julia explains:

Why I am applying for this job.

Why I can do the job well.

There is a job ad for the job.

There are requirements for the job.

In her letter of application, Julia connects her ability and interests with the requirements.

At the beginning of the cover letter, there is a salutation.

Julia checks:

Who is the contact person?

Julia writes directly to the contact person.

For example:

Dear Ms Maier,

Then the cover letter is personalised.

Julia's CV contains the following data:

- Name
- Address
- E-mail address
- Telephone number
- Date of birth
- Place of birth
- Nationality

Julia lists the following in her CV:

- Professional qualification
- Education
- Career history
- Personal interests
- Social commitments

For example:

Julia leads a deaf youth group.

Julia writes this in her application.

The employer knows:

Julia can take responsibility.

The information in a CV is used put in a table layout.

A CV shows education, qualifications and professional activities.

At the top, Julia writes recent training, qualifications and professional activities.

At the bottom, she writes recent training, qualifications and professional activities.

Julia writes the date today on her CV.

She prints out her CV.

She signs her CV personally.

It's best for Julia to sign with ink.

This gives a personal impression.

Julia signs with her first and last name (family name).

In the appendix, there are the following documents:

- Last school report
- Training certificates
- Graduation certificate
- Work references from previous employers
- Certificates of further training

These documents prove Julia's abilities.

Julia can also attach other documents, if they are relevant to the job:

- Driving license
- Language diplomas
- Certificates of voluntary work

Julia should always send copies of the documents!

Now Julia knows:

How I apply for an available job.

We wish Julia good luck for her application!

1.3 Job interview

Max has received an invitation to a job interview.

Max is happy.

Max is also nervous.

Max has many questions:

What will happen during the job interview?

How do I prepare for the job interview?

Here is an explanation for Max:

Max applies for a job.

The job interview is a conversation between Max and a representative of the employer.

First, Max sends an application.

Then there is the job interview.

The job interview can be in person, in a telephone call or a video call.

The employer wants to know:

Can Max do the tasks needed for the job?

Does Max fit in the social life of the company?

The employer asks Max a lot of questions.

Max has profiles on social media - Facebook or Instagram, for example.

Maybe, Max's employer looked at Max's social media profiles.

Maybe the employer asks about Max's profile on social media.

Max finds out in the job interview:

What possibilities I have in the company.

What career prospects I have.

What training I can take part in.

In the job interview, Max sees:

Is my knowledge about the company correct?

This information helps Max with this decision.

Max has to decide:

Do I want to work for this company?

Max prepares for the job interview.

Max takes his time for the preparation.

Max thinks about the communication situation.

Max finds information about the company.

Max thinks:

What is often asked in a job interview?

Max thinks about answers for these questions.

In the job interview, it's important:

Max can communicate well with the employer.

Only if the employer understands Max well, can Max get the job.

Max is Deaf.

Max needs to think about:

Do I need an interpreter for the job interview?

Max finds out about the company.

This is important.

Max knows:

What products the company has

If the company is interested in social topics.

What the company website looks like.

What clothes the employees wear.

Some questions are often asked in a job interview:

- Please introduce yourself briefly!

The employer wants to know:

Can Max summarise his competences and his journey through life well?

- Describe your strengths and weaknesses!

Applicants make a self-presentation in the job interview.

First, Max talks about his strengths.

He gives examples of his strengths.

Here is an example:

“Team work is my strength.

I am a soccer player.

I know:

A good team is important for success”

Here is another example:

“Communication is my strength.

I am Deaf.

Sometimes communication is difficult for me.

I can organise interpreters.

I can write to my colleagues.

I can teach my colleagues Sign Language.”

It is important:

Max has to tell the truth.

Max shows in the job interview:

With my work I can fulfil the tasks of the job well.

Max is eligible for the job.

Now Max knows:

What happens in a job interview.

How I prepare myself for a job interview.

We wish Max good luck!

MODULE 2 CONTRACTS

2.1 Collective agreements and amount of salary

Julia wants to know:

How much will she earn in her new job?

Julia believes:

This is written in the collective agreement.

Julia doesn't know:

What is a collective agreement?

Here is an explanation for Julia:

In a work contract, Julia can read:

How much do I earn?

The employer agrees the salary with Julia.

Except:

There are special rules.

One special rule is the minimum wage.

Minimum wage means:

An employee has to earn at least this much.

A salary below the minimum wage is forbidden.

If Julia has many qualifications,

Julia is paid well.

If Julia has few qualifications,

Julia is paid badly.

Here are examples:

An unskilled worker earns less.

A skilled worker earns more.

A journeyman earns less.

A master craftsman earns more.

A newcomer earns less.

A long-term employee earns more.

If Julia has a lot of responsibility in her job,

Julia is paid well.

If Julia has little responsibility in her job,

Julia is paid less well.

Here is an example:

Julia leads many construction workers.

Julia has a lot of responsibility

Julia earns more.

Someone works as a construction worker.

He or she has less responsibility.

He or she earns less.

A long time ago, the industry developed in Europe.

The factories needed many people as workers.

The workers were poor.

The workers lived in the countryside.

The workers had to accept the salary offered by the employers.

If the workers did not accept the salary.

Then the workers couldn't work.

That's why the salaries were low.

There was a lot of poverty.

The workers founded trade unions.

The trade unions demanded higher salaries.

Many workers joined trade unions.

They convinced the employers:

To pay higher salaries.

If not, the workers protested and went on strike.

That's how collective agreements developed.

In the collective agreement, it's written:

How much money a person in this field of work should get paid.

Collective agreements are negotiated between employers and trade unions.

The collective agreement shows the minimum wage.

The collective agreement also states:

What rights and obligations Julia has.

What rights and obligations Julia's employer has.

Examples are:

Julia has the right:

To get the minimum wage according to the collective agreement.

Julia has the obligation:

To keep to her working hours.

The collective agreement also states:

The amount of holiday per year

Why?

Some employees have more holiday.

Other employees have less holiday.

Working conditions

The collective agreement states:

How many hours per week are standard working time.

This means:

How many hours per week Julia has to work.

In some collective agreements, the standard working week is 40 hours.

In other collective agreements the standard working week is 38.5 hours.

Sometimes, there is no collective agreement.

Then the salary is similar to similar companies, fields of work and regions.

Now Julia knows:

What decides how high her salary is.

What a collective agreement is.

2.2 Work contract

Max has received a job offer.

His future employer has sent him a work contract.

Max should read and sign the work contract.

The contract is very long.

Max doesn't understand the contract.

Max is upset.

Here is an explanation for Max:

The work contract is signed between Max and his employer.

Max and his employer have to keep to the contract.

The difficult word for this is:

Bilateral binding contract.

Max and his employer have rights and obligations.

Max has to do the work.

The employer has to pay the salary.

The work contract is very important.

It is valid as long as Max works at this company.

Rights and obligations are written:

- In law.
- In the collective agreement.
What is a collective agreement?
This is explained in the video "collective agreement and amount of payment"
- In the work agreement.
What is a work agreement?
That's rules between the company and all employees.
- In the work contract

A work contract states:

- Address of the employer
- Max's address
- Starting date of the employment
This means: When is the first work day?
- Is there a time restriction?
This means:
- Is the employment temporary?
When does the employment end?
- Period of notice and terms of notice
Period of notice means:
If the employer wants to fire Max.
He or she has to tell Max a certain time in advance:
You are fired.
The period of notice is from when the employer tells Max he is fired, until Max's last day at work.
- Place of work
- Classification according to collective agreement or work agreement
This means:
How much salary I get according to the collective agreement or work agreement.
- Professional occupation
- Salary (basic salary, bonuses, extra pay)
An example of a bonus is:
Max's employer sets him a high goal.
Max reaches that goal.
As a reward Max receives more salary.
This is a bonus.
An example of extra pay is:
Max has to work at night.
Therefore Max receives more salary.
That's extra pay.
- Due date of salary.
This means:
- When the salary is paid.

- Holiday entitlement per year in working days.
This means:
How many days holiday Max has per year.
- Working hours:
Standard number of working hours per week.
This means:
How many hours per week Max has to work.
- Distribution of the standard working hours to weekdays.
This means:
Which days of the week Max has to work.
What time Max starts and ends work?
- What collective agreement or work agreement applies.
Where can Max read the content of the collective agreement and the work agreement?
- Name and address of the employee pension fund
Employee pension fund means:
Max's employer makes payments into the employee pension fund.
When Max is fired or goes into retirement,
Max receives the paid amount.

What are the characteristics of a job contract?

- Personal dependence.
This means:
Max employer gives him a task.
Max has to do that task.
- Personal obligation to work.
This means:
Max has to do the work himself.
No one else is allowed to do the work for him.
- Max has to work a certain number of hours per week.
Max doesn't guarantee success.
If Max doesn't achieve his goals,
Max still gets paid.
- Max needs work equipment.
Work equipment is a computer, for example.
The employer gives Max work equipment.
- Max is part of the company.

- If Max is successful, it benefits the employer.
If Max fails, the employer carries the risk.

There is no law that determines how a contract should be.

A work contract can be written or spoken.

The recommendation is:

The contract should be written.

Max's employer writes the work contract.

Max reads the contract.

Max should understand everything.

Max should check:

If Max has agreed to something with the employer.

It should be written in the contract.

If something different is written in the contract,

Max has to talk with his employer.

The contract is finalised.

Max can sign the contract.

Changes can be made to a work contract:

For example:

What days Max has to work.

How many hours Max has to work.

There is no law about this.

It is not written in the collective agreement.

It is only written in the work contract.

This is called: individual agreement.

The work contract can only be changed,

if both Max and his employer want the changes.

Now Max understands his work contract.

Max reads the work contract.

Everything is as he and the employer discussed.

Max signs the work contract.

Max starts his new job.

2.3 Types of contracts

Max is looking for a job.

Max often sees the words:

- Employment contract
- Independent contractor
- Contract for works

Max is confused.

Max doesn't know:

What the terminology means.

What the difference is.

Which contract is best for Max.

Here is an explanation for Max:

Regular employment relationship:

Max is an employee.

There is a personal dependence between Max and his employer.

Personal dependence means:

Max has to work at predetermined times.

The employer tells Max his place of work.

Max has to work there.

The employer says:

Max has to work like this.

Max works like this.

The employer controls Max.

That's a regular employment relationship.

Max has the following rights:

- 5 weeks paid holidays
- If Max is sick,
Max still gets paid.
- If Max has a child and the child is sick,
Max can care for the child at home.
He doesn't have to go to work.
He still gets paid.
This is called:
Care or nursing leave.
- The employer wants to fire Max.
He has to tell Max six weeks in advance.
This is called: period of notice.
- Max has to receive the minimum wage according to the collective agreement at the very least.
What is a collective agreement?
It is explained in the video „collective agreement and amount of payment”

Max has a regular employment relationship.

Max is covered by social security.

Social security means:

A part of Max salary goes to the social insurance.

Therefore Max has the following insurance:

- Health insurance
- Unemployment insurance
- Pension insurance

Maybe Max has to pay income tax.

That depends upon:

How much Max earns.

Max can work full-time, part-time, temporary or minimum hours / marginal.

Independent contractor

Max works for a client.

Max receives money for his work.

The work lasts an agreed amount of time.

There is no personal dependence.

This means:

Max chooses his working hours and place of work.

Max decides his work routine himself.

Max is not overseen by the client.

Someone else can do the work for Max.

There is no guarantee for success.

This means:

If Max achieves his goal,

Max gets paid.

If Max doesn't achieve his goal,

Max gets paid.

Max rights as an independent contractor are:

- Paid holidays
- Max is sick.
Max still continues to get paid.
- Max has a child.
The child is sick.
Max can care for the child at home.
That's called: time off for care responsibilities

There is no minimum wage.

There is no collective agreement.

The client can fire Max immediately.

Max has social insurance.

As an independent contractor, Max is self-employed.

Max has to tax his income himself.

Contract for works

Max produces a work assignment for a client.

Max is a contractor.

An example of a work assignment is:

Writing a book, designing a website, making a piece of furniture

Max gets paid.

The difficult word for the payment is: fee

A contract for works is based upon success.

This means:

The work assignment is finished successfully.

Max gets paid.

The work assignment is not finished successfully.

Max doesn't get paid.

Max chooses his working hours and place of work.

He decides his work routine himself.

Someone else can do the work for Max.

Max has to use his own equipment.

Max is not part of a company.

A contract for work is not an employment relationship.

This means:

Labour law does not apply to Max.

No collective agreement applies to Max.

Now Max knows:

There are different types of contracts.

What the difference is between contracts.

Max can decide:

What contract I want.

MODULE 3 PERSONNEL

3.1 Work certificate, references and letters of recommendation

Max has resigned.

Max wants a new job.

Max wants to show his job reference.

Max doesn't know:

How do I get a job reference?

What is the difference between a job reference and a work certificate?

What is a letter of recommendation?

Here is an explanation for Max:

In a work certificate, Max's employer writes:

Max's full name

Max's address

Max works for this company.

How many hours Max works for this company.

Does Max work full-time, part-time, temporary or marginal?

When does Max need a work certificate?

When he is unemployed.

The job centre sees:

When and where Max worked.

A job reference states:

General information about Max.

Name of Max's employer

How long Max has been working at this company

What tasks Max does in this company.

The tasks are described well.

Max has switched position in the company.

The tasks he did in the past are described.

The tasks he does now are described.

Letter of recommendation:

A letter of recommendation is a letter.

A person writes a recommendation for Max.

A letter of recommendation is from the perspective of one person.

The person writes:

How his or her cooperation with Max was.

What he or she thinks about Max's personality.

How he or she judges Max's social skills.

Who can write a letter of recommendation?

A person that worked with Max in the past.

For example:

A former manager or a teacher

Who cannot not write a letter of recommendation?

A friend of Max.

A relative of Max.

Now Max knows:

What a work certificate is.

What a job reference is.

What a letter of recommendation is.

What the difference is.

How he can obtain these documents.

3.2 Work and education

Max wants to participate in training.

Max wants to improve his professional knowledge.

Max wants to improve his career perspectives.

Max has a full-time job.

It's difficult to participate in training when he works full-time.

Training is expensive.

Max doesn't know:

How can I find time for training?

How can I pay for training?

Here is an explanation for Max:

Educational leave or sabbatical

Max wants to participate in training.

Max doesn't want to work at the same time.

Max can go on educational leave.

Max's employer has to agree.

The length of educational leave varies.

It is often up to 1 year.

Does Max get paid during educational leave?

That depends which country Max works in.

What has Max agreed with his employer?

Reimbursement of training costs

Some companies pay for training for their employees.

In this case, Max has to work for his company for a certain period of time.

How long?

That depends upon the cost of the training.

If Max resigns before the period is over,

Max has to pay back the cost of the training.

In European Union countries, there are programmes:

The programmes support the life-long learning opportunities for employees.

Training at the workplace

Companies offer training internally and externally.

Companies try to motivate their employees.

The employees improve their skills.

There is training in many areas:

For example

- Computer skills
- Sensitisation workshops

This means:

People's attention is drawn to a certain topic or issue.

For example:

What's important when working together with people from different cultures?

- Social media
- First aid
- Fire prevention

This means: How do I prevent or stop fires?

Tax deductibility of training costs

Training costs are tax deductible.

This means:

I get back money for my training from the state.

Now Max knows:

How I can work less so that I can take part in training.

How I can pay for the training.

3.3 Work and family

Max and Julia are happy.

They are having their first child.

Max and Julia worry:

How can they raise their child?

How can they work at the same time?

Here is an explanation for Max and Julia:

Announcement of pregnancy

Julia knows:

I am pregnant.

She has to write to her employer:

I am pregnant.

When is the day of birth?

Dismissal protection during pregnancy

Pregnant women cannot be dismissed.

How long?

Up to 4 months after the birth.

Protection during pregnancy

Some things are forbidden during pregnancy:

Hard physical work

This means:

Lifting and carrying heavy things

Working while standing for a long time

Mothers-to be and breastfeeding mothers cannot work during night.

Mothers-to be and breastfeeding mother cannot work on Sunday and public holidays.

Julia should have medical examinations outside of her working hours.

If that's impossible:

Julia can have medical examinations during her working hours.

Protection period for pregnant employees

This means:

Julia cannot work 8 weeks before the birth

Julia cannot work 8 weeks after the birth.

Paternity leave:

This means:

Max is father of a new born child.

Max can get a leave of absence for 1 month.

Max doesn't receive his salary.

Parental leave

This means:

A parent doesn't have to work.

He or she can take care of the child.

Parental leave starts after the end of the protection period for pregnant employees.

Father and mother can take parental leave.

Parental leave lasts between 2 and 35 months.

Father and mother cannot be dismissed during parental leave.

Parental part-time:

Parents have children under 7.

They can work less.

Why?

In order to take care of the children.

Julia and Max can both be on parental part-time employment.

Julia and Max have to tell their employer:

When they want to be on parental part-time employment.

How long they want to be on parental part-time employment.

How many hours they want to work less.

What times of the day they want to work.

Julia and Max cannot be dismissed when they are on parental part-time employment.

Care leave.

A child is sick.

A person living in the same apartment with Julia or Max is sick.

Julia and Max have the right to time off (leave) for care responsibilities.

This means:

They can stay at home and take care of the person.

Julia and Max have the right to 1 week care leave per year.

Julia and Max have children under 12.

Julia and Max have the right to a second week of care leave.

Compassionate leave or part-time employment.

A close relative of Max or Julia needs care / nursing.

Julia and Max can stop working or work part-time for a certain amount of time.

For example:

So Julia or Max can find a carer for their relative.

Max and Julia have to discuss with their employer:

Can I take compassionate leave or part-time employment?

They have the right to 4 weeks compassionate leave.

If the employer agrees:

They have a right to 6 months compassionate leave or part-time employment.

Now Max and Julia know:

What is important at work, when they become parents.

3.4 Home office

Max can work in home office.

Max doesn't know:

What home office means.

How he should arrange his working day.

What rules of labour law apply?

Home office explanation

Max usually works in an office in his company.

Sometimes Max works from home.

This is called home office.

Max needs good technical equipment to work at home.

For example: a good internet connection.

Disadvantages of home office

Max works in home office.

He feels isolated.

Why?

He misses the personal contact and communication with colleagues.

Some things are more difficult in home office:

The organisation of the work place.

The organisation of working time.

Only some people have a calm place of work at home.

Max works at home:

For him, it's difficult to keep his work and free time separate.

At the office, Max talks to colleagues.

These are breaks.

These breaks don't exist in home office.

Max works in home office.

Maybe he works more.

Why?

He wants to finish something.

In home office, there are more distractions.

For example: housework activities

Advantages of home office

Max has a good work place at home.

He can focus only on his work.

Home office improves your adaptability.

Max can work in a company.

Max can work at home.

Work in home office improves:

- Trust
- Discipline
- Creative thinking

Home office saves time:

There is no travel to work.

Max doesn't take the subway or the car.

Max can use his time differently:

- For personal development
- For time with his family
- For sleep

Home office is convenient.

For home office, Max needs:

- Discipline
- Motivation
- Determination

Recommendations for home office:

Max divides his work time into units of 30 minutes.

Max works for 25 minutes.

Then he takes a 5 minute break.

During the break, Max does something different, not related to his work.

After 4 times 30 minutes (2 hours), Max takes a break of 10 to 30 minutes.

In the morning, Max does a difficult task.

Max finishes the task.

Max is satisfied.

Max continues to work in a motivated way.

Max can't do everything at once.

Max thinks:

What shall I do first?

Therefore Max asks:

What is important?

What is unimportant?

What is urgent?

What can wait?

Max wants to feel team spirit and the support of his colleagues.

Max makes a video call.

Now Max knows:

How he can work well in home office.

Which rules of labour law apply in home office.

3.5 Old age pension and invalidity pension

Julia knows:

When I'm old, I will retire.

Julia does not know:

Where will I get my income from?

That's why Julia is insecure.

Here is an explanation for Julia:

Old age pension is a regular money payment.

The aim of old age pension is:

To have enough money in old age to live.

The preconditions for old age pension are:

- A certain age
- A certain number of insurance months

How does Julia gain insurance months?

Julia works.

A part of her salary is paid to the state social insurance and pension fund.

The amount of Julia's pension depends on:

- Her age
- How many insurance months Julia has
- How much Julia earned on average.

Julia wants to receive an old age pension.

Julia fulfils the pre-conditions.

Julia has to submit an application at the pension fund.

She has to fill out a form.

Julia's employer can contribute to her old age pension.

He or she pays voluntarily into a company pension scheme.

Julia can pay voluntarily into a private pension fund.

Julia can get more pension this way.

Julia worries.

What happens if she gets sick?

What happens if she can't work anymore?

If Julia can't work anymore because of:

- Severe illness
- Accident
- Psychological problems

Julia might have a claim to invalidity pension.

Invalidity means:

A lasting impairment due to sickness.

Because of it someone cannot work anymore.

These are the preconditions for invalidity pension:

Julia's impairment is severe.

Julia cannot work anymore.

Even after rehabilitation, Julia cannot work anymore.

Even if Julia trains in another job, Julia cannot work anymore.

A doctor has to certify (write):

Julia cannot work anymore.

This means:

Julia has a lasting impairment.

Julia doesn't yet fulfil the preconditions for old-age pension.

Julia has reached the necessary minimum amount of insurance months.

Julia fulfils the preconditions for invalidity pension.

Julia can submit an application.

Now Julia knows:

With old age pension she can finance her life when she is old.

If she is severely ill, she gets invalidity pension.

MODULE 4 COMMUNICATION

4.1 Workplace accommodation

Julia has a new job.

Julia is nervous.

Julia's colleagues cannot sign.

Julia asks:

What tools can I use to help me with communication?

How can I pay for them?

Here is an explanation for Julia:

Sign Language interpretation is one option for Julia.

Interpreters enable communication between hearing and Deaf people.

When can Sign Language interpretation help:

- At a job interview.
- During training, when an employee starts a new job, for example.
- At bigger meetings.

Julia can use computers, smart phones and tablets to communicate.

Julia can communicate immediately with them.

Julia can communicate later with them.

For example via:

- e-mail
- word processing programmes such as Word or Pages for example.
- chats

„C·print“ is a computer-assisted system.

There is a hearing interpreter.

He or she types what is being said.

The programme shows this text.

Julia can read the text.

There are speech synthesisers.

This means:

Someone types in letters, syllables, words or sentences.

A computer voice reads it out aloud.

There is automatic speech recognition.

This means:

A person says something into a microphone.

The computer shows it as a text.

There is computer-assisted note taking.

A note or a graphic is typed in.

The note or graphic is shown at the same time.

A projector shows the note or graphic enlarged.

There are video calls.

Julia can use them in the workplace.

Deaf people can communicate in Sign Language during a video call.

Julia needs:

A small camera, a screen and a good internet connection.

Julia signs into the camera.

She can communicate with another signing person this way.

There is remote interpreting on video.

Julia has to use a video conference programme.

This gives her access to video remote interpretation.

There is captioning.

The sound in a video is converted to text.

The text is shown at the bottom of the screen on a black background.

There is real time captioning.

This happens at live events or meetings.

A talking person is filmed.

A captionist types the spoken words into a computer.

The text is show at the bottom of the video.

The captionist doesn't have to be at the event or meeting.

Captioning can happen via a video conference programme.

There are environmental accommodations.

That is setting up furniture and devices in a room.

The visibility should be better.

There should be few disturbing noises.

There should be more security.

Now Julia knows:

What help exists for communicating with colleagues.

How to pay for this help.

4.2 Conflicts at work

Julia and Max work at the same company.

The workplace is an important part of life.

You spend a lot of time there.

You spend a lot of times with colleagues.

If people work together a lot, conflicts arise.

This is normal.

What should Julia and Max do when there are conflicts at work?

Recognise the problem.

Max and Julia think about:

Why did the problem occur?

They should consider the perspective of the other.

Then they think about:

What I contributed to the conflict.

Take the first step!

Max and Julia should talk about small problems immediately.

Where?

In a quiet and neutral place.

When?

At a time that is good for both of them.

Designing the conflict discussion

Max is upset by Julia's behaviour.

Max can't understand Julia's behaviour.

Max should ask Julia:

Why do you act this way?

Julia can give a reason for it.

Or:

Julia doesn't know that her behaviour upsets Max.

If Max asks, Julia can explain.

Listen to the other!

This is important in a conflict discussion:

Understand the perspective of the other.

You need time for the discussion.

Feelings, thoughts and experiences should be described.

Max and Julia should let each other finish speaking.

This can be difficult.

But it is important.

React calmly.

Max said something hurtful.

Julia should wait.

Then Julia should seek another talk.

Maybe they both realise:

It was a misunderstanding.

Finding solutions

Sometimes Max and Julia can resolve the conflict by themselves.

They discuss the problem.

Then they look for a solution together.

It is important:

The solution should focus on the future.

The solution determines:

What Julia and Max can do better in the future.

A conflict is not resolved.

This can be a reason for bullying.

Bullying means:

A person is repeatedly attacked (with unkind words or with violence) and excluded by colleagues.

Bullying leads to a bad work environment.

The victim of bullying is often blamed.

An example of bullying?

A person is verbally or physically attacked.

There is no reason for it.

The attacks are systematic.

That means:

The attacks happen all the time.

The aim of the attacks are to drive the person away from the workplace.

The person is not treated with respect.

The attacks happen over a long period of time.

A talk between the bully and the victim can help.

Sometimes the bully does not know:

My behaviour hurts the other person.

A talk doesn't always work.

Then the victim should tell the employer:

I'm being bullied.

Then the victim can assert claims.

Asserting claims means the person receives money because they have been bullied.

The person should write down every day:

How he or she is bullied?

A conflict cannot be resolved directly.

Another person should be there.

For example:

A superior.

Someone from human resources.

Someone from the works council.

The representative for severely disabled persons.

You can also get a mediator.

The mediator helps bully and victim to find a solution together.

Max and Julia are relieved.

They know:

How they can resolve conflicts.

What they can do if they are bullied.

4.3 Self-disclosure

Max has a job interview.

Max does not know:

How much he should say about his disability.

What advantages are there?

What disadvantages are there?

Here is an explanation for Max.

Self-disclosure means:

Max tells other persons information about himself.

For example, colleagues or his employer.

The information can be superficial.

The information can be personal.

That has advantages.

That has disadvantages.

The advantages are:

Better relationship to colleagues, customers and superiors.

Building up connections to other people

Conflict resolution

Building up trust

Building up understanding

For people with disabilities, it depends:

Should they give information about their disability before the job interview?

Should they only give information once they start the job?

The law states:

People with disabilities have advantages:

Why?

So there is more accessibility

Accessibility means:

Something can be used well by people with disabilities.

Advantages are for example:

- Longer holidays
- Higher salaries
- Shorter working hours
- Work place accommodations

Some job ads state:

We seek applications from people with disabilities.

In most countries of the European Union,
there is no obligation to self-disclose.

Deaf people often worry:

If I say before the job interview,

I am Deaf,

my application will be rejected.

Now Max knows:

What the advantages of self-disclosure are.

What the disadvantages of self-disclosure are.

Max can decide:

What do I want to tell my colleagues and my superiors?

4.4 Non-discrimination, accessibility and compensation of disadvantages

Julia knows:

Deaf people are discriminated against on the labour market.

Julia asks:

What is discrimination?

Here is an explanation.

Discrimination means:

A person is treated differently

because he or she is perceived as different.

There is the Charter of Fundamental Rights in the European Union.

Charter is a difficult word for a document.

Fundamental rights mean:

These rights apply to everyone.

According to the charter discrimination is forbidden.

Discrimination is forbidden based on:

- Gender
- Race
- Skin colour
- Ethnic origin

An ethnic group is a social group with similarities:

For example: self-labelling, language, history, culture, origin

- Social origin
- Physical features
- Language
- Religion
- Ideology
- Political opinion

For example: size, skin colour, some sicknesses

- Other opinion
- Membership of a national minority.

This is an ethnic minority with certain constitutional rights.

For example: the right to actively foster language acquisition.

- Money and property
- Birth
- Disability
- Age
- Sexual orientation

Accessibility is a precondition for non-discrimination.

Accessibility means:

Something can be used well by people with disabilities.

In the European Union, there are guidelines for accessibility.

Guidelines are recommendations.

You don't have to do it.

The guidelines say:

The Single Market for accessible products and services should work better.

Single Market means:

The economic market in the European Union.

How?

The member states of the European Union have different rules.

The rules are adapted.

The guidelines mean:

Fewer barriers for accessing transportation, education and the open labour market.

More available jobs.

For these jobs, you need knowledge on the topic of accessibility.

Discrimination happens at the workplace.

It is forbidden.

When?

- At the start of an employment relationship
- When deciding on a salary
- For participation in further training
- For career advancement and promotion

- At the end of an employment relationship

Also sexual harassment or gender based harassment is discrimination.

Sexual harassment means:

A person does or says something sexual.

The other person doesn't want that.

A person is discriminated against.

He or she has a right to compensation

Compensation means:

Someone has suffered harm.

The person receives compensation.

Now Julia knows:

What discrimination is.

Who she should ask if she is discriminated against in the workplace.