

STUDENTS DEVELOPMENT AND EXPERIENCE UNIT DISABLED STUDENTS UNIT

CORRECT COMMUNICATION WITH DISABLED INDIVIDUALS

DISABLED INDIVIDUALS AND COMMUNICATION

- In social life, the communication relationships that all individuals sustain or develop with one another should also be maintained and developed reciprocally with disabled individuals. In social life or the workplace, where individuals with disabilities develop the skills to live with their disabilities, it is essential for everyone to learn how to live with such differences, show sensitivity, and develop appropriate behaviors. These efforts significantly contribute to successful communication.
- Below are key points to consider when interacting with disabled individuals:



KEY POINTS WHEN INTERACTING WITH DISABLED INDIVIDUALS



- Good service attitudes, such as active listening, service orientation, and result-oriented work, are equally effective with disabled individuals as with others.
- Prioritize the person first, then the disability. The sensitive use of language can help reinforce the "person-first" approach; using terms like "disabled" instead of "handicapped" or "crippled" supports this perspective.



- Accept the disabled individual as a person. Disabled individuals may share a common disability, but the effects of these disabilities can vary significantly from person to person. Factors such as the degree of disability, its duration, personal coping strategies, and available support structures all influence the nature of individual needs. Avoid generalizing or comparing a disabled person with others you know or have encountered.

- Disability is not a disease. Do not treat disabled individuals as if they are ill. Studies (Interaction with Disabled Individuals Research, engelsizkariyer.com, 2008) show that disabled employees take fewer sick leaves compared to their non-disabled colleagues.
- Communicate directly with disabled individuals instead of using third-person references or professional titles. If someone accompanies the disabled person, do not assume they are a spokesperson. Speaking about a present individual in the third person is disrespectful and degrading.



REFERECEES

Kızıltaş, M. (2012a). Engellilerle 360° İletişim: İnsan Kaynaklarında engellilerle doğru İletişim Metotları. Elma.

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