

## Training

Routine staff training is critical to achieving success with any and all assistive technologies. This is especially true with an assistive hearing loop system because it helps resolve an “invisible” challenge for those with and without hearing loss -- all those who need to communicate effectively with each other. To maintain ongoing end-user satisfaction and ADA compliance, Audio Directions will work closely with designated Southern Company personnel to adapt its training program to meet the specific needs of SC.

In our virtual, 60-minute training + 30-minute Q & A sessions we cover:

- The Problem We are Solving
- Tips on Effective Communication
- Challenges for Those With Hearing Loss
- How to Recognize & Engage Those With Hearing Loss
- Physics of the Induction Loop | Solution Awareness

Our objectives:

- Improve staff knowledge and expertise on assistive hearing solutions
- Optimize identification of those with hearing loss
- Understand and optimize communication with the hard-of-hearing
- Assist in achieving goals and objectives related to the company’s culture of accessibility, inclusion and diversity

Deliverables

- Custom training with Q & A opportunity to optimize success
- Benchmarks for personal and professional development as they relate to SC inclusion and effective communication goals and objectives
- Optimal utilization of assistive hearing technology
- Systems for dealing with customers, vendors and visitors with hearing loss

Specific items included in this proposal are as follows:

1. Discovery & Coordination
2. Identification & Assessment of Use Cases
3. Training Curriculum
4. Training, Virtual (**2X** annually in first year)
  - 60 minutes hands-on review
  - theory and practice of operation
  - cultural awareness and sensitivity
  - procedure for identifying and reporting issues
  - 30 minutes of Q & A