

Empowering Customer-facing Workers to Provide Frontline Inclusion

Event - Empowering Customer-facing Workers to Provide Frontline Inclusion [↗](#)

Title	Empowering Customer-facing Workers to Provide Frontline Inclusion
When	Tue, 15. September 2026, 12:00 h - 13:00 h
Category	Business & Conference



Description

Inclusive Customer Service: Supporting Disabled Customers - Online Event via Zoom

How confident are customer-facing teams when supporting disabled and neurodivergent customers?

This Business Disability Forum webinar explores some of the barriers disabled and neurodivergent people can experience when interacting with front-line staff, and how more inclusive customer service can help organisations build trust, improve experiences and reduce barriers.

The session will cover:

- lived experiences of customers with disabilities
- the benefits of providing inclusive customer service
- practical suggestions to help customer-facing staff feel more confident and capable
- ways organisations can better support disabled and neurodivergent customers
- an introduction to Business Disability Forum's frontline customer inclusion resources

Who is it for?

The webinar will be particularly relevant to organisations and teams responsible for customer service, accessibility, inclusion and front-line service delivery.

Speakers

Paul Pether, Project Manager, Business Disability Forum
Paul Walker, Inclusion & Community Impact Manager, Primark
Rebecca Elliott, Lead Disability Business Partner, Business Disability Forum
Victoria Harker, Head of Content, Business Disability Forum
Jem Freeman, Advice Business Partner, Business Disability Forum

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