

DISABILITY REFERENT: TAKING UP YOUR POSITION AND ACTING EFFECTIVELY

A training for disability referents starting their position — whether they come from HR, management, or another profession

Become operational to take up your position with confidence and build a concrete inclusion policy

Duration : 6 hours	Modules : 4 modules
Lessons : 20 lessons	Audience : Disability referents, HR professionals, managers
Format : 100% online, asynchronous	Provider : N° 11757351875
Certification : Qualiopi	Price : On request

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Course description

This 6-hour training allows disability referents to understand the legal framework and the employer's obligations, master the various disability situations encountered in the workplace, and build a concrete and sustainable inclusion policy. The program covers the exact role of the disability referent, the most common invisible disability situations, supporting managers and employees, managing workplace accommodations, and internal communication around inclusion. Each module combines theoretical knowledge with situational exercises based on real cases. By the end, each participant will be operational to take up their position with confidence, build their first projects, and become a credible point of contact for managers, employees, and management.

Module summary

MODULE 1	Understanding one's role — what a disability referent really is	5 lessons
MODULE 2	Understanding disability situations in the workplace	5 lessons
MODULE 3	Support managers and employees	5 lessons
MODULE 4	Build and deploy a sustainable inclusion policy	5 lessons

Learning objectives

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- Understand the legal framework and the exact missions of the disability referent
- Master the various disability situations encountered in the workplace, including invisible disabilities
- Support managers and employees effectively in accommodation processes
- Build and deploy a concrete and sustainable inclusion policy
- Manage difficult situations: conflicts, job retention, medical unfitness
- Develop internal awareness and communication around disability inclusion

General information

Duration	6 hours
Target Audience	Disability referents starting their position, HR professionals, managers responsible for inclusion
Prerequisites	No prerequisites, training accessible to all adults
Pricing	Sur devis - TVA non applicable (article 261-4-4° du CGI)
Certification	Qualiopi - Attestation de fin de formation
Training Organization	DYNSEO - N° de déclaration d'activité : 11757351875

Lesson 1 - The disability referent — definition, missions, and scope

- Legal obligation since the 2019 law and scope of the mission
- What the referent does and does not do: neither therapist, nor lawyer, nor social worker
- The three main missions: inform, support, coordinate
- Position in the organizational chart and impact on effectiveness

Lesson 2 - The legal framework — what the employer is required to do

- Obligation to employ disabled workers (OETH): 6% rate and calculation method
- RQTH: application process and benefits for employee and employer
- Reasonable accommodations: legal definition and employer's obligations
- Non-discrimination: legal framework and prevention role of the referent

Lesson 3 - The disability index and the indicators to follow

- Disability index: calculation method and limitations
- Useful indicators: RQTH rate, retention rate, employee satisfaction
- Building a simple and readable dashboard for management
- Avoiding traps: figures that reassure without reflecting reality

Lesson 4 - The partners of the disability referent — who does what

- Occupational medicine: role, limits, and effective collaboration
- AGEFIPH and FIPHFP: available assistance and access conditions
- ESAT and adapted companies: integrating the protected sector
- Specialized associations and networks: leveraging the ecosystem

Lesson 5 - Situational Exercises — Module 1

- Taking up position in a company with no disability policy
- Responding to a manager facing a RQTH declaration
- Building an action plan when OETH rate is below target
- Feedback: priorities, posture, resources to mobilize

Lesson 1 - Invisible disability — the most common reality

- Why 80% of disability situations are invisible
- Most common pathologies: chronic diseases, mental disorders, neurological sequelae
- Why employees do not declare: fear, shame, risk assessment
- Creating conditions that encourage speaking out without forcing declaration

Lesson 2 - Neurodiversity in the Workplace — Autism, ADHD, DYS

- Autistic spectrum at work: supporting managers and employees
- Adult ADHD: masking, performance variability, effective accommodations
- DYS disorders: manifestations at work and concrete adaptations
- Undiagnosed profiles: facilitating guidance

Lesson 3 - Chronic diseases and motor disabilities

- Chronic disabling diseases: impact on work and organization
- Motor disabilities: physical adaptations and accessibility
- Sensory disabilities: visual and hearing impairment adaptations
- Evolving disability: managing deteriorating situations

Lesson 4 - Mental disorders — the most sensitive topic

- Prevalence of mental disorders in the workplace
- What the referent can and cannot do facing psychological distress
- When to refer to occupational medicine or support units
- Managing return after long absence due to psychological disorder

Lesson 5 - Situational Exercises — Module 2

- Supporting an employee with multiple sclerosis afraid of losing their job
- Approaching a suspected undeclared bipolar disorder
- Intervening when an undiagnosed dyslexic faces dismissal
- Reflection: limits of role, appropriate posture, resources

MODULE 3

Support managers and employees

5 lessons

Lesson 1 - Accompanying an employee who declares their disability

- Receiving a confidence without dramatizing or minimizing
- Managing information: confidentiality and sharing boundaries
- Steps of support: needs assessment, adjustment plan, follow-up
- Appropriate communication: recognition without pity, understanding without condescension

Lesson 2 - Accompanying a manager in a situation of disability

- Providing concrete answers to managers, not generic speeches
- Explaining adjustments without creating perception of constraint
- Managing managerial resistance and concerns about team reactions
- Training managers: 3 essential messages to convey

Lesson 3 - Build and follow a workstation layout plan

- Steps: needs assessment, occupational health consultation, co-construction
- Most common effective adjustments: remote work, schedules, task organization
- Funding adjustments: AGEFIPH aids, HR budget, preparation
- Monitoring over time: regular check-ins without overprotecting

Lesson 4 - Managing difficult situations — conflicts, job retention, incapacity

- Maintaining employment: intervening before critical situations
- Medical unfitness: triggers and role in redeployment search
- Managing conflicts related to disability and perceived discrimination
- Respecting employee autonomy when they refuse support

Lesson 5 - Situational Exercises — Module 3

- Handling manager's categorical refusal of remote work accommodation
- Managing worsening condition and potential unfitness declaration
- Intervening when employee feels sidelined by team
- Feedback: appropriate posture and role limits

MODULE 4

Build and deploy a sustainable inclusion policy

5 lessons

Lesson 1 - Building Your Disability Policy — Where to Start

- Initial diagnosis: OETH assessment, disability mapping, HR practices analysis
- Defining priorities: recruitment, retention, awareness, responsible purchasing
- Building a 3-year action plan with measurable objectives
- Engaging management: business case for inclusion

Lesson 2 - Internal awareness — reaching managers and teams

- Why one-off awareness is insufficient for changing practices
- Building continuous awareness: e-learning, workshops, testimonials
- DYNSEO training deployment: autism, ADHD, DYS, invisible disabilities
- Measuring impact: behavioral changes beyond completion rates

Lesson 3 - Recruiting People with Disabilities — Best Practices

- How traditional recruitment excludes certain disability profiles
- Adapting recruitment processes: interview formats, tests, adjustments
- Working with partners: Cap Emploi, Mission Locale, ESAT, agencies
- Inclusive integration: adapted onboarding and follow-up

Lesson 4 - Communicate and manage over the long term

- Internal communication: avoiding tokenism and paternalism
- Reporting to management: dashboard and annual presentation

- Avoiding pitfalls: isolation, resources shortage, intentions without follow-up
- Referent self-care: networks, associations, regulatory monitoring

Lesson 5 - Situational Exercises – Module 4

- Presenting disability policy to executive committee with limited results
- Responding to manager resistance to awareness campaign
- Self-assessment after 18 months: managing isolation and exhaustion
- Training feedback: key takeaways, first project, resources to consult

Teaching methods

- 100% online training, accessible 24/7 from any device
- Interactive modules combining theoretical knowledge and situational exercises
- Real case scenarios for practical application
- Downloadable resources and tools for immediate implementation
- Individual progress tracking and certificate of completion