

# WORKING IN SUPPORTED EMPLOYMENT SERVICES: UNDERSTANDING AND ADAPTING THE WORK ENVIRONMENT

## Training for all professionals working in medico-social establishments

Master the fundamentals to work effectively and compassionately in supported employment services

<b>Duration</b> : 4 hours	<b>Modules</b> : 4 modules
<b>Lessons</b> : 16 lessons	<b>Audience</b> : Workshop instructors, specialized educators, care assistants, coordinators, management, administrative staff
<b>Format</b> : 100% online, asynchronous	<b>Provider</b> : N° 11757351875
<b>Certification</b> : Qualiopi	<b>Price</b> : On request

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## Course description

Working in supported employment services requires balancing production imperatives with human support missions. This 4-hour training provides the fundamental keys to understand the legal framework, recognize worker profiles, adapt communication and support, prevent tense situations, and work effectively in a multidisciplinary team. Designed for all professionals in medico-social establishments, this training combines theoretical knowledge with practical tools to improve daily practices. Gain the skills to create an adapted work environment that promotes both productivity and worker well-being.

## Module summary

<b>MODULE 1</b>	The ESAT framework — understanding to act better	4 lessons
<b>MODULE 2</b>	Know the profiles of workers	4 lessons
<b>MODULE 3</b>	Adapting communication and the work environment	4 lessons
<b>MODULE 4</b>	Preventing tense situations and working as a team	4 lessons

## Learning objectives

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- Understand the legal framework of ESATs and the dual mission of production and medico-social support
- Identify the cognitive and behavioral profiles of workers and their specific needs
- Adapt verbal and non-verbal communication to ensure understanding and autonomy
- Implement visual tools and environmental adaptations to optimize workstations
- Prevent and manage tense situations through early detection and appropriate responses
- Collaborate effectively in a multidisciplinary team while respecting each professional's role

## General information

<b>Duration</b>	4 hours
<b>Target audience</b>	Workshop instructors, specialized educators, care assistants, coordinators, management, administrative staff
<b>Prerequisites</b>	None, training accessible to all adults
<b>Price</b>	Sur devis - TVA non applicable (article 261-4-4° du CGI)
<b>Certification</b>	Qualiopi - Attestation de fin de formation
<b>Organization</b>	DYNSEO - N° de déclaration d'activité : 11757351875

**Lesson 1 - What is an ESAT (sheltered workshop)?**

- Evolution from sheltered workshop to ESAT and changing perception of disability
- Law of February 11, 2005 and concrete implications for establishments
- Legal status of workers: neither common law employee nor patient
- Dual mission: professional activity AND medico-social support

**Lesson 2 - The legal obligations and rights of workers**

- Guaranteed remuneration and AAH supplement functioning
- Personalized support project (PPA): content, revision, your role
- Fundamental rights: dignity, confidentiality, participation in decisions
- Reporting and protection in concerning situations

**Lesson 3 - The tension between production and support**

- Balancing economic profitability and social mission
- Concrete impact on daily work organization
- Managing production pressure without sacrificing support quality
- Meaningful indicators beyond productivity

**Lesson 4 - The stakeholders and their role in the establishment**

- Roles of monitor, educator, psychologist, doctor, management
- Coordination times: team meetings, summaries, transmissions
- Worker participation in decisions that concern them
- Effective collaboration without role encroachment

**Lesson 1 - Down syndrome in the workplace context**

- Cognitive profile: memory, attention, processing speed strengths and challenges
- Early aging phenomenon in workers with Down syndrome
- Key strengths: consistency, attachment to routines, relational abilities
- Concrete task and instruction adaptations in the workshop

**Lesson 2 - Autism in the Workplace**

- Autistic experience at work: sensory perception, communication, routines
- Triggering situations: noise, unexpected changes, ambiguous instructions
- Strengths: precision, reliability, concentration
- Structuring environment and instructions to prevent overflow

**Lesson 3 - ADHD and Mental Disorders**

- Adult ADHD impact on concentration, organization, impulsivity
- Stabilized mental disorders: schizophrenia, bipolarity without labeling
- Medication impact on behavior and alertness
- Distinguishing behavioral disorder from unwillingness

**Lesson 4 - Intellectual disability — beyond labels**

- Understanding intellectual disability accurately
- Great variability between individuals and profiles
- Preserved abilities: practical skills, procedural memory, emotions
- Strengths-based approach rather than deficit focus

**Lesson 1 - Adapting verbal and non-verbal communication**

- Golden rule: one instruction at a time, short, concrete, verified
- FALC (Easy-to-Read Format) principles and workshop application
- Non-verbal communication importance: posture, gaze, distance, tone

- Checking understanding without humiliation techniques

### Lesson 2 - Visual tools in the workshop

- Pictograms: when, how to choose, where to place them
- Visual schedules to structure the day and reduce anxiety
- Illustrated task sheets for autonomy on complex sequences
- Digital support tools: tablets, adapted applications (My Dictionary, DYNSEO)

### Lesson 3 - Arranging Workstations

- Adapted ergonomics: height, space, storage, visual clarity
- Sensory management: noise, light, odors considerations
- Adapting production tools: grips, templates, physical markers
- Workshop organization promoting autonomy and safety

### Lesson 4 - Managing transitions and changes

- Why transitions are risky moments for workers
- Preparing changes: announce, ritualize, visualize in advance
- Managing new worker arrival in the group
- Supporting absences and returns after difficult periods

## MODULE 4

## Preventing tense situations and working as a team

4 lessons

### Lesson 1 - Understanding Difficult Behaviors

- Challenging behaviors: definition, frequency, meaning
- Needs pyramid in ESAT: security, recognition, autonomy, connection
- Most common triggering factors in the workshop
- Perspective shift: from problem behavior to unmet need

### Lesson 2 - Preventing crisis situations

- Identifying early warning signals for each worker
- Early de-escalation strategies: redirection, quiet space, task adjustment
- Stable routines as preventive factor
- Building individualized support plans with each worker

### Lesson 3 - Managing a tense situation when it arises

- Physical and verbal posture in crisis: distance, calm, low voice
- What never to do: confront, raise voice, touch without consent
- Ensuring safety of others without abrupt exclusion
- Debriefing after crisis with worker and team

### Lesson 4 - Working in a multidisciplinary team on a daily basis

- Transmitting relevant information effectively
- Ensuring practice consistency among professionals
- Using DYNSEO tools as cognitive stimulation support
- Self-care to sustain long-term: recognizing limits and seeking support

## Teaching methods

- E-learning format accessible 24/7 from any device
- Interactive lessons with practical examples and real-world scenarios
- Downloadable resources and visual tools for workshop use
- Knowledge assessment quizzes throughout the training
- Certificate of completion provided at the end of training