Practical Tips and Strategies for Employing Disabled Talent.

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What is accessibility?

Creating better experiences for everyone
1+ billion people have disabilities, many of whom need assistive technology, and disability can affect any of us at any time. But only 1 in 10 have access to the products needed. 2x unemployment rate.

- Permanent (one arm)
- Temporary (arm injury)
- Situational (new parent)
Accessibility is an opportunity

Inclusive organizations
- Outperform their peers: higher revenue (28%)
- Attract top talent: higher net income (2x)
- Millennials: 75% of global workforce by 2025 – choose employers who reflect their values (30%)
- Diversity and inclusion top the list

Sources: Accenture study: The Disability Inclusion Advantage and Forbes: How millennials are re-shaping what's important in corporate culture
People and culture

Accessibility starts with culture in the workplace
Disability is a strength
Increase representation of people with disabilities
Without the right tools...

- **Hidden tax on time** for managers and colleagues
- **Lower productivity** because may not understand of work assignments
- **Safety gaps** because may not understand safety information, processes and procedures
- **Strained work-life balance** because having to ask family and friends for help
- **Information gaps** because delayed, or inaccurate forms, reports and communications
- **Disengaged and isolated** from broader team
- **Hidden insights** because uncomfortable sharing information
With the right tools...

- **More time** for managers and teams to focus on value-added tasks
- **Safer job sites**, compliance to company processes and procedures
- **Improved work-life balance**
- **Faster completion of processes**
- **Better visibility** for leaders in corporate and onsite managers
- **Engagement** in corporate culture across regions and roles
- **Insights flow readily** across and within teams
Making Accessibility Mainstream

- **Accessibility Site:** aka.ms/MicrosoftAccessibility
- **Product Features:** aka.ms/AccessibilityFeatures
- **Accessibility Learning:** aka.ms/AccessibilityWebinars
- **Accessibility at a Glance:** aka.ms/AccessibilityAtAGlance
# Supporting you and your business

**Our responsibility extends beyond getting products out the door**

| Disability Answer Desk (DAD) | Technical support for customers with disabilities  
|------------------------------|----------------------------------------------------------|
|                              | Available in 16 markets and in English, French, and Spanish  
|                              | Call, chat, American Sign Language, or Be My Eyes app  
|                              | [aka.ms/DisabilityAnswerDesk](aka.ms/DisabilityAnswerDesk)  

| Enterprise Disability Answer Desk (eDAD) | Accessibility support for organizations, businesses, and schools  
| ----------------------------------------|----------------------------------------------------------|
|                                         | Assist with accessibility questions for Microsoft products and services  
|                                         | Request product accessibility conformance reports  
|                                         | [aka.ms/eDAD](aka.ms/eDAD)  

## Disability Answer Desk Playbook

How to build an inclusive support team for your customers with disabilities
Accessibility in Action digital badge

Create excitement about building accessible experiences for everyone

Earners of badge demonstrated knowledge in:
- Creating an inclusive culture
- Implementing accessibility best practices
- Presenting inclusively
- Hosting inclusive events

For information on the Accessibility Fundamentals digital badge, visit https://docs.microsoft.com/en-us/learn(paths/accessibility-fundamentals)
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As an apprentice at Microsoft, you will be part of our mission. To support you throughout your apprenticeship, we will offer full training to grow your skills as well as the opportunity to take part in community events and, of course, a competitive salary.

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“Sometimes, a journey begins by reaching out and taking someone's hand.

At other times, it begins by inviting another to take yours.”