

Maximum Opportunity

Work in co-operation with us to ensure that we (both you and Deaf Umbrella) come in first place! We can help you maximise your opportunities – work with us on all Office procedures to provide a seamless service to both our customers & clients and you:

- ✓ Always ensure your **timesheets** arrive in the Office first thing Monday morning for processing by Accounts
- ✓ Always check your **diary** on a weekly basis – the optimum time is Friday PM
- ✓ Always double check that you have all your **paperwork**.
- ✓ Ensure that you carry blank timesheets, DP222s, CSW, Tutor and Student Handbooks
- ✓ If necessary request duplicates of any or all of the above – we are always happy to oblige
- ✓ If in doubt, **check** and check again... we would rather be asked a dozen times that have a booking missed and a client let down
- ✓ Our reputation as a Company is everything & you have this in your pocket – you represent us as our Ambassadors, the face of Deaf Umbrella to the world!
- ✓ Follow-up bookings – where these are discussed it is perfectly in order to suggest that a client contacts the Office at the time
- ✓ Hand out our business cards at every opportunity
- ✓ **Remember** – we can provide ongoing support in the workplace
- ✓ **Remember** – we can provide bespoke Deaf Awareness Training
- ✓ **Remember** – we can provide job coaching
- ✓ When a client expresses a preference for working with a particular member of our staff, we will always try to honour this – we encourage such continuity, it builds a working bond and leads to increased business



Maximising every business opportunity is good for us all!

Together we make a great partnership – there is no “I” in Team!

Deaf Umbrella Ltd. www.deafumbrella.com

A company registered in England under no. 08719323



Schema

What is Schema? Simple; Plan Ahead! Always think “What if?” You will feel empowered and able to cope when you have prepared appropriately.

Pre – assignment

- ✓ Think – Have I been in this situation before? Can I use knowledge from a previous experience?

Arrival

- ✓ Ensure you are early to meet and greet and match register.
- ✓ What to talk about?
 - Quality assessment; why do we have it?
 - Today's weather
 - The journey to assignment
 - Interview? Discuss the application form or CV.

E.g Personnel meeting

This could be;
Pay issues?
Health and safety issues?
Pension advice?
Private health info?
Secondment?

During Assignment

- ✓ Empower yourself.

In a meeting:

- Acronyms? Ask for a list
- Uncomfortable subtext –

Life is not always sweet, we need to deal with it and move on.

- Speed and pace of speaker problems? Raise your hand and address it.

E.g. Job Interview

Ask yourself;
Is there a panel of interviewers?
Prior sight of interview question
Presentations?
Culture crossover –
You are there to bridge the cultural differences.

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After Assignment

- ✓ Clarify work/homework notes
- ✓ Confirm next attendance or cover
- ✓ Sign timesheet
- ✓ Feedback- if you write down the assignment you can look at it objectively and learn from it.
- ✓ Set up a glossary of new terms

Know your role

- ✓ Take control, be polite and advise.
- ✓ Remember your boundaries.

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