

# Training and Consultancy at Leonard Cheshire

We equip you to remove barriers for disabled people in the workplace. We will work closely with you to provide a bespoke solution to create lasting organisational change.

## Client testimonial: The Langham

### The client

The Langham Hotels and Resorts is a portfolio of luxury hotels in prime destinations, established in 1865. We worked with the managerial team at the iconic The Langham in London, which has 380 rooms and employs 300 staff.

### The brief

The Langham approached our Training and Consultancy team as they wanted to ensure their managers were fully confident in recruiting and retaining disabled talent. They had already been engaging with Leonard Cheshire's Changing Futures employment programme for support to reach disabled candidates. They were keen to work with us to understand how The Langham could become a more inclusive workplace for disabled people.

### The solution

Our Training and Consultancy team designed a 'Disability Confident Managers' training session to provide the learning managers need to recruit and retain disabled employees. The training ensured that managers understand disability and how to remove barriers in the workplace.

"Our eyes have been opened to what disability is. I enjoyed the case study exercises and I feel more comfortable talking about ways we can make better and more effective adjustments."

**Training participant**  
**The Langham Hotel**

Our session included group discussion, barrier analysis activities and case studies based on the lived experiences of disabled people.

### The outcome

Participants commented that they felt the training was well presented, clear and concise. They also told us that they would use the learning from the training to review their procedures and processes. By making the workforce aware of how to remove barriers in the workplace, staff will be able to apply the same principles when providing an accessible and inclusive customer service experience. Leonard Cheshire will continue to work with The Langham Hotel to build upon the learning achieved in the sessions and provide further guidance and support.

### To find out more:

#### Visit:

[leonardcheshire.org/get-support/working/training-and-consultancy](https://leonardcheshire.org/get-support/working/training-and-consultancy)

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