

Disability and Conflict in Public-Facing Jobs

Conflict Happens—You’re Not Alone

In public-facing jobs, you may deal with complaints, rudeness, or stressful situations. If you have a disability, these moments might affect you differently, and that’s okay.

Know Yourself: How your disability might affect conflict



- ▶ I get overwhelmed by loud voices or noise.
- ▶ I find change or unclear instructions stressful.
- ▶ I need breaks or quiet time to calm down.
- ▶ I need extra time to understand or respond.
- ▶ I use aids like a wheelchair or hearing device.
- ▶ I express my emotions or communicate in a way that others may not understand.

! These are not weaknesses. They’re just part of how you experience and manage situations.

Know Your Rights

- 1 You do not have to stay in unsafe or abusive situations.
- 2 You have the right to ask for support, breaks, or changes that help you succeed.
- 3 You have the right to feel safe at work.

Helpful Phrases to Use During Conflict



“I’m not comfortable with this. I’ll ask someone else to help.”



“Please speak more slowly. I want to understand.”



“I need a moment to think before I respond.”

Self-Advocacy Tips



Talk with your job coach or employer about conflict before it happens.



Tell people what works best for you—especially in stressful situations.



Practice how you want to ask for help or step away from conflict.

Want more strategies?

Take our free eLearning course on disability and conflict in the workplace. Scan the QR code to get started.

