

Continuing Professional Development Certificate

Ending the phone call nightmares: Working with customers with speech disabilities

Date

Wednesday, 11 February 2026

Time

1:00 pm – 2:00 pm

Speaker

Kirsten Howells, Deputy CEO & Director of Services, STAMMA

In this session, Kirsten Howells outlines the findings of the Phone Accessibility report published in October 2025, which identified the barriers people who stammer face in their interactions with businesses, particularly in the finance sector. She'll then highlight practical, straightforward recommendations for change, focusing on three key areas and provide examples of where these changes have already been successfully adopted.

Learning Objectives

- Identify common barriers customers who stammer face in contact with the finance sectors (related to both AI processes and human call handlers), including statistics and real-life examples
- Learn about effective process changes that can remove those barriers, making insurance more accessible to customers who stammer or have other speech disabilities
- Practical resources to take away