



AXA UNION NEWSLETTER

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Is AXA ignoring dyslexia?

Unite has challenged AXA to do more to tackle dyslexia in the workplace and ensure that its managers have access to information to allow them to treat dyslexic staff in their teams fairly. AXA currently has no on line support for either managers or staff on the subject and Unite are concerned that without access to basic, readily accessible information on the subject, managers may not appreciate the link between dyslexia and common performance issues.

The condition, commonly known as the “hidden disability”, is estimated to effect up to 2.9 million workers in the UK.

Many people with dyslexia are unaware of their condition, especially as it can affect people in different ways and to different degrees, and can be anxious, frustrated or suffer from low self-esteem at work.

Unite are concerned that, in much the same way that schools once used to think of dyslexic pupils as “thick”, so managers who do not appreciate the link between dyslexia and common performance problems will often judge dyslexic employees unfairly.

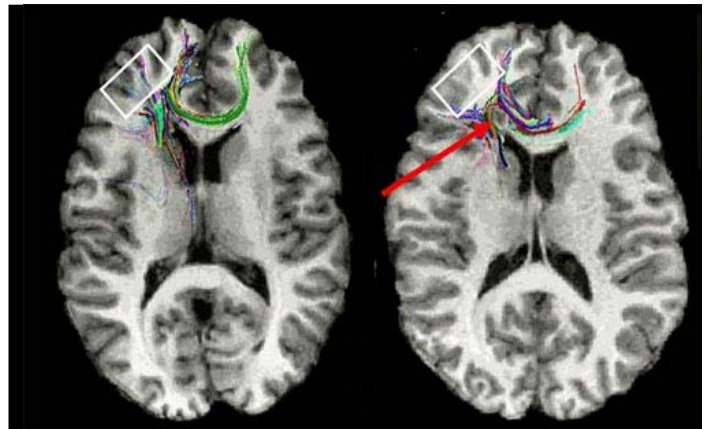
Within **AXA**, certain business units operate strict policies on quality control, directly impacting performance ratings, which do not take into account the problems that employees suffering with dyslexia may be facing and consequently discriminate against them.

Workers with dyslexia often find it hard to follow written or spoken instructions, accurately report telephone calls, deal with maps, charts and tables, write memos, letters and reports, give presentations, schedule work and meetings and keep track of appointments.

But, while dyslexic people may have problems with certain aspects of their work, they are also likely to have strengths in other areas.

Amending working practices and providing easy access information and support can ensure both the employee and the company benefit.

Managers need to appreciate the full range of difficulties dyslexic workers encounter, **AXA** should provide relevant training and modify documents or instructions to make them easier to read or understand.



What is dyslexia?

Dyslexia is a specific learning difficulty that mainly affects reading and spelling. Dyslexia is characterized by difficulties in processing word-sounds and by weaknesses in short-term verbal memory; its effects may be seen in spoken language as well as written language.

Dyslexia is life-long, but its effects can be minimised by targeted literacy intervention, technological support and adaptations to ways of working and learning.

Dyslexia is not related to intelligence, race or social background.

Dyslexia varies in severity and can occur alongside other specific learning difficulties resulting in variation in the degree and nature of individuals' strengths and weaknesses.

About 10% of the population are affected by dyslexia to some degree.

Find out more: www.bdadyslexia.org.uk