Disability and Conflict in Public-Facing Jobs

**A Guide for Job Seekers**

# 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 need extra time to understand or respond.
* I find change or unclear instructions stressful.
* I use aids like a wheelchair or hearing device.
* I need breaks or quiet time to calm down.
* I show emotions or communicate in ways others might not understand.

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

# 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.

# Know Your Rights

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

# 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.