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Neuro-inclusion in the workplace:  
a guide with neurobox

Local Government Association  
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A bit about us

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Dr. Deborah Leveroy

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A bit about you

Awareness, knowledge, tools?

Disclosure?

Language?

**What is your biggest challenge?**

Inclusive Policy & Practices?

Managing the Team?

Supporting Managers?

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Explore:

1. Signs & Triggers
2. The Disclosure Dilemma
3. Workplace Adjustments & Inclusive Practices

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Start at the Beginning



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POP MASTER


Pop Quiz

In the year ending 2021, there was ?% increase in searches for 'ND'?

A. 25 %      B. 70 %      C. 125%

If you Google 'ND toolkit' you will get how many results?

A. 88      B. 880      C. 88k



What % Gen Z more likely to apply to work at a company with ND policies?

A. 50 %      B. 80 %      C. 95 %

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POP MASTER


Pop Quiz

What % of line managers are uncomfortable managing an ND employee?

A. 50 %      B. 82 %      C. 92%

What % of companies have a ND or Disability Policy?

A. 10%      B. 15%      C. 35%





What was the % increase in Discrimination cases relating to ND in 2021/22?

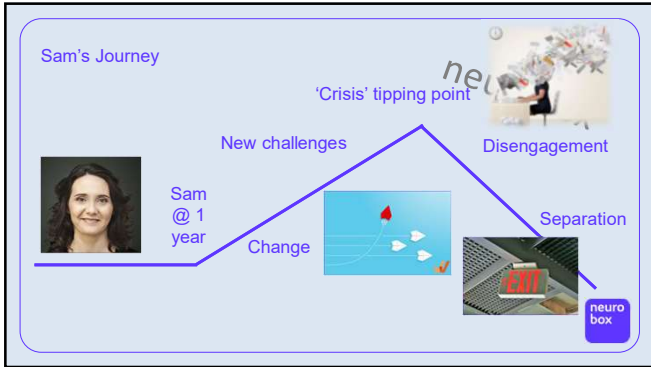
A. 5 %      B. 22 %      C. 33 %

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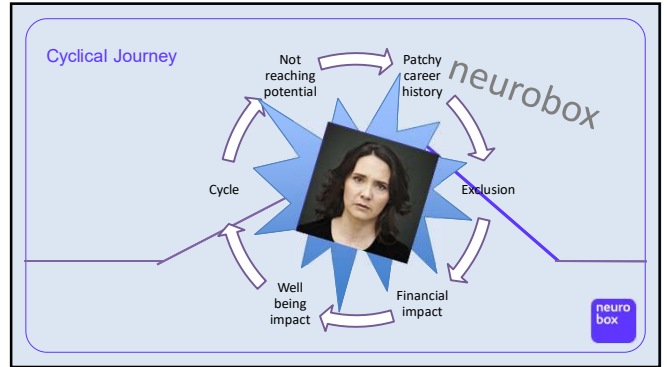
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- Preventing this Outcome
- Exploring Signs & Triggers
  - The Disclosure Dilemma
  - Workplace Adjustments & Inclusive Policy & Practice
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### Self-Reflection: Your Skills & Challenges

Skills, abilities, easy, worked-on

Challenges, difficulties, sticking points

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### Spiky Skills Profile

- Cognitive skills: lying on a continuum, some people have moderate to high levels across the board, a "good all rounder".
- ND = Vast difference in level of ability from one to another
- E.g. really great at doing one thing, but then really struggle with something else

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### Spiky Skills Profile

#### Psychological Assessment of Dyslexia

Category	Percentile Score
Reading Accuracy	10
Spelling	10
Verbal Comprehension	80
Working Memory	10
Phonological Awareness	80
Processing Speed	10

That's the way I think by David Grant 2010:30.

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### Characteristics

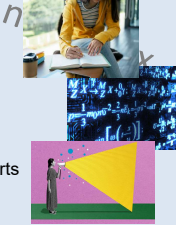

Characteristic	Associated Skills
Vocab	Verbal Reasoning
General Knowledge	Verbal Reasoning
Problem Solving	Verbal Reasoning
Disorganized	Short-term Memory
Forgetful	Short-term Memory
Spelling/Writing	Short-term Memory
Seeing the whole	Visual-Spatial
Creative Thinking	Visual-Spatial
Visual perception	Visual-Spatial
Takes time to process new information	Processing Speed

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### Spiky Skills Profile: Examples



- o Brilliant story writer - impossible to remember times tables
- o Skilled Mathematician - struggle to tie your shoelaces
- o Confident public speaker – difficulty writing reports
- o Skilled Social Worker - trouble with emotional regulation

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### Triggers

- o Change = role, manager, team, systems, restructuring
- o Break from Workplace
- o Training
- o Acquired Neuro-difference
- o Growing Self-Awareness & Identification

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### The Disclosure Dilemma

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### Disclosure

- o Context: Employer position
- o Reasons for low rates: stigma, impact on prospects, data storage

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Video: Exploring Disclosure

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Attitudinal Barriers

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- "Never have guessed that you were autistic"
- "Everyone in accounts will be asking"
- "What sort of adjustments?"
- "I'll put you in touch with James in procurement"
- "I can't take this forward without evidence"
- "I think we're all a bit autistic"

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Talking points: Equality Act

Equality Act 2010

'In order to avoid discrimination, it would be sensible for employers **not to attempt to make a fine judgment** as to whether a particular individual **falls within the statutory definition** of disability, but to focus instead on meeting the **needs of each worker and job applicant.**

Equality Act 2010, The Code of Practice, 6.9

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Disclosure: Strategies & Approaches

Disclosure & Barring Service

- Language: Disclosure, declaim vs self-advocacy
- Strategy Coaching
- Self-advocacy / 'About Me' document


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Disclosure: Top Tips

- o Language
- o Unconscious Bias
- o Employee Perspective
- o Open Questions
- o Proactive, Trust
- o Revisit

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What can you do as an Employer?

Workplace Adjustment Process


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Workplace Adjustment Process

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Review

Interim Adjustments

Workplace Needs Assessment

Recommendations

Implementation



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Examples: Medical Model

Assistive Technology

- o Text to Speech & Screen tinting
- o Mind mapping
- o Speech to text Training



Strategy Coaching

- o Self-awareness,
- o Confidence & Stress
- o Concentration
- o Planning
- o Memory
- o Organisation
- o Communication

Equipment

- o Noise-cancelling headphones
- o White noise
- o Sensory props
- o Standing Desks
- o White Boards
- o Dual Screens

Medical model

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**Examples: Social Model**

<p><b>Work Rhythm</b></p> <ul style="list-style-type: none"> <li>Regular Breaks</li> <li>Flexible Working Hours</li> <li>Hybrid/Remote Working</li> </ul>	<p><b>Manager &amp; Team Support</b></p> <ul style="list-style-type: none"> <li>Awareness Training: Equity vs. Equality</li> <li>Regular 1:1</li> </ul>
<p><b>Physical Environment</b></p> <ul style="list-style-type: none"> <li>Designated Desk</li> <li>Private/Quiet Space</li> <li>Sensory or 'Recharge' Room</li> <li>Redesign of Space</li> </ul>	<p><b>Stakeholder Support</b></p> <ul style="list-style-type: none"> <li>Peer Mentoring/Networks</li> <li>EAPs</li> <li>Appointments</li> </ul>


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**Examples: Social Model**

<p><b>Overlearning</b></p> <ul style="list-style-type: none"> <li>Providing info in different ways such as written word, visual, verbal, audio/visual</li> </ul>	<p><b>Structure</b></p> <ul style="list-style-type: none"> <li>Predictable meeting patterns</li> <li>Set day &amp; time</li> </ul>	<p><b>Time to Process</b></p> <ul style="list-style-type: none"> <li>'On the Spot' demands</li> <li>Open door policy</li> <li>Last minute changes</li> </ul>
<p><b>Chunking</b></p> <ul style="list-style-type: none"> <li>Breaking down information</li> <li>Bullet Points</li> <li>Pacing instructions/workload</li> </ul>	<p><b>Schemas</b></p> <ul style="list-style-type: none"> <li>Template</li> <li>Reports, emails</li> </ul>	<p><b>Recruitment</b></p> <ul style="list-style-type: none"> <li>Application Methods</li> <li>Adjustments</li> </ul>

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**Situational Judgement Test: Call Centre Operative**




- Jen is working in a call centre for a major UK telecommunications company.
- She receives a call from a customer who has been waiting in for an engineer who has failed to arrive within the scheduled time slot.
- The customer, Mark, is upset and is talking in a raised voice.

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**Should Jen ...?**

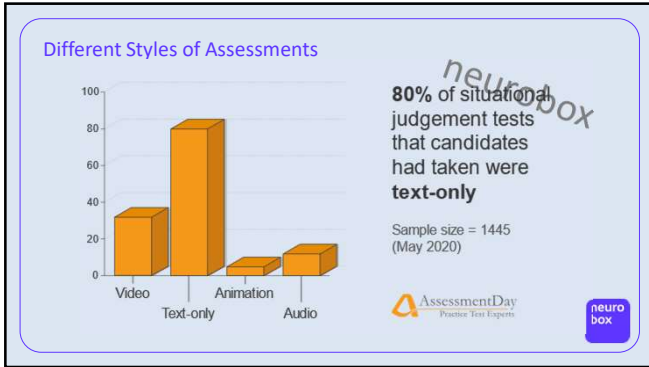
<p><b>A.</b> Apologise to the customer and say you will arrange for a re-scheduled appointment</p>	<p><b>B.</b> Listen to the customer's feedback, tell them that she can understand why they are upset and that it must be very inconvenient for them</p>
<p><b>C.</b> Explain that the new engineer tracking system, EngTechLite360 has issues, but you're sure she will arrive soon</p>	<p><b>D.</b> Ask the customer to hold while you contact the technician to establish where she is</p>

Rate from 'most effective' to 'least effective' option...



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### Verbal Reasoning Question

Question 4 of 30  
Time remaining for test: 24:39

Families with more than one child are more common in China's rural areas.

A. True  
B. False  
C. Cannot say

Instituted in 1979 as a temporary measure to limit population growth, China's one child policy remains in force today and is likely to continue for another decade. China's population control policy has attracted criticism because of the manner in which it is enforced, and also because of its social repercussions. Supporters of the Chinese government's policy consider it a necessary measure to curb extreme overpopulation, which has resulted in a reduction of an estimated 300 million people in its first twenty years. Not only is a reduced population environmentally beneficial, it also increases China's per capita gross domestic product. The one-child policy has led to a disparate ratio of males to females – with abortion, abandonment and infanticide of female infants resulting from a cultural preference for sons. Furthermore, Draconian measures such as forced sterilization are strongly opposed by critics as a violation of human reproduction rights. The one-child policy is enforced strictly in urban areas, whereas in provincial regions fines are imposed on families with more than one child. There are also exceptions to the rules – for example, ethnic minorities. A rule also allows couples without siblings to have two children – a provision which applies to millions of sibling-free adults now of child-bearing age.

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### How can we make assessments more inclusive?

A. Video clips to present the situation, with written and audio response options?

B. Animation and computer-generated avatars to enact the situation, with written response options?

C. Compatible with screen-reader?

D. Paper or Computer-based? Time?

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### Key Take-Aways

Signs & Triggers

Category	Percentage
Signs & Triggers	100%
Disclosure	~75%
Policy & Practice	~50%

Disclosure

Policy & Practice

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Where do you think you are on the following maturity matrix?

**Level 1: Inactive**

**Level 2: Reactive**

**Level 3: Proactive**

1. No neuro-inclusion work has begun. Not part of the organisation's goals.
2. A compliance mindset: actions taken to comply with relevant laws and social pressures
3. Clear awareness of value of NI, starting to implement systematically.

Adapted from: Global Diversity Equity and Inclusion Benchmark (GDEIB)

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Where do you think you are on the following maturity matrix?

**Level 4: Progressive**

**Level 5: Best Practice**

**Level 4: Progressive**  
Implementing NI systematically: showing improved results & outcomes

**Level 5: Best Practice**  
Demonstrating current best practice in NI, exemplary for other organisations globally.

Adapted from: Global Diversity Equity and Inclusion Benchmark (GDEIB)

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Who we are

We're a leading workplace adjustments provider based in the UK, dedicated to fostering inclusive and accessible work environments for disabled and neurodivergent individuals.

Our goal is to make the workplace a level-playing field – one where everyone thrives and reaches their full potential

Working with organisations and employees we create awareness, improve well-being, and break down barriers within the workplace through our tailored end-to-end support programmes.

Together, we can make a meaningful impact on people's lives.

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Who do we support?

- Organisations, HR teams and Diversity, Equality & Inclusion Professionals**
  - Providing them with the practical tools to embed neuroinclusion into the workplace culture, policy and practice
  - Services include Strategy & Policy Developments, Audits, Consultancy and Disability Confident Accreditation.
- Managers and Teams**
  - Enabling managers to better understand their neurodivergent and disabled team member's needs, creating inclusive teams, and providing advice on navigating challenging situations.
  - Services include Neurodiversity & Disability Awareness Training and Manager Training & Coaching
- Employees**
  - Empowering individuals to bring their whole selves to work.
  - Services include Workplace Needs Assessments, Coaching, Training and Assistive Technology.

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### Self-advocacy document

Includes:

- o Type of disclosure: full or partial?
- o If partial, permission to share with...?
- o Signed consent
- o What is the neuro-type, health condition?
- o Areas of strengths?
- o Areas of difficulty?
- o Suggested support strategies
- o Key contacts
- o Further information



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


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## Thank you!

Any questions?

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