STRENGTHENING NEURO-INCLUSION

THE STEP INSIDE® APPROACH



ABOUT US

We are an international consultancy that combines cognitive science, neuroscience, and behavioural science to create inclusive workplaces, where everyone can think, feel and perform at their best

Combining over 35 years of research with global experience in the financial services sector, we translate the science of performance into practical skills that can be applied in the complex modern workplace.

We do this through 4 main services: Leadership Development, Organisational Consulting and Change Management, Workplace Wellbeing, Mental Health and Crisis Support.

Our work is highly tailored to each client to provide high-impact support that drives meaningful change. Our expert team all have an MSc, PhD, or other relevant qualification, alongside sector-specific experience.



OUR APPROACH TO NEURO-INCLUSION

We help companies adopt a strategic approach to neurodiversity, aligning neuro-inclusion strategy with their business strategy and the wider DEI agenda.

Moving beyond awareness, we consider the whole employee experience and design approaches that touch every level of the organisation and inspire sustainable change.

By embedding neuro-inclusive mindsets and practices into day-to-day workplace activities, this ensures everyone in the workplace can achieve their full potential. Collectively, research shows that this can increases team productivity by up to 30%.

Following our discussion, we are pleased to share more details about our approach, including details of our core “Manager’s Neuro-inclusion Training Programme”.

We welcome your feedback on this document and suggest a further discussion to understand your goals and priorities so we can design a tailored approach to achieve these.

HOW WE CULTIVATE NEURO-INCLUSION

Neuro-inclusion requires more than policy, awareness or training alone. We adopt a whole company approach to neuro-inclusion.

This means considering three components of neuro-inclusive performance:

1. **Leading for neuro-inclusion:** Ensuring that the strategy, culture and guiding principles support Neuro-inclusion, and leaders embrace this commitment.

2. **Organising for neuro-inclusion:** Ensuring that policies, processes and resources create an inclusive and equitable working environment.

3. **Deploying for neuro-inclusion:** Ensuring that all employees understand the benefit of neuro-inclusion and this is built into all touchpoints of the employee lifecycle.

We use this framework as a foundation to assess where interventions are required and to design a bespoke solution to match our clients' culture, context and business priorities.

Some of the ways we help firms accelerate and embed Neuro-inclusion include:

- DATA GATHERING & ANALYSIS
- ENGAGING SENIOR LEADERS SUPPORT
- INTEGRATED STRATEGY DEVELOPMENT
- RESOURCES, PLAYBOOKS & TOOLKIT DESIGN
- POLICY & PROCESS GUIDANCE
- EMPLOYEE TRAINING PROGRAMMES
- SUPPORTING ERGS & PEER NETWORKS
- 1:1 & GROUP COACHING

OUR NEURODIVERSITY LEARNING AND DEVELOPMENT PROGRAMMES

Rooted in science, and practical in application, we provide innovative learning programmes that not only educate but provoke new thinking and behaviour change.

Always aligned to employees' roles, circumstances and contexts, our core programmes focus on:

1. **Increasing understanding** of neurodiversity among all colleagues
2. **Enhancing managerial competency** in supporting employees in a commercial and equitable way
3. **Working with senior leaders** to realise and maximise the benefits of neuro-diverse workforce

The following pages detail our core Managers' Programme, on the most popular learning programmes we offer. We welcome your feedback on this to enable us to tailor our approach for your organisation.

Additionally, we would be pleased to share more details of our other programmes, if that is of interest.

STEP INSIDE® APPROACH

The Step Inside® approach underpins all of our learning and development programmes.

This moves learners through three crucial stages:



AWARENESS: Establishing the mindsets that reduce stigma, promote understanding and motivate behaviour change.



GROWTH: Developing skills and building confidence to apply new approaches that strengthen inclusion and business outcomes.



ACCELERATE: Turning insights into long-term commitments that generate meaningful impact
and cascade the benefits across the firm.

Ultimately, the Step Inside® approach helps people improve their own experience and enhance the positive impact they have on others, so that everyone can be at their best more often.

AN OVERVIEW OF OUR MANAGERS' NEURODIVERSITY TRAINING PROGRAMME

SIX KEY OUTCOMES FROM OUR MANAGERS' PROGRAMME

1. **Increased understanding** of neuro-divergence in the workplace to reduce stigma and promote inclusive leadership.
2. **Deeper insight into neurodivergent conditions** and how leaders can support and nurture talent in all staff.
3. **Practical skills to navigate sensitive conversations,** demonstrating empathy to balance business and people needs.
4. **Clarification of signposting** to direct staff appropriate professional support, maintaining managerial boundaries.
5. **Greater confidence through role plays** with actors and/or case studies.
6. **Long-term behaviour change,** enabled through the deployment of our Step Inside® Change Accelerator framework.

All learners will receive a downloadable digital toolkit to support ongoing commitment and progress post-programme.

We can also provide accelerator workshops to build on this programme, including practice sessions or workshops to support managers in utilising the UK's Access to Work Scheme (AtW).

OUR DELIVERY RECOMMENDATION

We recommend this programme is delivered in two stages:

1. **A 90-minute online webinar.**
2. **A half-day (3.5-hour) interactive, in-person workshop.**

This allows learners to assimilate concepts between sessions to maximise the benefit of the practical in-person workshop. Sessions are designed for up to 20 attendees, with 2 facilitators. However, this approach can be adapted for different group sizes. *Please see Appendix 1 for more details.*

ALTERNATIVE DELIVERY OPTIONS

We can offer alternative delivery options for this programme. Common approaches include:

- **A one-day in-person workshop**.
- **A series of three 90-minute online workshops.**

Once we have clarified your needs, we will work with you to design an approach to match your population and budget needs.

KEY FEATURES OF THE LEARNER EXPERIENCE

We work with people to develop the mindsets, strategies and commitment to apply new behaviours in their role. Furthermore, we ensure they can sustain these in challenging circumstances and high-pressure environments.

SOME OF THE WAYS THAT WE ACHIEVE THIS INCLUDE:



In-person and online workshops and webinars, comprising interactive learning, reflection and discussion.



Downloadable toolkits, conversation frameworks best practice guides and 'what not to say' guides.



Self-serve e-learning and microlearning content, including proprietary and publicly available resources.



Role-play with actors or peers, based around common workplace scenarios.



Integrated nudges, embedding reminders and behaviour change prompts into digital and physical workspaces.



Behaviour change action plans, using our Change Accelerator model.



HR and learner support, providing a dedicated project manager to liaise with your HR team and learners.



Peer-support systems, such as establishing peer accountability buddies, and working with ERGs.



Group and 1:1 coaching and supervision, including three-way coaching for managers and employees.



Train the trainer opportunities and ad-hoc HR support, to create a self-sustaining programme.

RECENT EXAMPLES OF OUR NEURO-INCLUSION PROGRAMMES

A THREE-PHASE APPROACH TO NEURO-INCLUSION

We helped an international firm design and deliver a three-phase strategy to neuro-inclusion across 9 locations.

Initiated in response to low engagement survey results, this programme comprised:

PHASE 1: Providing interactive all colleagues workshops

PHASE 2: Developing managers' competency in nurturing neurodiverse talent, balancing empathy with equity for all

PHASE 3: Integrating neuro-inclusive practices into internal e-learning and performance management platforms

Programme sponsors reported positive outcomes in belonging and engagement, and increased managerial confidence in supporting teams.

We continue to work closely with this organisation to track progress and refine approaches to support ongoing improvement.

"Excellent support.
This will add value to our teams and business."

A TOP-DOWN APPROACH TO NEURO-INCLUSION

We helped a global professional services firm deliver a leadership-led approach to neuro-inclusion. Their goal was to elevate their commitment to DEI and ESG.

Starting with a targeted workshop for the Senior Leaders, we helped them align and define their neuro-inclusion strategy.

We then developed a practical manager's training programme. Initially provided as a pilot, this was then rolled out across the business, tailoring iterations to meet the needs of different roles and levels of experience.

This programme continues to evolve to support their expanding workforce. This includes training HR representatives to co-facilitate workshops.

We are pleased to share feedback from the programme sponsor:

"Insightful and well-organized... learned a lot about neurodiversity and how to create a more inclusive environment."

A SAMPLE OF OUR TEAM

STEP INSIDE GROUP

CHARLOTTE WISEMAN
Founder and CEO

A member of the British Psychological Society and International Positive Psychology Association, Charlotte is recognised as one of leading minds in organisational and leadership development

With an MSC and specialist qualifications in Neuroscience For Business, her financial services clients include Deutsche Bank, Capital Group and Transact. She is also known as a keynote speaker and is regularly invited to feature specialist publications including the *Times* and the *Journal of Public Mental Health*.

SARAH CASTOR-PERRY
Learning and Development Specialist

Sarah is an accredited ADHD-AuDHD Coach, Neuro-affirmative Supervisor and Neuro-inclusion consultant, recently named as 'Neurodiversity Coach Of The Year'.

With over 10 years of corporate experience in the professional services sector, she draws on her own lived experience of neurodivergence and specialist training to help individuals and businesses manage neurodivergence better. Clients range start-ups and scale-ups, to global organisations across the private and public sector.

TIM KIRK
Managing Partner

With extensive experience in the financial services sector, Tim is an advisor to Boards and Leadership Teams on Organisational Strategy.

His work and research with leading businesses, governments and regulators across the UK, Europe, Middle East, Africa, USA and Asia-Pacific, provides him with cross-cultural insight into leadership, people and organisational performance. Prior to joining Step Inside Group, Tim was a Partner with Oliver Wyman and was a founding Partner of the firm's global Organisational Effectiveness Practice.

DEBBIE KLEINER
Director Of Mental Health And Wellbeing

Debbie brings 20 years working in FCA regulated businesses, as well as an MSc in Workplace Wellbeing and CPCAB in Stress Management.

She works with board members and leaders, individuals and teams, helping them to improve workplace culture and promote productivity in ways that balance legal obligations with business and people needs. Clients include Mars, Sony, IBM and Honda, and the Prime Minister's Office in Dubai.

WHAT OUR CLIENTS SAY

Client perceptions and feedback provide the litmus test of our work. We are pleased to share some of their views.

Deutsche Bank

"Inspirational. Engagement was really positive. Thank you for all your insights and practical tips."

NTT Data

"Their science-led methods, and a people-centred approach, reflect what companies need right now."

PWC

"Well-paced, stimulating, interesting and fun. Much appreciated the safe space created, which enabled us to comfortably collaborate and challenge each other."

Accenture

"Absolutely fantastic. We are really excited for the next steps."

OUR CLIENTS INCLUDE:

BDO
CAPITAL GROUP
transact
audible
NTT DATA
Deutsche Bank
IntegraFin
innocent tastes good, does good
Colliers INTERNATIONAL
MARRIOTT
British Land
PIC
Cadent Your Gas Network
COMPASS GROUP
Pension Protection Fund

NEXT STEPS

Our priority is creating research-backed programmes that go beyond knowledge-sharing, providing engaging solutions that inspire new thinking and encourage accountability for action.

All our programmes are tailored to your needs. We therefore invite your feedback on this document and propose meeting again so we can understand your needs more fully.

We will then be pleased to design a bespoke solution for you.

We look forward to hearing from you.

Kind regards

CHARLOTTE WISEMAN
CEO & Founder
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100,000 +
Development and coaching interventions directly delivered to over 100,000 people.

30+
Worked with clients in over 30 different countries.

35 +
Methods developed with over 35 years of scientific research.

100%
The proportion of our professional team with a Masters degree, PhD or specialist qualification.

APPENDIX 1:
OUR TWO-STAGE MANAGERS TRAINING PROGRAMME

We are pleased to share details of the two workshops included in our recommended two-stage manager's training programme. Both sessions include a digital toolkit of resources and conclude with delegates designing personal action plans to put learning into practice immediately.

NEURO-INCLUSIVE LEADERSHIP FOUNDATIONS
(90-minute webinar)

Demystifying neurodiversity, this session demonstrates the business benefit of a neuro-inclusive workplace and clarifies the role of managers in creating this.

Key learning points include:

- **Understanding neurodiversity:** Defining terminologies and offering insight into common neurodiverse conditions.
- **Recognising neurodivergent conditions:** Building awareness of how neurodivergence may manifest in the workplace.
- **Exploring the impact in the workplace:** Identifying strengths and challenges associated with neuro-divergent conditions.
- **Examining the business case:** Exploring the benefits of neurodivergent teams to drive innovation and performance.
- **Understanding the Duty of Care:** Clarifying the manager's role in neuro-inclusivity for compliance and reputation.

NEURO-INCLUSIVE LEADERSHIP IN ACTION
(3.5-hour workshop)

This session equips managers with the practical tools and strategies to lead inclusively, managing people and performance needs. Delegates then apply these skills through simulated scenarios to fast-track and build commitment to change.

Key learning points include:

- **Exploring hidden barriers:** Openly discussing concerns and fears around neurodiversity, adjustments and performance.
- **Effective conversations:** Skills to lead adjustments conversations including dealing with unreasonable requests.
- **Developing personal 'language banks:** Balancing personality and professionalism in complex situations.
- **Neuro-inclusion in action:** Sharing practical everyday ways to support and promote contribution in neurodiverse teams.
- **Maintaining high-performance:** Sharing good practice to manage performance and promote shared accountability.
- **Building confidence:** Practicing skills through roleplays with actors(option), examining common workplace scenarios.

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