

Training customer-facing staff – Neurodiversity.

Your customer-facing staff need to be trained in neurodiversity awareness. Putting your staff in the best position to help anyone who comes through the door will benefit all customers, clients and service users, and boost the brand's reputation.

Key principles in neurodiversity awareness training.

- Use your neurodivergent staff – You very likely have staff members who are neurodivergent themselves. Involve them in the training if they're happy to be involved. It will be valuable to hear their experiences if they want to share. You should also try to involve them when bringing in external training.
- What is neurodiversity? – All staff should be given basic training in what neurodiversity is, if possible.
- Communicate policy – All staff should also be trained in your organisation's approach to neuroinclusion, and what you're doing to include neurodiverse customers, clients and service users.
- Create experts – Invest in training some staff members to a higher level of expertise in neurodiversity. They can share their knowledge with other staff members. Have them on the premises to help all staff if they're unsure what to do.
- Everyone benefits – Having staff who understand neurodiversity and how to be neuroinclusive creates a more empathetic and understanding workforce.

Training in neurodiversity awareness.

Bring in some external providers if you don't have any in-house. If possible, make sure that the training:

- Is provided by a neurodivergent individual,
- Provides practical examples of how your staff can be more neuroinclusive,
- Is neuroinclusive and neuro-affirming.

Who to train?

Everyone. All staff should have a basic understanding of neurodiversity. You could train some managers more highly and recommend them as go-to colleagues for advice.

Train regularly

- Lessons learned can be easily forgotten if they're not bolstered with regular reinforcement.
- Have a regular booster training for employees who have already received training.
- Include training in neurodiversity as part of new customer-facing employees' induction.