

GOOD WORK

Norfolk

GUIDE 1

Inclusive Workplace Toolkit

Supporting people to thrive through inclusive practice,
accessible communication and positive workplace cultures.



www.goodworknorfolk.co.uk

Welcome

Why Inclusion matters

Every person brings unique experiences, skills, perspectives and strengths to the workplace. Creating an inclusive environment enables people to contribute fully, feel valued and achieve their potential.



An inclusive workplace benefits everyone by:

-  Improving staff wellbeing and engagement
-  Increasing retention and productivity
-  Encouraging innovation and creativity
-  Strengthening relationships with customers and communities
-  Building a positive organisational culture



Inclusion is not about treating everyone the same. It is about recognising that people have different needs and ensuring everyone has equitable opportunities to succeed.

What is an Inclusive Workplace?

An inclusive workplace is one where:

- ✓ **People feel welcomed and respected**
- ✓ **Differences are recognised and valued**
- ✓ **Barriers are identified and removed**
- ✓ **Communication is accessible to everyone**
- ✓ **Individuals feel safe to ask for support**
- ✓ **Everyone has opportunities to contribute and develop**



Many people may not disclose a disability, health condition or learning difference. Others may not have a formal diagnosis.

Building an Inclusive Culture

What can leaders and managers do?

Promote belonging

- ✓ Learn about individuals' strengths
- ✓ Encourage different perspectives
- ✓ Celebrate diversity
- ✓ Use respectful language
- ✓ Challenge stereotypes

Encourage open conversations

- ✓ Learn about individuals' strengths
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"Ask, don't assume"



**"Each person's
experience will be
different"**



**Ask:
"What helps this
person succeed?"**

Accessible Communication

Good communication benefits everybody.

Simple ways to improve accessibility



Use clear language

Avoid:

- Jargon
- Acronyms
- Ambiguous instructions

Instead of:

✗ "Get on with that task."

try

✓ "Please complete sections by 3pm and let me know if you need support."

Break information into manageable chunks

People can become overwhelmed when receiving large amounts of information at once, try:

- Step-by-step instructions
- Bullet-point summaries
- Written follow-up notes
- Clear deadlines



Check understanding



Rather than asking:

✗ "Do you understand?"

Try:

✓ "Can you talk me through your next steps so I know I've explained it clearly?"

Accessible Documents and Technology

Documents

When producing workplace information:

- Use clear fonts such as Arial or Calibri
- Minimum 12-point text
- Use headings and spacing
- Avoid writing in ALL CAPITALS
- Use high colour contrast



Digital Information

Consider providing:

- Electronic documents
- Audio formats
- Captions on videos
- Accessible PDFs
- Screen-reader compatible files



Providing information in different formats helps remove barriers.

Planning for Inclusion

Inclusive workplaces plan ahead.

Before meetings

- ✓ Share agendas early
- ✓ Send documents beforehand
- ✓ Provide accessible formats
- ✓ Clarify meeting objectives
- ✓ Allow preparation time

During meetings

- ✓ Speak clearly
- ✓ Repeat questions where helpful
- ✓ Encourage participation
- ✓ Allow thinking time before responses
- ✓ Summarise key actions

After meetings

- ✓ Provide notes
- ✓ Share action plans
- ✓ Provide deadlines
- ✓ Share contact details
- ✓ Offer follow up support



Giving people time to prepare often increases confidence and participation.

Supporting Different Needs

Everyone is different. Support should be personalised where possible.

Consider:

- Preferred communication methods
- Sensory needs
- Mobility requirements
- Memory and organisation support
- Flexible working arrangements



The best source of information is often the individual themselves.

Helpful questions

Is there anything we can adjust to support you?

What helps you do your best work?

What workplace strengths would you like us to make more use of?

How do you prefer to receive information?

Quick Tips for Managers

Do

- ✓ Listen carefully
- ✓ Be flexible
- ✓ Ask what support is helpful
- ✓ Focus on strengths
- ✓ Review adjustments regularly
- ✓ Encourage independence

Don't

- ✗ Make assumptions
- ✗ Treat everyone the same
- ✗ Wait for problems before offering support
- ✗ Speak about a person instead of to them
- ✗ Assume one solution works for everybody



An inclusive workplace is not created through policies alone. It is created through everyday conversations, accessible practices and a commitment to ensuring everyone feels welcomed, valued and able to contribute.



Practical Inclusive Workplace Checklist

Environment

- ☐ Is the workplace physically accessible?
- ☐ Are meeting rooms suitable for everyone?
- ☐ Is signage clear?
- ☐ Are lighting and noise levels appropriate?

Communication

- ☐ Are instructions clear?
- ☐ Are documents accessible?
- ☐ Are different communication methods available?
- ☐ Is feedback given regularly?



Culture

- ☐ Do people feel comfortable asking for support?
- ☐ Does everyone feel respected?
- ☐ Are differences valued?
- ☐ Is inclusion discussed openly?