

# Neurodiversity and disability inclusion manager toolkit: conversations, support plans and continuous review

To equip managers with clear scripts, templates and prompts to handle disclosure, performance discussions, support planning and ongoing adjustments confidently, consistently and in line with the Equality Act 2010.

## Conversation flow: discussing support needs

### Before the conversation

- Choose a private, quiet space
- Allow enough time – don't rush
- Consider body language
- Be clear on the purpose: support, not performance management

### During the conversation

- Listen without interruption
- Ask open questions
- Focus on work impacts and support needs
- Avoid assumptions or medical questions

### After the conversation

- Summarise agreed actions
- Confirm confidentiality
- Arrange a review check-in



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## Example scripts for sensitive topics

### Opening a conversation:

*"I wanted to check how things are for you and whether there's anything we can do to support you at work."*

### Discussing adjustments:

*"Are there any changes that would help you work more comfortably?"*

### Responding to disclosure:

*"Thank you for sharing that with me. Let's talk about what support would be helpful."*

## Disability and neurodiversity support plan template

### Role and key tasks

### Agreed adjustments

e.g. flexible hours, communication preferences, equipment

### What works well/what to avoid

### Review date and responsible person

### Communication preferences



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## Red flags: what not to do

- Don't ask for medical proof unnecessarily
- Don't share information without consent
- Don't make assumptions about capability
- Don't treat adjustments as temporary favours
- Don't delay action once a need is identified

## Legal Reminder

- Equality Act 2010: duty to make reasonable adjustments
- Disclosure is voluntary
- Confidentiality must be maintained
- Focus on removing workplace barriers



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