



## "Tapping The Hidden Talent Pool"

### **Client Interactions**

Meeting clients can present some challenges for Neurodivergent employees. This is because the rules of engagement may differ from how they work and interact with colleagues on a daily basis. Challenges might include what to wear, how much information to share and the difficulties with socialising with different people and personalities. It is important to remember that each Neurodivergent employee like any other member of society is unique. Some Neurodivergent employees might find socialising with clients comparatively straightforward. Others might find this process more challenging and might need coaching and mentoring around to interact successfully with clients. It is worth noting that the decision to place a Neurodivergent employee with a client must be done on an individual-by-individual basis. Factoring in circumstances such as working style and personality to the equation.

Issues can arise when a Neurodivergent employee is required to work at the client's workplace. A Neurodivergent employee might find this change of routine, structure and certainty initially challenging and it is worth factoring in if you are considering seconding your Neurodivergent employees to a client of your organisation.

For example, a Neurodivergent employee with strong technical skills might struggle in a business management setting. However, they may well thrive in a technical team where the emphasis is more on collaboration than socialisation. It is important to consider that any clients your organisations works with must have some working knowledge of Neurodiversity. This is essential to ensure that Neurodivergent employees are successfully included and integrated when working for your clients.

## Our Advice

- Structure client-facing opportunities for Neurodivergent employees where it is relevant to do so.
- Match personality and working styles with the needs of the client.
- Ensure that Neurodivergent employees are working for clients who have a knowledge of Neurodiversity so that they can be successfully supported if they are seconded from your organisation.
- Manage any change for Neurodivergent employees well in advance. Avoid sudden changes to structure and routine as much as possible.
- Ensure that there is a good skills match between the Neurodivergent employee and the client partner so that they are being seconded to an appropriate working environment.