

Service Handbook

overview guide



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people focused solutions

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Introduction



Inclusion helps individuals to feel seen, heard and valued, yet many individuals never get to fully experience this in their career. Microlink exist to ensure organisations are educated and equipped with the right knowledge and tools to create inclusive workplaces and educational settings.

Creating an inclusive organisation has many benefits including:

- 🧠 Driving innovation and creativity
- 🧠 Better employee engagement and retention
- 🧠 Enhanced brand reputation
- 🧠 Improved team performance
- 🧠 A wider talent pool

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Beyond these benefits, it is both a legal and ethical responsibility to promote inclusive practices and prevent discrimination, or potential biases, and prejudices. This aligns with various legal frameworks, such as the UK Equality Act 2010, the United States Americans with Disabilities Act (ADA) 1990 and ADA Amendments Act 2008, Australia's Disability Discrimination Act 1992, and India's Rights of Persons with Disabilities Act 2016. Additionally, there are relevant legal acts, frameworks, and policies across Europe, particularly within the EU, as well as in Canada.

Neurodiversity is often considered under the category of disability, emphasising the importance of protecting individuals from discrimination resulting from the long-term impacts on daily activities.

Workshops and webinars overview



We offer training workshops and webinars designed by psychologists and individuals with lived experience, to explore neurodiversity in theory and in practice.

Blending a mix of education, activities and discussion, our training provides attendees with an understanding of how neurodivergence can impact individuals in the workplace as well as building confidence in the practical steps they can take to ensure that all individuals, not just neurodivergent ones, can thrive at work. Our team will work with your organisation to tailor training sessions to your particular requirements as an organisation.

Training is delivered virtually by default, but can be delivered in person for an additional fee.



What makes us different



Although we are a business, we care about the people we work with. We know how challenging it can be to have to go to various sources to gain support. We have worked hard to create an end-to-end service where you can get support all in one place from assessments to providing **assistive technology, coaching and awareness sessions**. We are also proud that almost 50% of our staff have declared some form of disability. Therefore, we live and breathe what we deliver internally too. We can support individuals, teams and the organisation as a whole.



Webinars

Our webinars typically last between **1-2 hours**; all include a question-and-answer session with your subject matter expert who will design and deliver the session.

Webinar sessions have an **unlimited number of attendees** (depending on your platform).



Popular webinars include:

Introduction to Neurodiversity



An introductory session outlining the value of neuroinclusion in the workplace along with understanding the challenges some individuals may face and how to mitigate them. Additionally, we offer specialised sessions such as ADHD, Autism, Dyslexia, Developmental Co-Ordination Disorder (Dyspraxia) and Dyscalculia.

Line Manager Awareness



A session providing information and advice on how to navigate challenges that can arise when managing individuals with neurodivergent traits. These sessions provide practical advice on how to support colleagues effectively including having challenging conversations, providing feedback, supporting development and more.

Parents & Carers Support



A session providing insight into how neurodivergence can present in children at home and in education, and information on how children (and their adults) can be supported.



Workshops

Our workshops allow for a smaller group, more in-depth session with the opportunity for **discussion, case studies and reflection**. We also offer a one hour follow up session to gather feedback, share learnings and discuss any challenges with our subject matter experts who can offer further guidance.

Workshops typically entail a greater time commitment for attendees; we recommend sessions of two hours, half a day, or a full day to allow participants to thoroughly explore topics. This ensures they have the opportunity to gain in-depth understanding and confidence in applying their new knowledge to their roles.



Popular workshops include:



**Neurodiversity
Best Practice for HR**



**Inclusive Culture and
Working Environments**



**Neuro-inclusion
for Senior Leaders**



**Neurodiversity Best Practice
for Line Managers**



**Recruitment and
Talent Acquisition**



**Talent Management
and Performance**



Consultancy

Our dedicated team is available to provide a range of consultancy services tailored to your organisation's needs. We prioritise evidence-based practices and people-centred solutions. Whenever possible, we employ an occupational psychology approach to ensure the delivery of **high-quality, professional consultancy**.

Our process begins with defining the scope of each project, followed by data collection from key stakeholders to gain an in-depth understanding of the issues. We then offer informed recommendations for **potential solutions**.

Subsequently, we can support the implementation and delivery of these initiatives in collaboration with stakeholders.

Finally, we conduct evaluations and provide comprehensive reports to measure **success and identify** any further action steps necessary to ensure sustainability.



Popular consulting services include



Audits for inclusion, diversity and neurodiversity



Support with policies and strategies



Co-creation of resources such as toolkits



Support with organisational development and change management



Designing interventions to support wellbeing and mental health



Coaching



At Microlink, our coaching services empower both individuals and organisations by **fostering productivity, confidence, and lasting positive change**. Through workplace coaching, employees gain deeper insight into their strengths and learn how to apply them effectively. They collaborate with experienced coaches to develop personalised strategies that address specific challenges.

Coaching can significantly enhance motivation, engagement, and overall performance. Whether you're looking to support individual development or drive organisational growth, we offer a range of coaching options tailored to meet the unique needs of each client.

Strategy Coaching



Strategy coaching is a **one-to-one**, client-led service designed to support individuals with navigating unique workplace challenges and achieve their goals. Through collaborative sessions, clients work with a coach to identify strengths, clarify objectives, and develop tailored strategies that align with their role and responsibilities. This coaching focuses on practical, actionable solutions to challenges in areas including:

- **Maintaining concentration and focus**
- **Enhancing communication skills**
- **Improving organisation and time management**

Between sessions, clients are encouraged to apply these strategies in real-time, building confidence and resilience as they progress. The goal is to empower individuals to thrive in their roles with greater clarity, effectiveness, and self-awareness.



Neurodiversity Strategy Coaching



Neurodiversity Strategy Coaching is a **personalised one-to-one service** designed to support individuals who are neurodivergent—whether formally diagnosed, self-identifying or neuro-curious.

Through a collaborative process, **clients work with a coach** to explore both strengths and challenges, and to co-create practical strategies tailored to their unique needs in the workplace.

Through a client-led approach, the **coach supports individuals** in uncovering their unique working styles and developing strategies that align with their unique preferences and professional goals.

Line Manager Coaching



Line Manager coaching is ideal for individuals seeking support in managing the diverse needs of their team members.

Line Managers will work with a coach to equip themselves with practical strategies and insights to support their team. It enhances understanding of different working styles, helping to build stronger relationships and foster a team environment that supports growth and development.



Co-Coaching

Co-coaching is a structured, three-session process designed to support employee development and strengthen manager-employee relationships.

Session 1: A one-to-one session between the coach and the individual to explore goals, challenges, and strengths.

Session 2: A one-to-one session with the coach and the line manager to align on expectations and support strategies.

Session 3: A session involving the employee, line manager, and coach where they can address key challenges, enhance strengths, and improve communication and mutual understanding.

Throughout the process, co-coaching helps break down complex challenges and supports individuals in setting measurable goals agreed upon with their line manager. This leads to the development of tailored strategies that foster growth and performance.

Co-coaching also provides a supportive environment that can boost confidence, self-awareness, and productivity. For line managers, it offers valuable insights into how best to support their team members in a meaningful and sustainable way.



Group Coaching



Group coaching **offers a supportive, confidential space** where small groups come together, facilitated by a coach, to explore their goals and challenges. This collaborative approach encourages meaningful reflection, shared learning, and a strong sense of accountability. Through coach facilitation and peer-to-peer exchange, participants gain fresh insights, strengthen their interpersonal skills, and make steady, collective progress. Group coaching is especially impactful in developing leadership, enhancing team dynamics, and supporting individuals and teams through change.

At Microlink, our coaching **empowers individuals and organisations to move forward with clarity and confidence**. Whether supporting individuals with workplace challenges, supporting neurodivergent talent, or enhancing team dynamics, our tailored sessions can foster growth, resilience, and have a lasting impact.

Assessments

Our assessment services are designed to provide organisations with deep, evidence-based insights that support individuals to thrive in the workplace and beyond. Each service is tailored to meet specific business needs, combining psychological rigour with practical application. Below is a breakdown of the assessment services we offer.

Workplace Needs Assessments (WPA)



Our Workplace Needs Assessments can identify reasonable adjustments and support for neurodivergent employees and are conducted by neurodiversity specialists. The assessment itself will be a **semi-structured interview**, and the assessor will discuss the **employee's job role and responsibilities** and **explore the employee's strengths and challenges** within their role.

Following the assessment, the assessor will write a tailored report outlining recommendations which could be beneficial to support the employee in their role. This may include:



Coaching



**Assistive
Technology**



Equipment



**Changes to the
working
environment or
working practices**

The aim is to provide the employee with the tools and strategies to overcome barriers and improve performance and well-being.



Workplace Needs Review



The Workplace Needs Review provides a concise and focused report, recommending reasonable adjustments comparable to those outlined in the Workplace Needs Assessment (WPA). Following completion of a pre-assessment questionnaire, an interview with the employee is conducted by a neurodiversity specialist. The review interview assesses the employee's current challenges within their role. The resulting report is shorter and more streamlined, facilitating easier comprehension while still delivering tailored support strategies, equipment and digital solution recommendations.

This is well suited when:

- 🧠 There is no input from the employee's manager in the process as it focusses entirely on the current situation reported by the employee.
- 🧠 The employee might have previous knowledge or experience which leads to an understanding of their needs and the WPA process.
- 🧠 A lengthier report might be overwhelming and harder to process for the employee.
- 🧠 Budgets are limited.



Holistic Screening Assessments



The goal of our screening assessments is to identify traits which may be associated with a neurodivergence, such as, **Autism, ADHD, Dyslexia, Developmental Coordination Disorder (DCD/also known as Dyspraxia) and Dyscalculia**. These assessments can provide clients with an understanding of challenges they experience.

Following the assessment, the assessor will write a report outlining the conclusion of the assessment, highlighting the employee's strengths and challenges, and will provide appropriate recommendations.



Diagnostic Assessment

Our team of trained Psychologists can conduct diagnostic assessments for Dyslexia, Developmental Coordination Disorder (DCD/ also known as Dyspraxia) and Dyscalculia. Diagnostic assessment can be beneficial for individuals seeking adjustments for examinations.

Following the assessment, the assessor will write a report outlining the findings, diagnostic outcome and any recommendations which may benefit the employee.

Microlink also offer ADHD (non-medical) and Autism diagnostic assessments, through an external organisation. These include a completion of a pre-assessment questionnaire, and for Autism assessments, input from someone the client has chosen as their informant. Following the assessment a report is written to feed back the findings from the assessment and advice tailored to the client's current situation.

Further training

We will continue to offer you all our other services including:



Education

**Assistive technology
training**



Coming Soon



E-learning content in easy to digest bite sizes sections to support with practical information supporting inclusive working practices.

What's next:



Ready to Get Started?

If you found this brochure helpful, we'd love to support you further. Please reach out to **hellond@microlinkpc.com**

Need more information?

To discuss a more tailored, bespoke solution for your organisation, **our consultants and business development team are here to help.**

We're excited about the possibilities ahead—and look forward to working with you to build a truly inclusive workplace for all.



 microlinkpc.com
 02380 240 300
 hellond@microlinkpc.com

Microlink pc (UK) Ltd

Microlink House
Brickfield Lane
Chandler's Ford
Hampshire
United Kingdom
SO53 4DP

microlinkpc.com

Registered Number: 03325643
Vat No: 927583587