NeuroThink Hub

PRACTICAL • SELF-SERVE • DIAGNOSIS-FREE WORKPLACE GUIDES



PRACTICE SCENARIO USER GUIDE

Support Without a Diagnosis

An Interactive Manager Practice Scenario for Practical, Everyday Task Support

QUICK SUMMARY

- Explore the task and understand the practical barriers the employee describes.
- Involve the employee as an active partner in choosing appropriate support.
- Review whether agreed adjustments improve accuracy, effort, and daily comfort.

1. What Is This Activity?

In this simulation, you take the role of a manager speaking with a team member whose data entries have sometimes landed in the wrong rows.

Key Activity Mechanics:

- Two-Choice Decision Nodes: At each decision point, choose between two potential conversational responses.
- Impact Exploration: Follow the branching conversation to observe how your framing directly influences psychological safety, task clarity, and mutually agreed support.
- Safe Practice Environment: This scenario is strictly a learning and developmental practice tool. It does not evaluate, test, or diagnose anyone.

2. How to Use It — 15-Minute Practice Structure

This flexible 15-minute framework is designed to maximise reflection and immediate workplace application:

Time Allocation	Recommended Action & Focus
Minutes 1–2	Read the situation calmly and consider the employee's perspective, workload, and sensory environment.
Minutes 3–7	Work through one complete conversational route. Select the response you might naturally use at work.
Minutes 8–11	Review the resulting outcome, then revisit a previous decision point to explore how an alternative response changes the dynamic.
Minutes 12–15	Write down one practical question or concrete action to integrate into your real-world 1-to-1 conversations.

Self-Paced Guidance: There is no timer or requirement to finish within 15 minutes. Pause, reflect, or revisit previous dialogue nodes whenever helpful.

3. Using the 5-Step Approach at Work

Translate scenario learnings into everyday workplace interactions through this structured, pressure-free conversational flow:

1. **Step 1: Describe the observation calmly**
    - State factual, neutral observations without judgment, assumptions, or pressure.
    - Example phrasing: "I noticed several entries landed in the wrong rows."
2. **Step 2: Invite the employee's explanation of the task**
    - Encourage the team member to walk through their visual or digital workflow.
    - Example phrasing: "Could you show me where the process becomes difficult?"
3. **Step 3: Explore options together**
    - Collaboratively brainstorm low-friction, practical adjustments.
    - Example phrasing: "What might help you keep your place?"
    - Practical possibilities: A high-contrast row highlight, reducing visible/cluttered columns, split-screen views, or adjusted monitor positioning.
4. **Step 4: Agree a manageable trial**
    - Establish a clear, low-risk pilot period to test solutions in practice.

- Action items: Confirm what specific change will happen, who will set it up, and schedule an agreed check-in date.

5. **Step 5: Review the employee's experience**
   - Assess both qualitative and quantitative impact together.
   - Focus areas: Enquire about cognitive effort, visual comfort, and remaining friction points alongside data accuracy. Refine or pivot support as needed.

4. Privacy, Choice & Boundary Setting

Confidentiality & Non-Diagnostic Focus: Keep all conversations strictly private. Avoid guessing clinical diagnoses, attaching medical labels, or pressing for sensitive personal details. If an employee voluntarily chooses to share personal background, listen respectfully, validate their experience, and focus on the practical workplace support they request.

Scope of Everyday Support: This practice model centres on everyday task adaptations and ergonomics. Seamlessly connect with formal internal pathways or occupational specialists whenever specialized workplace adjustments are required.

5. Flexible Delivery & Implementation Modes

Implementation Mode	Recommended Application & Facilitation
Individual Reflection	Managers explore branching paths independently, noting impactful phrasing, empathetic wording, and actionable support ideas for their own 1-to-1s.
Team / Peer Discussion	Group workshop format: pause at key decision points to evaluate leadership impact collaboratively. Maintain a safe environment where no one is asked to disclose personal medical or health history.

6. Accessibility & Neuro-Inclusion Best Practices

Apply Universal Design for Learning (UDL) principles during both scenario practice and workplace task design:

Cognitive / Sensory Area	Helpful, Neurodiversity-Affirming Approach
Reading Load	Present one screen at a time; allow text-to-speech tools or peer reading aloud if preferred.
Sensory Load	Ensure a calm, quiet environment with minimized visual clutter; keep optional audio muted unless requested.
Working Memory	Enable free backtracking to revisit previous decisions; encourage brief bulleted notes and visual checklists.
Time Pressure	Eliminate artificial timers; permit flexible pauses and self-paced exploration without speed penalties.

7. Three Essential Questions for Managers

Keep these core, solution-focused questions ready for open and collaborative 1-to-1 conversations:

KEY CONVERSATIONAL PROMPTS

1. “Which part of this task takes the most effort?”

(Identifies hidden cognitive load and friction points without requiring clinical disclosure)

2. “What would you like us to try?”

(Empowers employee autonomy and co-designed solutions)

3. “How would you like us to review whether it helps?”

(Establishes a psychologically safe, iterative feedback loop for continuous improvement)