**Transcript – How to excel at inclusive onboarding and induction – June 2021**

ANNIE MANNION: Hello everyone, welcome

to today's webinar.

It's just gone 1pm, so I'm going to give everyone a chance to join.

Do feel free to drop into the Q&A box and

say hi.

We have disabled the chat feature as we discovered it can cause problems

for some people using screen readers.

I will leave it a few more moments for people to arrive then we will get

started.

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for some people using screen readers. I will leave it a few more moments for people to arrive then we will get started.

OK.

I can see lots more of you have joined now.

So we are going to officially start the webinar.

So hello everyone and welcome to

today's webinar a which is how to excel at inclusive onboarding and induction.

My name is Annie Mannion, Digital Communications Manager at AbilityNet

and I'll be running you through what you can expect from today's session.

So just to go through a few bits of housekeeping.

The session is being recorded.

Live captions are being provided by MyClearText, so thank you to Claire,

who is doing those in the background.

You can turn on captions using the closed caption option on the control panel.

There are also additional live captions via Streamtext do the net

slides are available at Slideshare.net/abilitynet.

Also on our website at: If you have any technical issues or you need to

leave early don't worry you will receive an email with the recording,

transcript and the slides on Thursday afternoon.

Depending on how you joined the webinar you will find a Q&A window.

If you want to ask the speakers any questions, do drop those in the Q&A

area for us to address later on or after today's session in a follow-up

blog on our website.

Then you will be presented with a feedback form at the end of the

session and we would really appreciate it if you could take a

couple of minutes to answer this.

Moving on, for those of you who aren't yet familiar with AbilityNet, we are a

charity that supports people of any age, living with any disability or

impairment to use technology to achieve their goals at home, at work and in

education.

We do this by providing specialist advice, services, free

information resources, like this webinar, and I'll share a little more

about our services at the end of the webinar.

Great.

Today we welcome Trevor Jennings, Risk Manager at Lloyd's, who will be

chatting with Amy Low, Service Delivery Director at AbilityNet, about how

Lloyd's approaches inclusive, accessible onboarding best practices.

We have Rina Wharton and Daniel McLaughlan, Usability and

Accessibility Consultants at AbilityNet they

will show how onboarding is done at AbilityNet.

Before we kick off today's webinar content I will start with a poll: Can

you tell us: .

So, again, depending on how you joined the

webinar.

You are may find you can't see the poll, but you can respond in the Q&A

panel, if you wish.

So I will leave it a few more moments for anyone else

that would like to vote.

OK.

We can see the numbers going up.

Not everyone has voted.

Going to end the poll now.

I will share the results.

So the answers are coming through and, so the most is quite confident.

There may be some things we could do better but generally we get things

right.

That is 46% of you.

Not very confident, we have a lot to learning, is 37%.

Then, next is not at all confident, my organisation needs to make

major improvements that is 11%.

I don't belong to an organisation is 5%.

Then amazing 1% of you are very confident we have fully inclusive,

accessible policies and procedures.

Daniel and Rina will share great pointers with you on how to make

improvements over to you both.

DANIEL McLAUGHLAN: thank you very

much, ANNIE: First of all, just some stats

and figures on this slide about why we should think about inclusive

onboarding why it is the right thing to do.

A survey by bamboo HR and their findings

from 1,000 employees survey of 1,000 employees, the employees were 18 times

more likely to feel highly committed to their organisation if they felt

they had an inclusive onboarding experience.

They were 30% more likely to feel strongly integrated into the workplace

culture.

30 times more likely to have a high job satisfaction.

Again, if they were satisfied with their onboarding experience.

Overall 38% more confident in their ability to do their job.

So the key take away here is that by providing that

inclusive onboarding experience, colleagues will feel supported, they

will feel that loyalty to the organisation.

That satisfaction and confidence in their

ability to do their role.

Why focus on inclusion itself during the onboarding process?

It's our one shot unit to make sure that we are providing the most

effective onboarding experience for all colleagues.

In previous sessions we would have talked about the recruitment process

the idea that is like your elevator pitch.

Your selling why people should want to come

and work for your company.

The onboarding process is where you put that into practice.

You deliver on those promises.

We can think about focussing not only on the process of onboarding, so the

kind of things that we have to tick off, but also the experience itself.

What are you doing to make the employee feel welcome in the

organisation?

To make them feel supported?

And, to make them feel like they are part of the team?

You know, too often onboarding can be its

own separate thing and until you do the day job you can sometimes feel a

little bit isolated as well.

Onboarding is a good opportunity to demonstrate

your commitment to inclusion through words and actions.

Taking into account all the things that you said you would

do during the recruitment process, this is a good opportunity to do that

during the onboarding process.

This could be things like flexible working options.

It could be things like providing assistive technology under the access

to work scheme.

It could be other things.

Some of these might come up during our conversations today.

It’s also an opportunity to think about the impact of that individual

joining the company.

Not only for themselves, but also for the wider team.

Having new people join the company

brings lots of positives, but it also brings considerations for how that

will affect the wider team in terms of availability of staff members to

mentor that individual.

Appropriate time to allow them time to learn new skills as they join the

company.

Appropriate time for other staff to share their

expertise as well.

It's a really good time to engage the whole team in that process as well.

On time, taking the time to get it right.

We can't treat onboarding as this kind of turn up on day one, get your log in

credentials and off you go.

You need to take the time to make sure that you are

building a really strong Foundation for that new starter so they feel that

they are building, not only new knowledge, but also new support networks.

So they know where to go beyond their induction.

Invite regular feedback.

No onboarding process is going to last in a ridge yes, I did format

it needs to be constantly tweaked to suit the needs of the individual and

the organisation.

So seeking feedback from the individual going through your

onboarding process as well as colleagues interacting with that

individual about what works and what doesn't work and what could we do

better?

Just a brief over view of what onboarding looks like at AbilityNet.

Most of this is geared towards us as accessibility consultants but there is

some overlap with the wider organisation.

So everyone who works creates a ClearTalents work profile this is a

really good way of self reporting what additional support you might require

in order it carry out your role effectively.

It could be things like needing information ahead of time for

meetings, for example.

That is the kind of adjustment that actually benefits everyone.

It also can be used to sign-post practical guides.

A self-help articles for people to adopt different

working styles to support them.

At AbilityNet it's something that my line manager would have access to, the

employee can review annually or as

needed and update that and it's something the line manager can then

discuss with them to decide which adjustments can be made, which are

appropriate.

Off the back of that we also sign-post resort we have a health and wellbeing

section on our intranet.

That points colleagues towards our Employee Assistance Programme which is

a way of providing 24/7 telephone support to provide advice and

assistance with your mental wellbeing.

Also counselling if required.

We have a self-paced eLearning platform.

So all new starters are able to complete core modules that they would

need to know the knowledge in order to do their job.

But they are able to learn information about the wider organisation, how the

different parts all fit together as well.

It is self-paced it's very much the kind of thing where it provides

information in different channels, texts, images, multi-media you can

discuss with your line manager as you work through it queries and

concerns as well.

All consultants we put them through their IAAP certification this is an

international accredited certification in accessibility.

Both the core competencies and the web

accessibility specialists.

Part of that initial onboarding process which takes six weeks is time

to revise for that certification.

Also having that six weeks really affords you the opportunity then to

provide opportunities for the new consultant to shadow their colleagues.

You know, get exposed to different ways of working.

Different deliverables before they do the day-to-day work.

Also finding social opportunities as well.

We strongly encourage colleagues to, we are remote at the moment, to have

coffee meetup cans.

Whether that is across Zoom or Teams or if it was in person go out to

the local area, learn a bit about the amenities nearby as well.

The last thing we cover during the onboarding process.

This is setting initial core priorities.

We set core priorities four times a year.

They are negotiated with your line manager and you can very

much work toward those during each quarter.

That ties in very nicely with what we call the skills mate a Rix we will

talk more about this in another session.

This is very much mapping out your career progression at the company.

So it's very employee driven because you can see exactly what you need to

do to progress within AbilityNet.

I'm now joined by my colleague, Rina.

We will work through some of the core questions around providing an

inclusive onboarding experience and see if

what Rina's experience of that has been at AbilityNet and in general.

Thank you for joining me, Rina.

RINA: Hiya.

DANIEL: First of all, thinking about

your onboarding experience at AbilityNet, tell us about the most

positive aspects of onboarding in terms of

accessibility and inclusion?

RINA: I think the main kind of

positive part of my onboarding experience was the fact that everyone

and the organisation as a whole, were very

accepting, open.

Everyone accepted my anxieties and my differences and worked with them

rather than kind of seeing autism and thinking - this person is

going to be like this.

They are or aren't going to be able to do this.

That kind of acceptance and flexibility kind of just...

Well, basically, allowed me to work in the first place.

Without that I wouldn't be able to kind of sustain full-time work o.

I think the other thing that allowed me to work

effectively is allowing me as a reasonable can adjustment to work from

home permanently.

They continue to accommodate my needs as I learn about myself

as an employee.

This is kind of the first full-time role I've had and, as such, I will

continue to learn about myself and what I need as a person in

full-time employment.

If I find I need something different, I feel perfectly able to talk to my

line manager or other people and just say -, you know

what, I need to do this slightly differently.

They are like, that's fine.

Just, kind of...

If it's something a bit more challenging, we will work

through it together and find a way that works for everyone.

DANIEL: You mentioned that colleagues

at AbilityNet are very accepting of your disability and your access needs.

Why do you think that's the case at AbilityNet?

RINA: I think it's the culture of the workplace.

I think, at least partly comes from the fact that we are an organisation

that is built around supporting people with disabilities

and that everyone who is working here fully understands that not everyone

works in the same way and people will need

different levels of support or different kind of ways of working.

I think fundamentally that is ingrained in the organisation and so

everyone who works here just kind of gets it.

Which is, it's nice and refreshing.

That has not always been the case for me in other part-time jobs I've had

or, you know, like internships and things like that.

People ante always been aware that not everyone works in the same way.

-- aren't.

DANIEL: Thank you.

Thinking about the way we communicate at AbilityNet.

How did AbilityNet communicate with you on inclusion matters?

RINA: By their actions.

The saying goes, actions speaks louder than words.

Although this is about onboarding specifically, that was this kind of

communication, inclusion matters was there right from the beginning of the

recruitment process, all the way through to today.

You know, everyone has been flexible and understanding.

I might work differently to other people, but then also giving me the

chance to say how I might work differently to

other people, but not just kind of assuming that sort of thing.

DANIEL: Can you give an example of

where you think you might work differently to other people that

employers should take into consideration?

RINA: As a person with autism I find

that some things I'm not very good at or I'm...

I find it really stressful or anxiety-provoking.

As I find those things that are difficult for me, we

just kind of work together to find a way around them.

Whereas in previous jobs it's kind of been - oh, OK, so you

are special.

A special way to deal with you then.

Almost highlighting the fact that, you know, I am different and I'm not the

same as everyone else, therefore, I need "specific" planned adjustments.

Whereas here it's much more like, OK, you work differently, how can we

accommodate that and can we do that without necessarily highlighting

that to every single person that you come into contact with.

DANIEL: I think you mentioned a key

thing there about highlighting it to only the relevant people.

One thing I've seen on the HR side, when we are

onboarding new staff, they are completing that

Clear Talent profile they can disclose personal information about how they

need to be supported and that is relevant for me as their line

manager not necessarily something that I should or need to share with the

wider team.

You know, core being that if some of the things are

just the way we do things, then actually it's business as usual.

But also to your point about not treating those requirements as a

special case.

I have had new staff members ask me to

provide information ahead of time.

Or break questions into smaller questions.

Focus on a single point per question.

Actually, that is beneficial for all

of us to adopt that as a standard practice when we are setting up

meetings, for example.

Or when we are planning any kind of question and answer

session.

It's very useful to all of us to be able to do that.

RINA: That is one of the things that I

find particularly useful as well is having things ahead of time so that I

can think about what I'm doing and make sure things come

out in the right order.

DANIEL: Yeah.

Thinking about technology processes is there anything about our processes or

systems, not particularly for onboarding, but in general that work

well for you in terms of accessibility.

RINA: What I find really useful, more

specific to how we kind of work within the accessibility team, but we have a

sales team and we have a planning team.

And, that means that there is like dedicated teams who handle all of the

kind of selling and the scheduling.

There is like that clear division of responsibility.

So I know that my job is to do my job rather than, I have now to organise

this meeting or that meeting.

I don't know what is in my diary and that sort of

stuff.

Along with that, we also have a piece of software that the planning team use

to plan all of our work.

So, we can see in advance, normally at

least a couple of weeks in advance, you know, OK, so next week I will be doing

that specific piece of work.

These are the details for it.

I know what's coming.

For me that is really important.

It's having that predictability about what is going to happen.

DANIEL: Yes.

I think with that particular piece of software being able to see what work

is available, it's great for the individual, but it's also great for

the organisation because we can see each

other's work as well.

So you can very much get a sense of what other people are working on.

This is very useful to me as line manager during onboarding

because I can highlight to the individual opportunities to go and

shadow another consultant, for example.

But it also works well for other colleagues,

it means at any time you can see what someone else is working on.

If you have a particular interest in a

particular piece of work you can ask to collaborate with them or at least

speak to that planning team about being moved on to that particular project as

well.

Another couple of pieces of software ha we

use, or systems that come to mind, we have one which creates a shared body

of knowledge.

Personally I think that's empowering we allow all staff to

contribute to that and try to make that as useful as it can be.

Has that been your experience?

RINA: Yeah.

I found that really useful, not only using it as like a body of knowledge,

but also the opportunity to ask questions.

I mean, I'm not going to lie, I'm one of those people who

goes in somewhere and asks like a million questions.

Needs to know exactly what I'm doing and how to do it.

That kind of body knowledge - OK, this is

the piece of work or the deliverable that we are doing.

This is how you do it.

Here are common questions.

If there is something in there you are not

quite sure about you can add a comment on to the page or you can link to it

on other kind of communication channels

and go, I have seen this.

I'm not sure about this bit.

Can anyone say any more about this or expand on it?

I find that really useful to kind of help me

know where I'm going with things.

DANIEL: It's also important to stress

here that having great documentation is really useful, but it's also no

substitute for having those conversations.

I think too often we can write something and assume that

everyone will read it and understand it.

Yeah, it being such a collaborative tool like that, it's very organic.

It's a great kind of conversation

starter.

Hopefully, it puts people on the same page, particularly new consultants to

learn the space that we want to talk in and then we will work out how

to answer that particular query.

It's a good tool.

Thinking about AbilityNet's onboarding and your autism

specifically, what practices at AbilityNet were most helpful to you?

RINA: I think the main thing through

kind of, this is even through the recruitment process, this

continues on through the onboarding and further on

from that as well.

Was having one point of contact.

You know, I got to know that person.

They replied when I needed them to.

It was kind of someone that I knew, especially

when you are joining a larger team where you have quite a few different

people you don't know them.

You don't know their quirks or how they work.

Especially, for me with my autism, I

haven't learnt any of their kind of body language, their facial

expressions which remotely is not quite such a big issue.

At the same time there is also signals, how they talk, even over chat.

I found having that one point of con be tact.

I know this person.

I can go to them if I have any questions.

They will kind of point me in the right direction.

I found that really useful.

It kind of reduced the anxiety about moving into a big

team for me personally I find that really useful.

DANIEL: You mentioned, because you

work remotely trying to read people isn't always a big issue because it's

remote.

How have you noticed the difference compared to

joining, like you say, a larger team remotely compared to examples where

you joined a team and you have been working face-to-face.

RINA: I think the big difference for

me is just, without having to learn all of their body language and things like

that, I don't have them, you know, in my head.

They might not necessarily be doing this, but I find it really difficult

to make eye-contact.

A lot of people kind of see that as rude or uninterested.

Being able to do it over chat.

I get to know someone and nobody makes any judgments about the way I hold

myself.

So that we actually get to know each other on, this is who I

am rather than this is, what I look like.

Or this is how I act when I'm around other people.

Actually I find I'm much more confident about kind of

reaching out to someone and going - hey, how are you?

What are you doing today?

If I'm in an office I always feel really uncomfortable going up - I

don't really know how to start those conversations in person.

So I find it much more easy to do it over chat.

DANIEL: Yeah.

I think that's also, for new starters, that is where the line manager can

help initially.

You are right, I would agree, most of us would

feel quite intimidated joining a at the moment and having to have those

initial conversations when you don't know each other.

Yeah, being remote and doing it over chat is great.

But also hopefully setting up situations where you can put groups of

employees together and introduce them to each other,

but, yeah we have seen a lot of conversations over the past year about

remote working, using Zoom, using text chat.

It's good to hear that some of that has been beneficial to you as well.

RINA: Yeah, definitely.

DANIEL: At AbilityNet our day-to-day

is working with clients to create their workplaces accessible by design.

What aspects of the working environment

here do you think are particularly inclusive by design?

RINA: I think fundamentally the main

one for me is just kind of allowing me to work from home o.

A lot of people, particularly before 2020 were, no, you can't do that work

from home.

I'm just working on a computer and sitting in an office.

Why can't I work on my computer sitting in an office at home where I

don't have to deal with all of the lights, the

noise, the people, which actually make me less efficient and productive as an

employee, if I'm at home, in an environment that I can control, I'm

much more able to fell custodies on what I'm doing.

Actually, as someone with autism I find myself able to much more

effectively hyper focus.

So I can get through a lot of work, but not in an office environment.

Being able to do that has meant that I've been much more able to succeed at

my job.

DANIEL: Yep.

RINA: I think, like element of it is

the fact that everyone is so understanding.

No-one kind of questions...

You know, you are not quite doing it the

same way as me.

Have you to do it this way.

If it works for you, then it, works for you kind of thing.

DANIEL: That is very pleasing to hear.

That is exactly the kind of environment that I hope we would be

creating here.

But, yeah, having that flexibility that people do work in different ways

as well and, yeah, as you said, we very much saw that shift to being able to

work at home.

It wouldn't necessarily with every role but aspects of a role that can be

done remotely it's important that employers

at least have that conversation.

That is one thing AbilityNet has been quite open about is seeking feedback

from us about, are we comfortable working

at home?

What works for us?

What sort of time line would it look like if we did want to work in an

office?

How often might that be?

These are all questions that have come up over the past year.

RINA: I think I also quite like the

fact that we get the opportunity to feedback, not just around working from

home, but we also get the opportunity to

feedback about the workload and the culture of the organisation.

I feel that is putting the employees first and asking them their opinion

rather than assuming that everyone is happy with

the way things are and nothing needs to change.

DANIEL: Yeah.

We do a regular surveys but they are always escalated to our kind of all

hands calls.

Completely anonymous.

They try at least to address any of the concerns that are raised on

these surveys about the working environment and satisfaction at work as well.

So, yeah.

Thinking beyond, what could organisations do in general,

what other things could they be integrating into their onboarding

processes to be more inclusive?

RINA: I think the main one for me is

flexibility.

That is not just these terms like "flexible working" fundamental flexibility.

How do you need to work to make this work for you?

You know, how are you going to get yourself into a place where you can do

this work efficiently?

What environment works for you?

Do you need any kind of assistive technology or reasonable adjustments?

That whole bubble of flexibility and understanding I think that could be

integrated into - any organisation can go to their staff - OK, what do you

need?

What do you think you need to work more efficiently or to be more happy?

You know, to be more.

..

To feel more integrated into the team.

It's having that flexibility around.

People might suggest things that you have

never thought of, but actually that would be really useful.

Having an open mind to kind of hear those things and actually (inaudible)

rather than asking for them and just go - no, we won't do that, we can't do

that, that is fine.

DANIEL: Seeking feedback and have it

be a two-way thing, not only listening, but implementing changes there that

will benefit everyone as well.

RINA: Yeah.

DANIEL: Thank you very much Rina.

Really good to get your experience of onboarding at AbilityNet.

Good to hear the things we are doing right and also

hopefully people have learned some ideas of things that they could also

be adopting as well.

RINA: No problem.

DANIEL: Thank you.

I will hand over to my colleague Amy

joined by Trevor from Lloyd's.

They will have their Q&A.

AMY LOW: Thank you Daniel and Rina for

an informative and insightful discussions.

As Daniel said, there is loads for people to think about there in the

context of their own organisations and what can be done.

So very warm welcome Trevor, lovely to see you.

Risk manager from Lloyd's.

Trevor has key responsibility for overseeing the

day-to-day management of health and safety for Lloyd's.

UK and overseas staff.

You have a broad selection of workplaces that you have worked in the

past, haven't you, Trevor from education, local authority, police

services and NHS Trusts.

So, really looking forward to hearing some of the key

best practices that you have picked up along the way.

So going on to our first question can Trevor.

How would you describe the disability inclusion

strategy and culture at Lloyd?

TREVOR JENNINGS: An interesting

question.

I think it's fair to say we have come a long way over the last few years.

As indeed I'm sure a number of organisations have as well.

We are very much driven by our senior management team and they have been

very keen to ensure that we have got disability,

inclusion strategy well and truly developed at Lloyd.

Obviously, with that then comes the culture where by people expect certain

things to take place and one of the things we did do was

put together a number of multiple employee engagements groups.

That enabled us to have staff consultation at a

fairly sort of formal level.

One of the things I did was to develop or create the Disability Working Group

as it initially became known as.

Subsequently it has grown to be referred to as

the Workability Group.

I think that is what it is around.

Again, it's the culture change, isn't it?

The terminology and people understanding what we are

trying to achieve.

It's not just purely about disability in the workplace.

It is the workable side.

Somebody is able to be able to work effectively in

the workplace or indeed at home.

I know we will touch on the remote working in a few questions' time.

But workability across corporation representation.

So there is a number of staff in the organisation who have got various

types of disability and not always physical, as we

well know.

Often, it's those disabilities that you can't see and what we are keen to

ensure that those people have the opportunity to let us know that

they have got a problem.

They need something resolved and what is it that we need to do.

It comes back to the whole idea then of reasonable adjustment

in the workplace.

That's the real big driver, to be honest.

Just after we created the workability group we became members of the

Business Disability Forum, BDF a number of larger and

small organisations particularly within the finance sector and the banks who

are members of BDF.

Are quite clearly a few years ahead as regards some of the

issues they were dealing with because, as regards their customers, of course

they have got a much wider needs, not least when it comes to the digital

side and accessing accounts and what have you.

I have learnt a lot from what the banks are doing.

The great thing about BDF is they created a number of guides.

They also did an audit on us as well to see how we were doing as regards

our disability inclusion strategy which help us to create an Action Plan and

build on it from there.

One of the most positive things we did was to go through the Clear Talents

process, we onboarded with ClearTalents.

What it is, it is a set of questions which we ask people to complete, we

look at this from those who are looking to join Lloyd's.

We do it from the recruitment side first of all and then we look at

it from the onboarding side once somebody

becomes a permanent employ employee with Lloyd's.

It asks a number of questions.

Indeed, with any of this it's down to the individual and how much they

want to share with us.

The only thing we do ask that they must complete the work station, the

DSE risk assessment.

It looks at communication.

It looks at pen and paper issues.

It looks at computer.

The work space itself then is predominantly the DSE, the equipment

and risk assessment.

Looks at issues around workplace and issues around

travel.

Bearing in mind that that is a big concern for people coming into the

city, it's a lot of time out of your day.

For some it's a complex journey as well.

But even a simple journey for somebody could be quite problematic.

It's an opportunity to raise issues around that.

Then there is a nice catch all which says - is there more about me that I

can tell you about?

It's down to individuals to let us know.

We provide that facility so that at least

we have the ClearTalents process as a formal process for identifying

reasonable adjustments.

Then to throw-in an aside to this.

We are a Grade I listed building.

When it was created back in the early 880s, 86 is when it was open.

From a design point of view we are looking probably

late 70s, early 80s with that.

The aspects around disability weren't as well populated as they are today

when it comes to construction.

So what we have done is done a lot of retro fits as regards improving

disability access around the building.

Again it's another crucial part.

If you look at the ClearTalents aspect and look at the workplace it's crucial

people can get good access into and out of the building.

So we have improvements ins ramps.

New ramp installed a couple of years ago where people can get from Lime

Street down to our reception without using any

step access.

We have got accessible lifts which are much easier to use and provide good

access through the building.

We have tactile signage around and also on the lift buttons and also we

have Braille on some of the meeting rooms as well we do have members of

staff who have issues when it comes to sight.

We have access doors,ielectronic access doors, censor controlled that

help people in and out of the building.

We have come a long way.

It doesn't mean to say we still haven't

got more to do.

It's something we do look at on a regular basis.

AMY: Brilliant.

Thank you, Trevor.

Lots of amazing progress in there and highlighting the tools, but also the

groups that a such as BDF where you can

share the best practice and, yeah, all really useful to consider for people

on the webinar today.

Moving on it our next question.

Tell us a bit about your role at Lloyd’s and how you personally support the

onboarding process

Trevor: As you mentioned earlier

I'm the risk manager.

Within the corporate real estate team.

My day-to-day role is managing the health and safety function for the

organisation.

Now just very quickly, about Lloyd's, we

are not just Lloyd's Corporation.

There is only about 1,000 of us or so at Lloyd Corporation.

In and out of the building we have underwriters and

brokers and we have tenants and a number of visitors.

Yes, it's different at the moment because of covid, but

pre-covid we could get 6,000 to 10,000 people through the door every day.

My role itself looks at building users as well and how they can access the

building generally and any issues they may have.

So it's quite a varied role.

One of the crucial aspects that I have done is to lead the Lloyd's

Certification to the international standard for occupational health and safety.

The last few weeks what has come out is a 45000 and 3.

It looks at psychological safety at work.

While we are doing very well I will do revision into that guidance to see

what further improvements we can make.

The psychological side of work is critical.

We are seeing that more as an aspect.

If we look at various health and safety regulations for example at work

station, DSE regulations are a classic

example of that.

It is around how people can mentally deal with the workplace.

We know mental health has become an issue that people have gained focus

on and organisations are concentrating a lot around that now.

It's about trying to get the work balance, the life balance, not easy,

we all know, but, again, when it comes to reasonable adjustment we aren't

just looking at physical disability we are looking at those that you can't

see and that may well be mental aspects as well.

It's crucial for us that we we appreciate there are challenges that

individuals may have, just looking at an individual you

may not know about.

AMY: Quite a holistic thing as well,

isn't it?

The physical impacting on the mental and vice versa.

So not looking at things in isolation is quite key.

TREVOR JENNINGS: You have to look at

the whole picture, you are quite right.

The ClearTalents DSE risk assessment is the primary way to look at

reasonable adjustments.

The majority of the staff are computer based, office based staff.

We want to make sure of course that they are comfortable with

the setup that they have got.

The majority of people minor adjustments.

Those who have significant requirements, then we can then start

looking at improvements that are needed, for

example, with software.

It maybe improvements that are needed with hardware and different types of

mice and keyboards.

But, one thing I have done is created an eLearning

module which everybody goes through when they join Lloyd's.

It data analysis, yes, it data analysis with health and

safety, but we focus very much around the ClearTalents process so people are

very much aware of it.

Also work very closely with colleagues in HR as well.

It's not just about onboarding necessarily, it could be somebody has

been off sick for a period of time.

They are now coming back into the workplace.

It's about looking at what requirements they need to integrate

back into the workplace.

It's quite a challenging role in lots of different ways.

AMY: Sound it, definitely.

Lots to keep on top of.

So, you have touched on quite a bit around technology going on to our next

question.

Of the role of technology for you and the broader team.

So ClearTalents, assistive technologies and so on.

You know, at AbilityNet we are obviously heavily invested in the role

of tech for independence and productivity and

comfort in the workplace.

How does that fit in at Lloyd?

TREVOR JENNINGS: Very much so.

As I say we are heavily dependent on various IT platforms.

Some of the reasonable adjustments that I've helped to get

into Lloyd's for individuals it has been about the bespoke type of

software, to name but a couple.

The read and write.

Predominantly for people who have dyslexia, but, to

be fair, it's a great software tool for anybody because it's got things, not

least, it's got audio files.

So you can read directly into the audio file

and you can play it back on your mobile phone, for example, if you are on the

train.

If you are doing and you want to read it or have it listened back

to you, it's a lot better.

Dragon is another one obviously for the need where people want to

dictation and things red read back to them.

There is also the various accessible

applications in Microsoft Office not least the 365 suite now.

It's about knowing what they are.

What I will say is, I'm not the font of all knowledge when it

comes to the latest.

We rely heavily on people like yourselves, for example, with AbilityNet.

If I have an individual where I have done a one-to-one

assessment and it's beyond my capability to take this person any

further as regard recommendations we reach out to

yourselves to undertake a specialist DSE assessment.

That could be home based.

It could be in the office or during covid it has been remotely and there

has been a few times where you have made really good recommendations and

then obviously we put those into action for the individual concerned.

The one thing I would say is, regardless of

what you have got, always talk to the individual concerned.

Because sometimes what you think they need in reality

what they want could be a little bit different.

It's important to talk to the individual about the necessary actions

that they would like to see.

AMY: That definitely was underlined by

what Rina was saying, two ears and one mouth, isn't it, not jumping in with

what you think the answer is before you have taken the time.

Talking about the pandemic.

How has that impacted at Lloyd's and how have you had to adapt to the new

ways of working?

TREVOR JENNINGS: A fair amount, to be fair.

Suddenly, over night, we were working from home.

We used to anyway.

There, we started down the road of flexible working and it wasn't

uncommon for people to work one or two-days a week at home.

But suddenly as a corporations we were all working from home.

What we had to do was to set up a process whereby we

could ensure that people had the right equipment to work at home.

Fortunately everybody had laptops, we had Lloyd's

laptops that were rolled out 18 months earlier.

Somebody must have known that something was happening!

You could have accessed the system through your

own PC, but obviously with direct access and the Lloyd laptop it made

life easier.

Microsoft Teams is an example, webinars, WebEx has been good in

ensuring we have good platforms.

What we did, we created a home-working hub on the intranet and made certain

be allowances.

We capped certain furniture and chairs at a price.

Where people needed them, well, in the office I have a specialist type of

chair because of my knee, it's a matter then of doing a home, remote DSE

assessment and trying to provide the same because where you have somebody

working at home on a more permanent basis you want to make sure they are

working comfortably and appropriately.

What we have done now.

We have further developed the hub and we have actually just launched a

couple of weeks ago various packages around chairs and desks for individuals.

It's all reliant on having a ClearTalents assessment first.

The thing about ClearTalents that brings in the

line manager and the line manager and the individual then talk about any

problems they might have.

We have actually offered a bronze, silver and gold,

platinum solution if people need specific furniture.

Desks and chairs normally.

As I say, specialist assessments with yourselves whereas needed.

That is an important part for us.

It's now a process we are developing.

We will be working more remotely.

We know that.

Flexible work something very much here to stay.

It's probably going to be on average

two-days in the office, one week, three days in the office the following.

Some people will be working at home a lot more because of the

need.

All depends really what your role is and how that fits into Lloyd's.

AMY: Makes sense.

I'm looking at the time.

TREVOR JENNINGS: Shooting by.

AMY: It is.

Definitely.

This next question though is really important I think because, I know that

you feel this way at Lloyd as well, the importance of c-design and work

engage partnership with disabled employees.

How, would your disabled staff describe the support at Lloyd's if we

were to talk to the workability group, for instance or maybe a new person

coming in.

TREVOR JENNINGS: We have supporting

evidence to say we have a robust system in place.

There is always a but.

We are always willing to learn how to do it better.

It's one of those things even with the remote working hub we have

got, that's work in progress as well.

We will see how it develops and how we need to adjust it as we go through.

We have the formal process obviously

through ClearTalents.

There is the informal process.

The one thing I do say to everybody is, look, if you have an

issue drop me an email, let us have a discussion.

One of the things we have lacked in having to work from home is that

discussion in the workplace.

It's nice, I have been going back into the office a fair

amount obviously because of my role.

We are seeing a few more people coming back in.

Those discussions are taking place.

It's the one thing which I know people have really missed.

It's good to work from home because you can catch-up on a lot of things,

deal with a lot of project etc, but the working in

the office environment is also important.

It's important psychologically.

We mentioned already the psychological

side to health and safety I think it's all part of the big package.

So the other thing I will say is that there is also, I know that Daniel

mentioned it and Rina too, the EAP package we have got.

Employee Assistance Programme.

That is always available.

That is confidential.

That is available to anybody who is on the

Lloyd's books.

AMY: You are also looking at improving.

What is next?

What are, what is the hot , the one hot topic that you are focused on

doing next to help with inclusive practices?

TREVOR JENNINGS: Back to the remote

working package we are developing.

Now we have had to make it more formalised.

It was suddenly everybody is working from home.

I think we got through it really well.

We provided a lot of support, but that support now has become more formalised

as well.

There is the potential, I'm working with HR team

around this, of having actual permanent homeworkers because of the contract

that is required with some people.

They can be permanent homeworkers that is

something we are looking at.

Generally it's about smoothing in the remote working package and getting

this transition back into the workplace

once the covid restrictions are lifted.

Because people have to get more confident to come back in.

They have to get used to the working environment again.

It is that a smoothing in process

coupled with the fact they will be working from home more frequently than

what they were before we were shut down.

AMY: Definitely.

I think with the people we are working with, that blended working practices

and making sure that that caters to everyone seems to be

extremely hot topic.

You are obviously ahead of the curve there.

I'm thinking we have some questions in the Q&A.

So, I think it would be good for us perhaps to go across to there now.

I will, ANNIE: Will appear as if by magic.

She will give us some of those questions.

ANNIE MANNION: Thank you Trevor and Amy.

Sound like you are doing an excellent job Trevor.

I doubt we will cover every question.

We will capture any unanswered questions and you will be

sent a link to access them on the website in the next couple of days.

There is a question here, brief one for you Trevor.

Is it possible to see the eLearning module that Lloyd's produced is it

only available internally?

TREVOR JENNINGS: The actual electronic

version, yes, it's only available internally.

Having said that, I'm quite happy to share the slides that I've

created.

I created it on a PowerPoint presentation, basically.

So, if the individual concerned would like to drop me an email, then I'm

more than happy to share that.

That is fine.

ANNIE MANNION: Wonderful.

We will share contact details on the web page that you will be directed to

in the follow-up email as well.

Great.

We have a question.

How is the way the probation period approached related to onboarding?

This one might be good for Daniel as well.

DANIEL: This came in when I was

discussing our onboarding approach.

At AbilityNet we have a three month and six month probationary review.

I mentioned we also have the core priorities that

we complete.

Four times a year you would set up with your line manager some core

priorities.

How it works with our onboarding is that you have six

weeks onboarding.

That is very much an opportunity to set some of those early priorities.

That is not to say they can't be adjusted because once you

actually start doing the role you might find that the core priorities need to

be slightly different.

Typically that onboarding stage is going to be things

like, collaborating with colleagues and understanding our deliverables.

Passing your CPAC exams and working your

way through part of the skills matrix as well.

One thing we have changed very recently, it chimes with some of the

stuff Trevor was saying about mental wellbeing, an optional section being

in our core priorities now where staff can have that conversation, if they

are comfortable with it, about how best

they want to be supported in terms of their mental wellbeing and having that

during those one-to-one discussions as well.

ANNIE MANNION: OK.

Interesting question.

How can the importance of discussions in the office be reconciled with

flexibility to allow permanent home-working for some without creating

exclusion or cliques?

TREVOR JENNINGS: That is an

interesting question.

One way to look at it is, if someone take as permanent contract to work

from home, that's what they know they are doing before they start.

So they will be working from home all the time.

Having said that, then you do have, there will be meetings online with teams.

It doesn't necessarily mean that somebody

would never come into the office.

It could well be that line manager says, it would be nice if once a month

everybody did come into the office.

We are not saying just because they are permanent workers they could never

come in.

Just the fact that for a large majority of the time that is where

their base is.

They are actually based at home.

There is that side to it as well.

It comes around to the line manager ensuring he or she

is certainly engaged with the team and that I think is one of the things that

has become very much a vocal point for Lloyd's to say.

You had your teams who were all at home and the emphasis

was on the line manager to try and keep those teams together, making sure that

he or she was check engage with them on a regular basis.

Within the corporate real estate team what we decided to do, we have an

informal meeting on a Monday, Wednesday and Friday at

10

30am for half an hour.

You attend if you can.

We have a seniors meetings, a formal meeting, every Monday morning.

It gives you some idea we are often in contact with

each other.

Some teams are meeting less than that.

But it works for us very well.

It's down to the individual team to determine what is best.

It's around talking to staff.

To say, what works well for you?

What works well for one person, I think it's quite clear what Rina was

saying, talking to the individuals concerned they come up

with the answers, to be honest.

What they feel is necessary.

AMY: Technology has a brilliant role

in it as well, hasn't it?

Teams Slack our admin team who were used to working closely together had a

channel for planning, like things like lunch

breaks, they had one just for having a giggle on.

Another one for distributing work and that just means that even if

people aren't, you know, the most forward people, they are being drawn

into whatever is going on and they can dip in and out of those kind of

conversations.

I know, Daniel, your team used Slacked.

There is a wealth of fantastic factual and work-related information being

shared, but also some book recommendations and all the sort

of "water cooler" chat that you would have had that has been quite tricky to

replicate.

I think as long people keep one foot in both camps and are

sharing in-person and online I think, yeah, it will be interesting.

As you say, Trevor, the teams quite often are

more likely to come up with the solutions if they are given the chance

to influence that.

ANNIE MANNION: Looking at the time we

do have some other questions that have come through, but we should be able to

answer those via text on our webpage that you will be

directed to via email in the next couple of days.

So, sorry to not be able to answer everybody's questions live on the session.

Thanks again, Trevor, Daniel, Rina and Amy.

Some excellent pointers for you all to take away.

On the next slide there is some contact information for everybody that

we will again send through to you in the next

few days.

Finally, to close, some information about our services that may be of

interest.

We have some workplace specific services which you can find

out more about at AbilityNet.org.

uk/workplace.

Then with he have our Working from Home review:

we run some training sessions on digital accessibility you can find out

more about that at AbilityNet .

.org.

uk training.

Have a discount code which is AbilityNetWebinar10

You can use that for any future bookings for 10% off.

Training coming up soon includes how to begin your own accessibility

testing, pdf accessibility, indesign accessibility

and two new courses, tech powered inclusive recruitment and tech powered

inclusive onboarding do check those out

at AbilityNet.org.uk training.

You can sign up to our newsletter.

And our next webinars, our next session is on Tuesday, 6th July with

Richard Morton from the UK Government's Central

Digital and data Office and is speaking as part of our accessibility insight

series.

On 20th July the business case for accessibility.

Thank you all again to everybody who

has joined us.

We will be in touch with you soon.

Please do fill out the feedback form that you will be directed to at the end.

Thanks again everyone.

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