



Tip Sheet



Providing Inclusive and Effective Feedback

to Neurodivergent Employees

Providing feedback in a supportive and inclusive manner means recognising people communicate and process information differently. Clear, predictable, and well-structured feedback reduces anxiety, supports understanding, and enables employees to engage confidently in feedback conversations.

Preparing for the feedback conversation

- ▶ Clearly state the purpose and agenda of the feedback meeting in advance (this helps the employee know what to expect and enables preparation time).
- ▶ Begin by creating clarity about the purpose of the conversation and acknowledging strengths and positive contributions where relevant.
- ▶ When delivering constructive feedback, be specific, offer support, and collaborate on solutions.

For example:

"I've noticed you might find accessing this platform feature challenging. Mandy has offered to spend time with you Friday morning to demonstrate the process. Would that work for you?"

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Inclusive feedback practices

To ensure feedback is received and understood effectively by all employees, recognise that people communicate, process information, and respond to feedback differently. The following practices support inclusive, effective feedback conversations.

Individualise feedback delivery:

Actively seek input from each employee on their preferred method for receiving feedback. Respect their choice and tailor your approach accordingly. Offer a range of options such as face-to-face meetings, written documentation (e.g. email, formal feedback forms etc), or virtual meetings (via platforms like Microsoft Teams or Zoom).

Employees may not always know which feedback approach works best for them. Where preferences are unclear, discuss and trial different approaches and review what is most helpful over time.



Establish predictable feedback schedules:

Implement regular and predictable times for feedback discussions. This predictability can reduce anxiety and allow employees to prepare for these conversations. Clearly communicate the schedule in advance.

Be clear, specific and direct:

Avoid vague language, metaphors, or idioms that may be misinterpreted. Focus on observable behaviours and their impact, and clearly explain what is working well and what needs to change.

Balance positive and constructive feedback:

Ensure feedback sessions include specific acknowledgment of areas the employee is performing well. Highlighting successes and positive contributions is crucial for motivation and building confidence. When providing feedback, ensure it is constructive and clearly explained with context.



Focus on one or two key areas at a time:

Providing too many points of feedback at once can be overwhelming. Prioritise the most important areas for discussion and improvement.

Be mindful of the sensory environment for face to face conversations:

Choose a quiet, comfortable setting with minimal distractions. Consider factors such as lighting, noise, and seating arrangements.



Provide adequate processing time:

Some people may need more time to process information, particularly verbal feedback. Be mindful of pacing, allow pauses, and avoid filling silences. Consider explicitly offering time to reflect and scheduling a follow up conversation if helpful.



Offer context and explain the why:

When providing feedback, explain the reasoning and why it matters for the role, team, or organisation. This supports understanding and reduces ambiguity.

Offer support and resources:

Following feedback, offer any relevant support, training, or resources to assist the employee in addressing areas for development.

Follow up and document feedback:

Even when feedback is delivered verbally, consider providing a written summary. This supports retention, allows for later review, and reduces reliance on memory.

Schedule a follow up conversation to confirm understanding, discuss progress, and address any questions that arise after the employee has had time to process the feedback. Maintain a shared record of discussions and agreed actions to support consistency.



Key takeaways

- ▶ Tailor feedback to the individual by considering their:
 - Communication preferences.
 - Processing style.
 - Preferred method of receiving feedback.
- ▶ Provide feedback that is clear, specific, and focused on observable behaviours.
- ▶ Ensure strengths are recognised and practical supports are offered where needed.
- ▶ Allow time for reflection, offer written follow up, and check understanding to support meaningful and effective feedback conversations.



Scan QR code for more resources from the Neurodiversity Works toolkit, designed to create inclusive workplaces.

**Autism Queensland is here to help—
get in touch to learn more:**

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