



Creating a welcoming environment

Creating a welcoming environment involves clear communication and thoughtful accommodations to support jobseekers effectively. These strategies will help ease anxiety and foster trust during your initial meetings.

Send an introduction pack

This can help jobseekers feel more comfortable from the start. What will happen at the meeting? How long will it take? What information or documents should they bring along with them? Can a support person come?

Be neuro-affirming

Offer things like adjustable lighting, quiet rooms and access to sensory items, such as fidget tools, to support neurodivergent people in self-regulating during potentially stressful situations.

ATP: Ask the person

Consider the person you are supporting as your primary 'go to' on their support needs and conditions for success. This includes what they need from you as they settle into a collaborative relationship.

Offer refreshments

A drink or light snack can help create a welcoming atmosphere and ease any tension, showing the person that their comfort matters. It also gives them something to do as they wait.

Think access and inclusion

Are your car park, entry and reception accessible? Have you provided guidance on getting there– including accessible transport options? Is service information available in relevant languages and formats, including Easy Read?

Ask person-centred questions

Start getting to know the jobseeker by asking about their interests and background. Share a little of your own to help build trust and a sense of genuine and open communication.

