

## Grounds to Succeed with Workplace Adjustments

Steps were delighted to support Lloyds Banking Group at their 'Grounds to Succeed' event in Central London. The event showcased Lloyds' innovative Workplace Adjustments (WA) process, along with the Group's holistic support for colleagues with disabilities, long term health conditions and for those who are carers.

Described by the Employers' Forum on Disability as 'redefining best practice in this area', Lloyds' Workplace Adjustment process provides a 'one stop shop' for all adjustments – both physical and non-physical. The process was designed from the outset to meet individual colleagues' needs, quickly, simply and with minimum fuss.

'Grounds to Succeed' was attended by over 70 people, including Lloyds employees, those from other public, private and third sector organisations and individuals from accessibility groups and networks. The event began with an in-depth walkthrough of the Workplace Adjustments process – hearing directly from team members that had first hand experience of using it. There was also a focus and discussion around other ways in which Lloyds provides holistic support to disabled colleagues.

Steps' input was an exploration of the 'people side' of the adjustment processes. Often overlooked, the supportive behaviours of managers and colleagues are as essential to the success of a workplace adjustment as the process itself. Using interactive drama-based techniques to look at how to challenge mindsets, tackle stigma and address negative perceptions, our session, based on a colleague with a mental health condition, allowed delegates to explore the behaviours and attitudes that promote a positive commitment to workplace adjustment. Our techniques were focused on helping individuals to gain confidence and develop practical skills in managing teams and colleagues in the right way.

Individuals were quick to react to the drama, challenging the characters and coaching them to manage more effectively. So passionate was one delegate that she jumped up from her seat to challenge the behaviour she was witnessing! Small group discussion and group-wide feedback provided a useful additional forum for attendees to debate the issues as well as share ideas and current thinking.

Alongside the event, Lloyds hosted an exhibition by organisations working in the disability field whose capabilities could benefit disabled employees. There was also a drop-in session led by regional representatives of Lloyds' disabled colleague network - who shared their experiences and insight.

All in all, this was an event that celebrated best practice, explored pertinent topics around inclusion and access and looked for positive solutions to key workplace issues. Steps share with Lloyds a passion for diversity and inclusion – and we enjoyed working with their team to create an interactive experience that brought behaviours to life and generated valuable discussion and debate on such a critical agenda.

Graeme Whippy, Senior Manager on the Lloyds Disability Programme, commented "I can't thank Steps enough for their fantastic contribution to our event. The scenario they ran was perfect for the day and really brought to the fore issues that had previously been raised by delegates. I don't think I've ever seen an audience so engaged and buzzing in the dreaded after-lunch slot and the feedback from all the delegates I spoke to afterwards was simply "Steps was excellent".