



Workplace Ergonomics for Individuals: Challenges in a hybrid world

26.03.25

OSMOND GROUP LIMITED

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Web: www.ergonomics.co.uk | Email: info@ergonomics.co.uk

Registered in England No. 736813 | Registered Office as above





Agenda

09:00

Arrival, breakfast and networking

09:30

Welcome and introduction

[Kevin Webb](#), Osmond Ergonomics

09:45

Changing options, changing attitudes: ergonomics in a hybrid world

[Jim Taylour](#), Senator

10:30

Why Inclusive Wellbeing Services?

[Guy Osmond](#), Osmond Ergonomics

11:00

Refreshment break and networking

11:15

Neurodivergent conditions and practical support and adjustments

[Robert Manson](#), Haldane Health

12:15

Wrap up

[Alex Reffell](#), Osmond Inclusive Wellbeing Services

12:30

Event close.

Showroom tours available (guided or at leisure)

[Stuart Entwistle](#), Osmond Ergonomics

will also be present with a selection of ergonomics products
for demonstration and discussion

OSMOND GROUP LIMITED

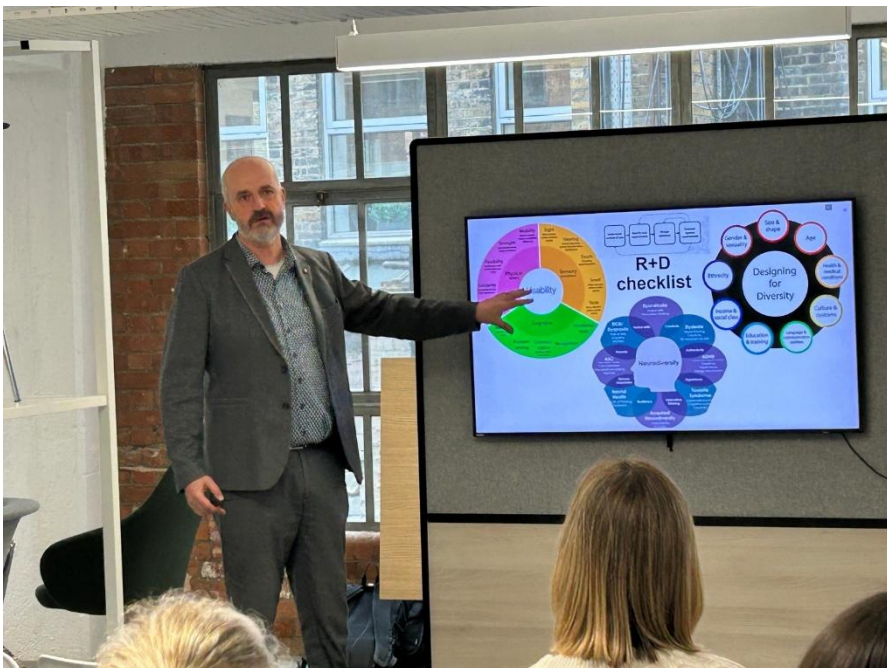
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March 26th, 2025





Useful links that cropped up in the presentations and conversations:

[My Strengths](#)

Skills Development Scotland online skills assessment tool

[Google Accessibility Discovery Centre](#)

R & D and collaboration workshop to improve Google accessibility tools

[Hypermobility Support](#)

Hypermobility Syndromes Association supports those with hypermobility

[Healthy Schools London](#)

A scheme dating back to 1997 and including over 2,000 schools

[Dyslexia-Friendly Style Guide](#)

Guidance about fonts, colour and document structure from the British Dyslexia Association

[Paediatric Physiotherapy](#)

Lorna Taylor has completed lots of research about musculoskeletal issues in children and early years school staff.

[PAS6463](#)

Publicly Available Specification Standard entitled Design for the Mind. Neurodiversity & the Built Environment.

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SENATOR

Evolving Ergonomics

Jim Taylour, Head of Ergonomics

Absence
management hits
a fog bank

only 30% of organisations have updated their absence policies to reflect new ways of working, with only a further 26% planning to adjust them. Half of employers therefore have no plans to ensure their absence policies reflect new working arrangements.

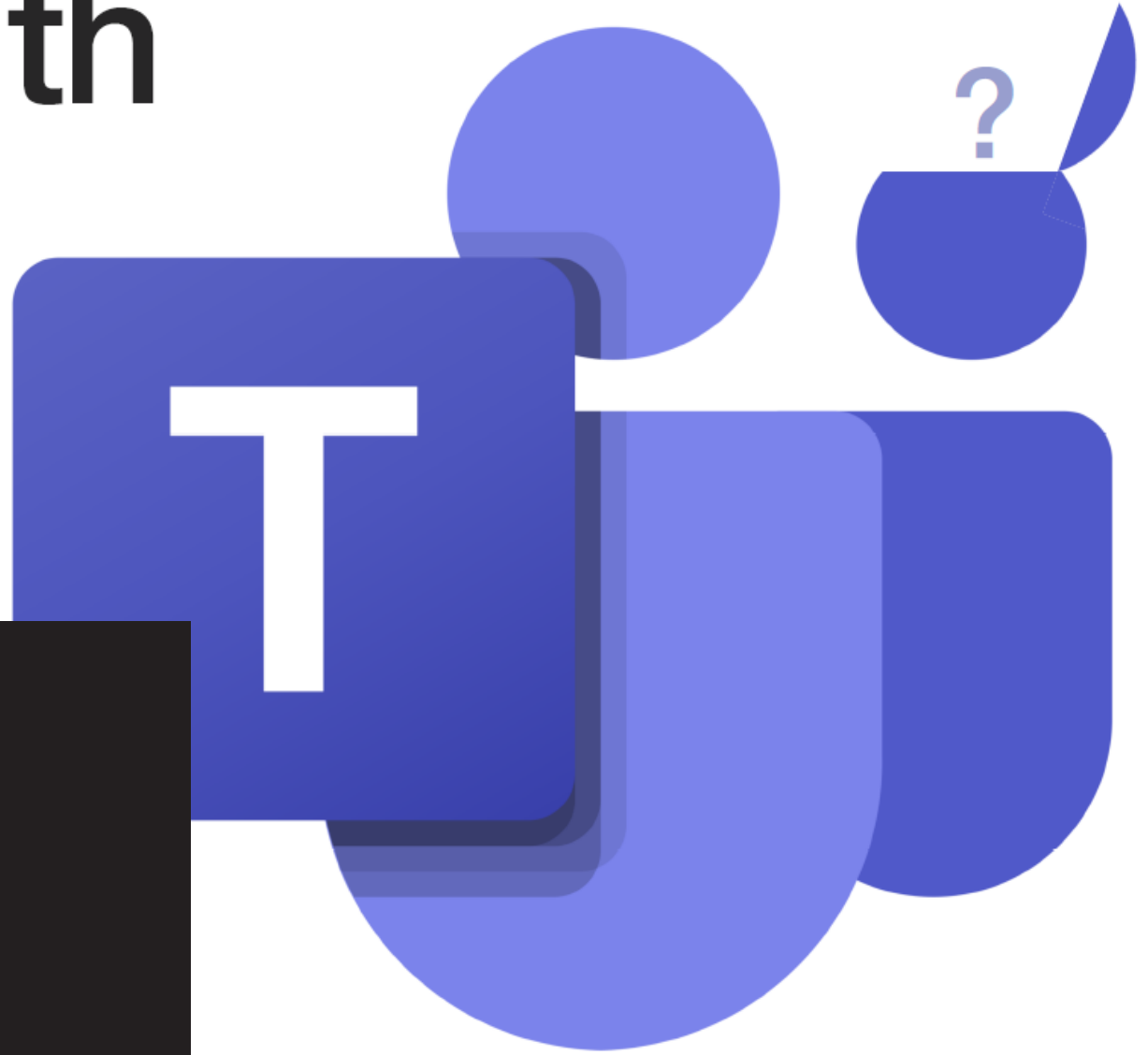
2/3 of employers said they are confident their employees would talk to them and disclose mental health concerns, but fewer than 10% of bosses were comfortable discussing their own mental health.

However, just 12% of employees in the UK had confided in their bosses about their mental health issues, and one in seven of those who did said nothing had been done as a result.

Mental health first aiders effectiveness in question

Mental health

You can't tell on a
teams call how
people really feel



virtual tech fatigue replaces sense of initial freedom for some

‘boreout’ like

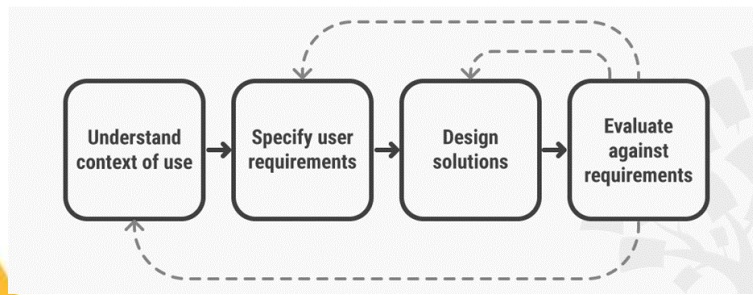
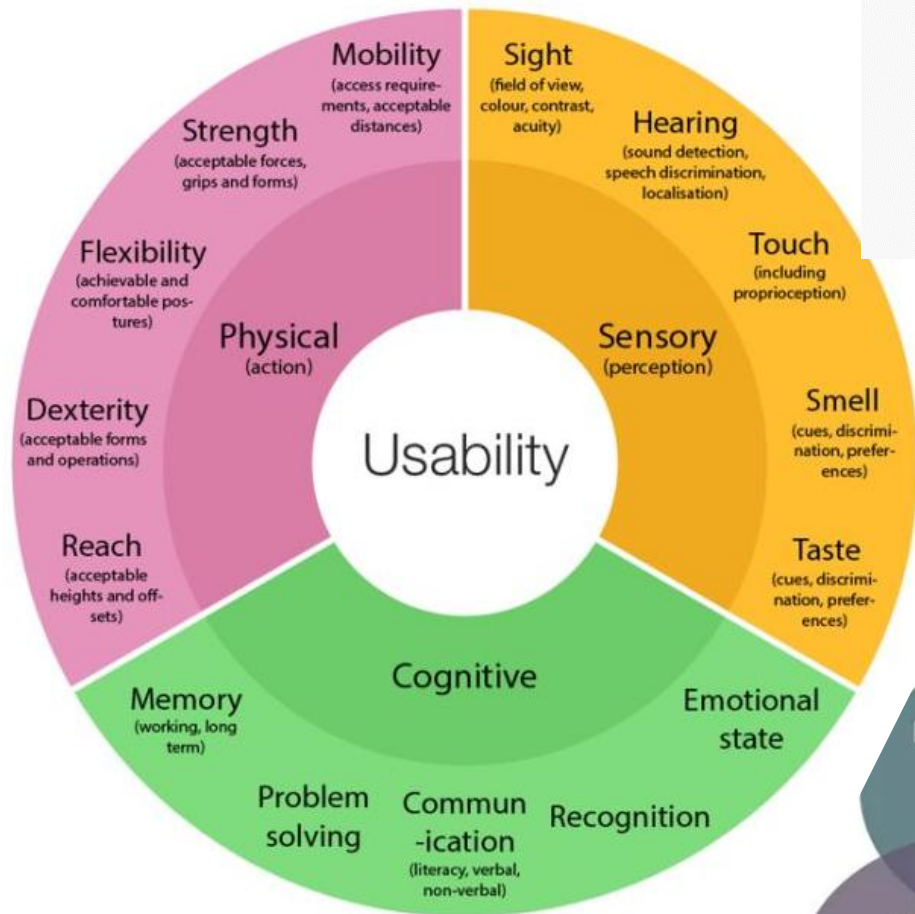
‘burnout’ is a

management

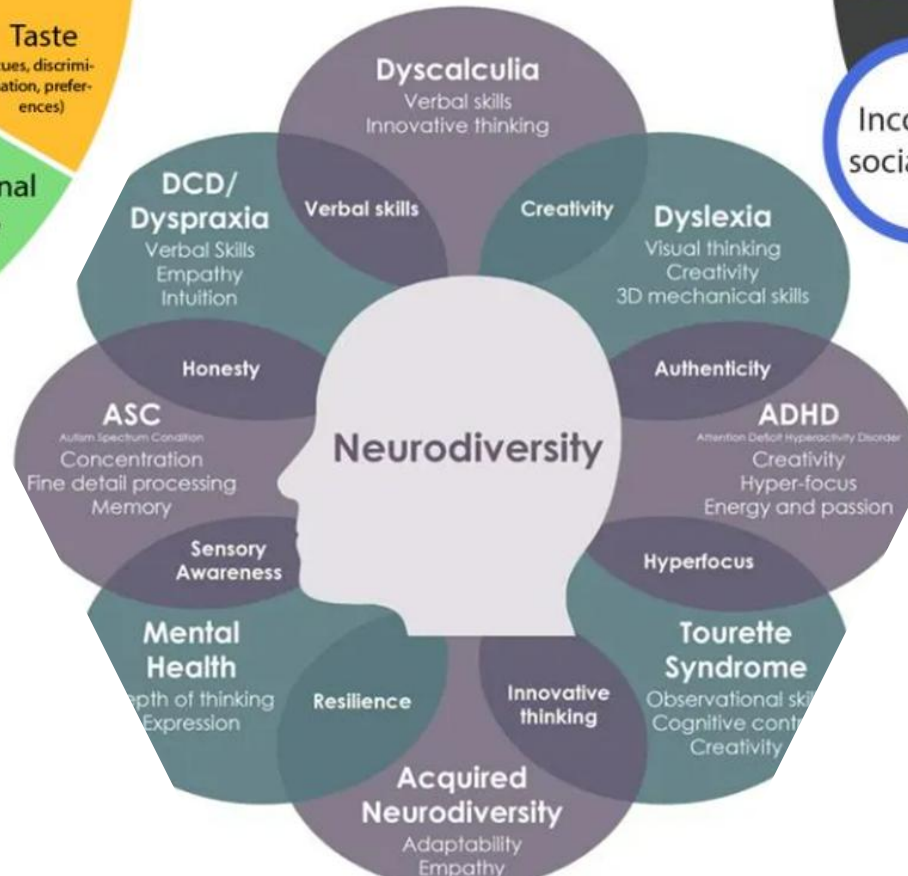
problem...

or an

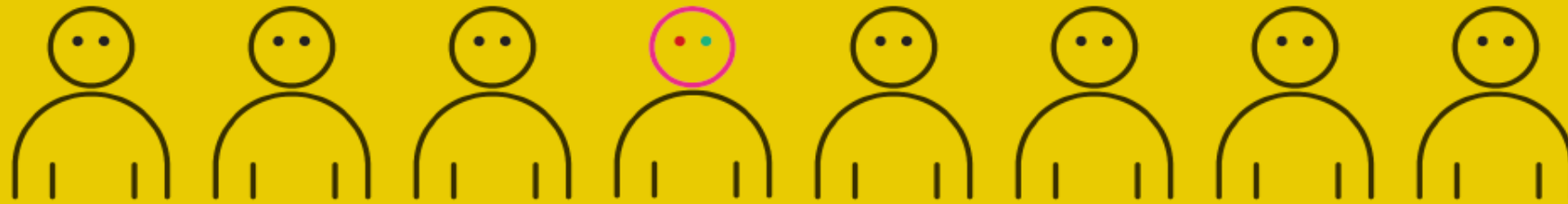
opportunity!



R+D checklist



1 in 5 people are considered
neurodiverse



but fewer than 50% are aware of it.



WHAT IS A SPIKY PROFILE?

A term used to describe individuals who excel in certain areas or with certain tasks, but struggle in others. In other words, they have asynchronous development where some skills are really well developed and others aren't.

WWW.ANDNEXTCOMESL.COM

Jaggedness – Intelligence

workplace unlimited

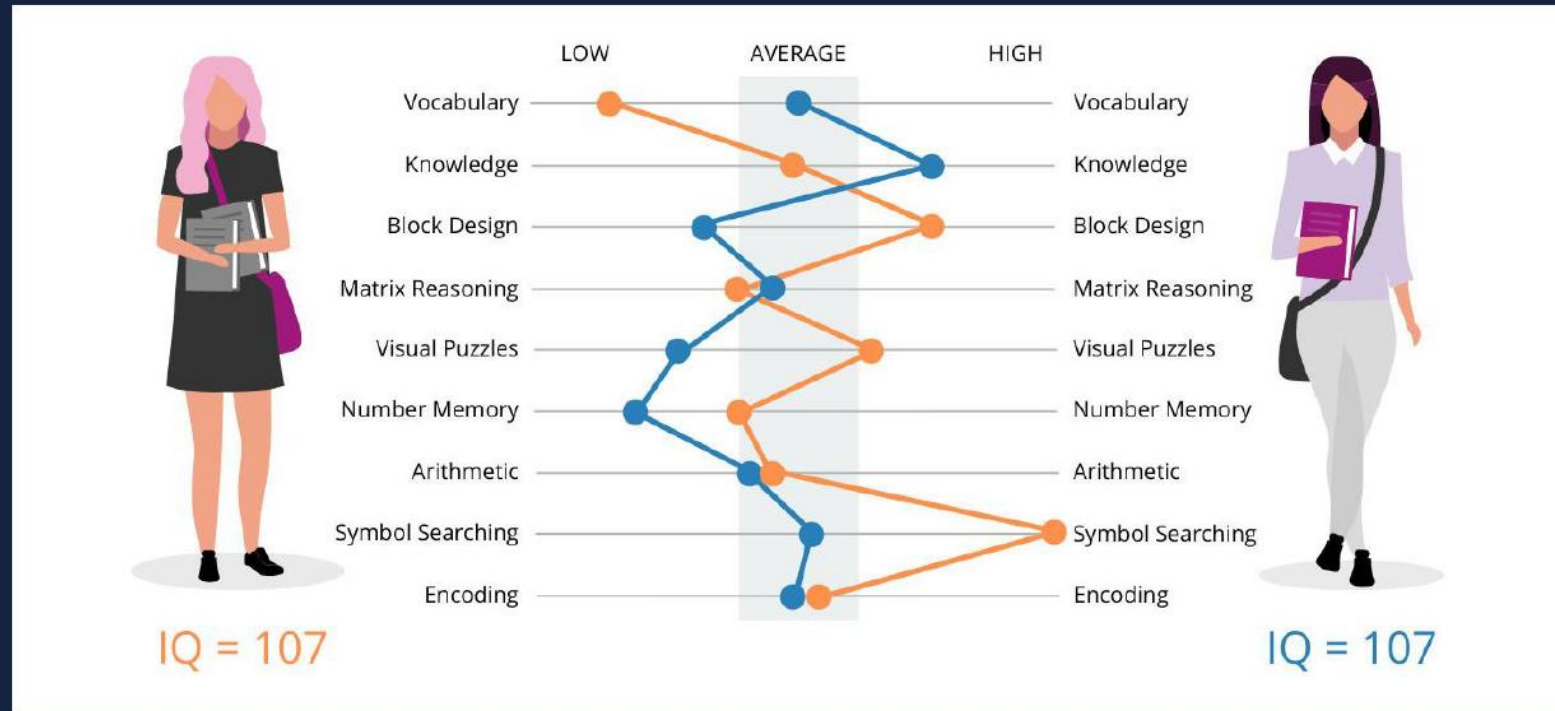


Image: Elvira Marie Chang (2022) The end of average, 5 key takeaways

Range not Average, © Oseland 2024

Jessica Dark ND (She/They) · 2nd

Founder of ND Perspective, Associate Lecturer at Arden University,
Neurodiversity Rights Advocate, Psychologist & Neuro-Inclusion
Specialist

Reach out for all the references



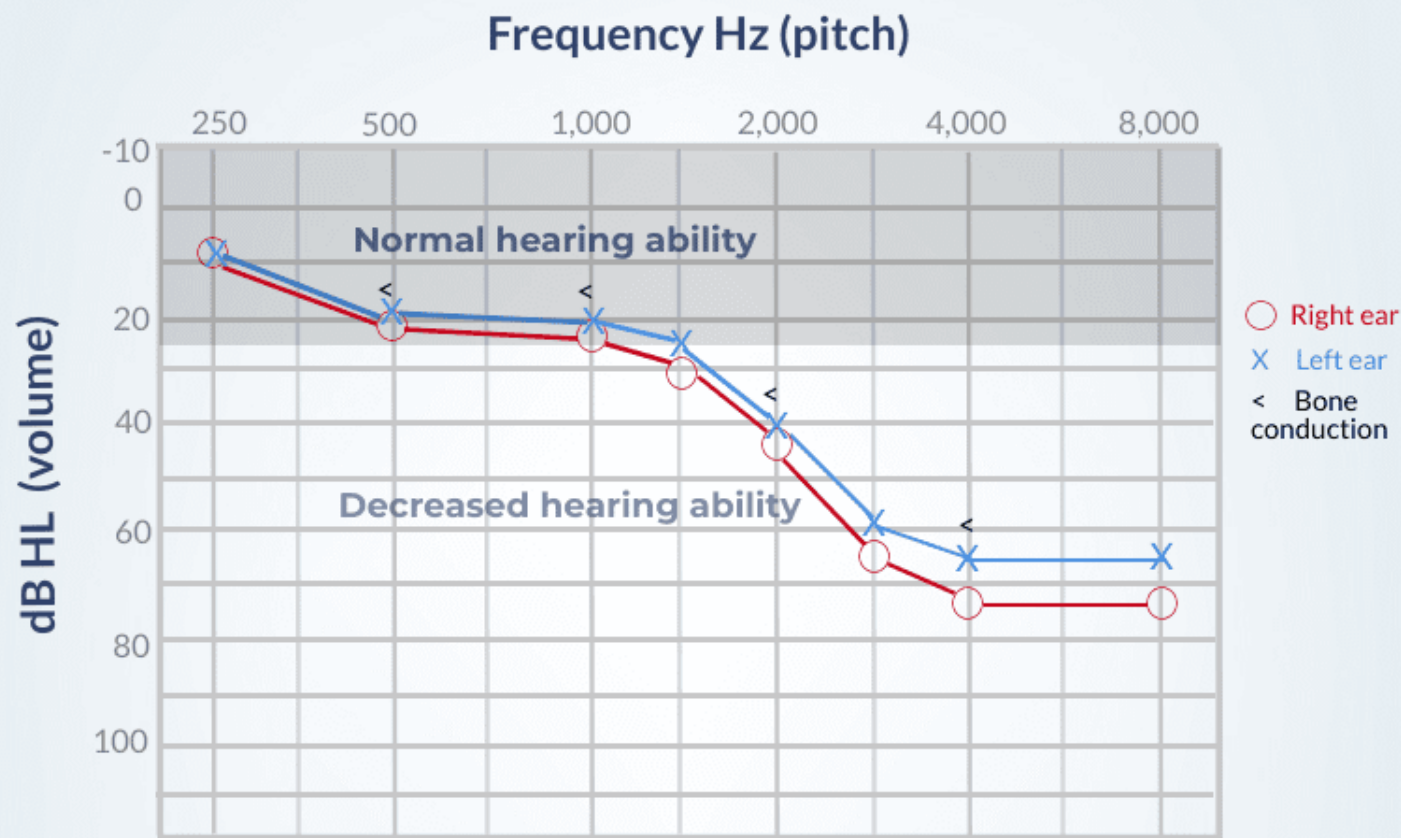
20%

of everyone who
has contracted
Covid-19 will likely
suffer long-term
side effects.

**40% of UK
population
over 50
suffer...**

High-frequency hearing loss

When high-pitched sounds are harder to hear



People with high-frequency hearing loss struggle to hear high-pitched sounds, such as children's voices or birdsong. It is a common type of hearing loss, and can go unnoticed at first.

Why does this matter now more than ever?

MISSION CREEP

NEW STRAINS OF ILL HEALTH

MENTAL AND SOCIAL DISCONNECT

BOSSSES ARE LESS CONNECTED

HIGHER PRESENTEEISM

BOREDOM AND INSECURITY

NO VOICE FOR YOUNGER PEOPLE

wellbeing /

/n. 1. dynamic process, emerging from the way people interact with the world around them.

...it requires

Leadership

- Understand and believe in the value of a healthy workplace
- Active support from Senior Management
- Removal of barriers
- Providing time and skills
- Develop and action plan, monitor and review
- Identify priorities

Culture

- Embedding health and wellbeing in the organisation
- Ensuring a healthy and safe workplace environment
- Employees feel valued and included
- Supporting staff with illness or disability
- Promoting work/life balance

Communication

- Effective communication
- All staff feel included and involved
- Means of communication meets the needs of the workforce

Wellbeing

from a multidisciplinary **transformation team**

- Human Resources*
- Technology *
- Facilities
- Designers and Architects
- Health and Safety
- Senior Management
- ...and engagement with employees

Benefits of an effective wellbeing policy

improved competitiveness and

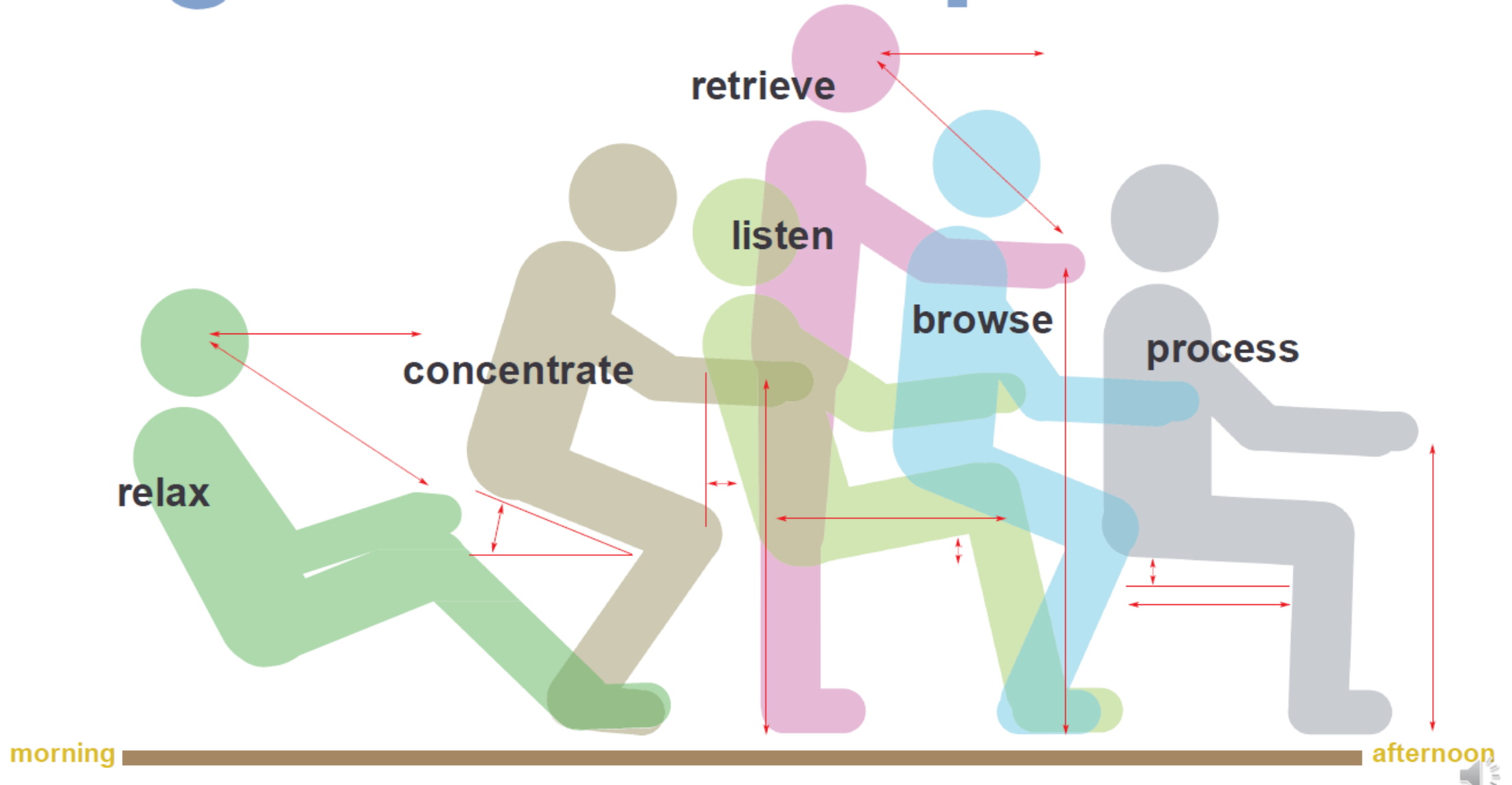
profitability increased employee

satisfaction improved staff retention

increased productivity

reduced sickness absence, compensation
claims and less use of temporary staff

Ergonomic footprint



Wellbeing planning

concentrate and confide

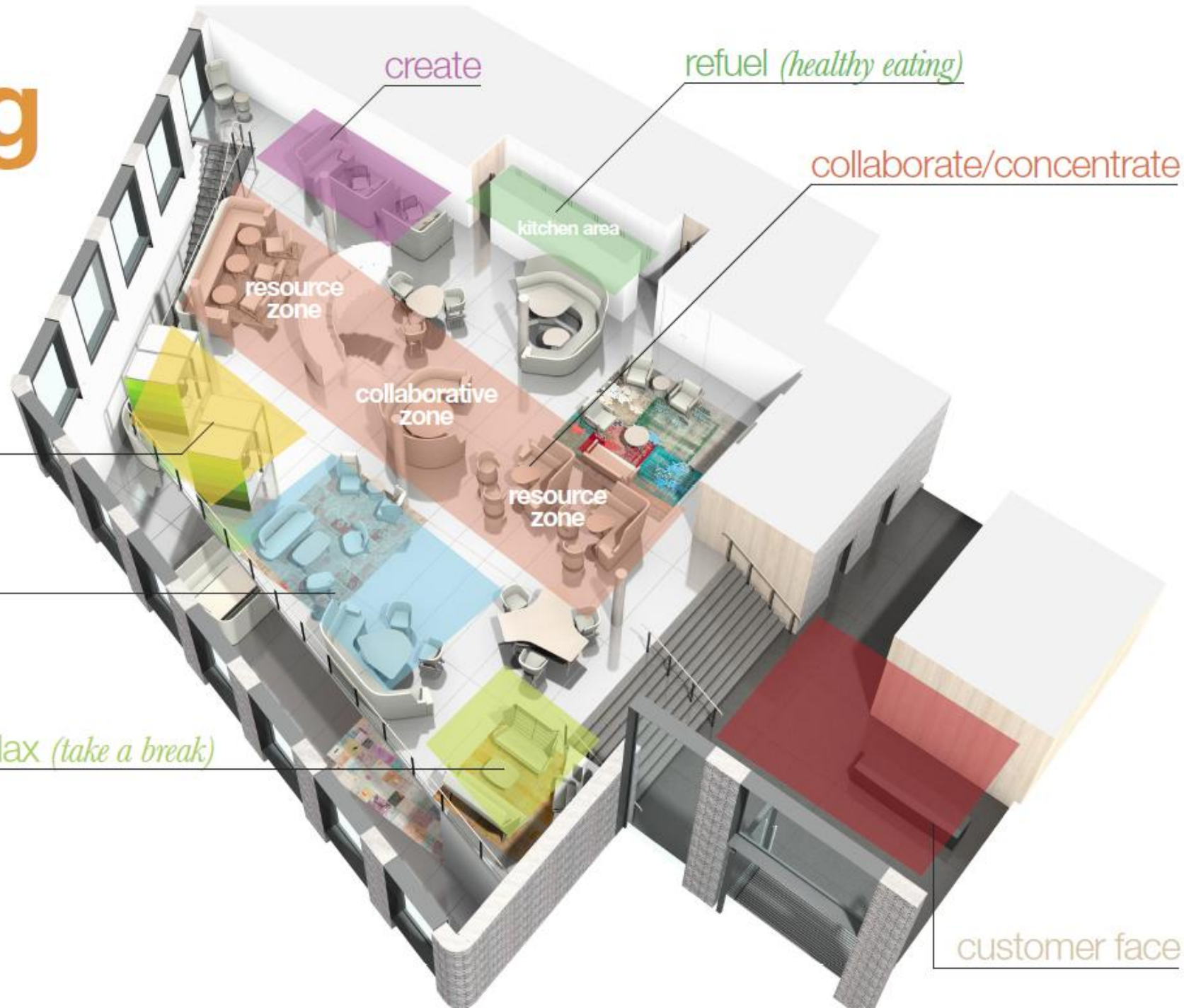
compute and process

relax (take a break)

create

refuel (healthy eating)

collaborate/concentrate

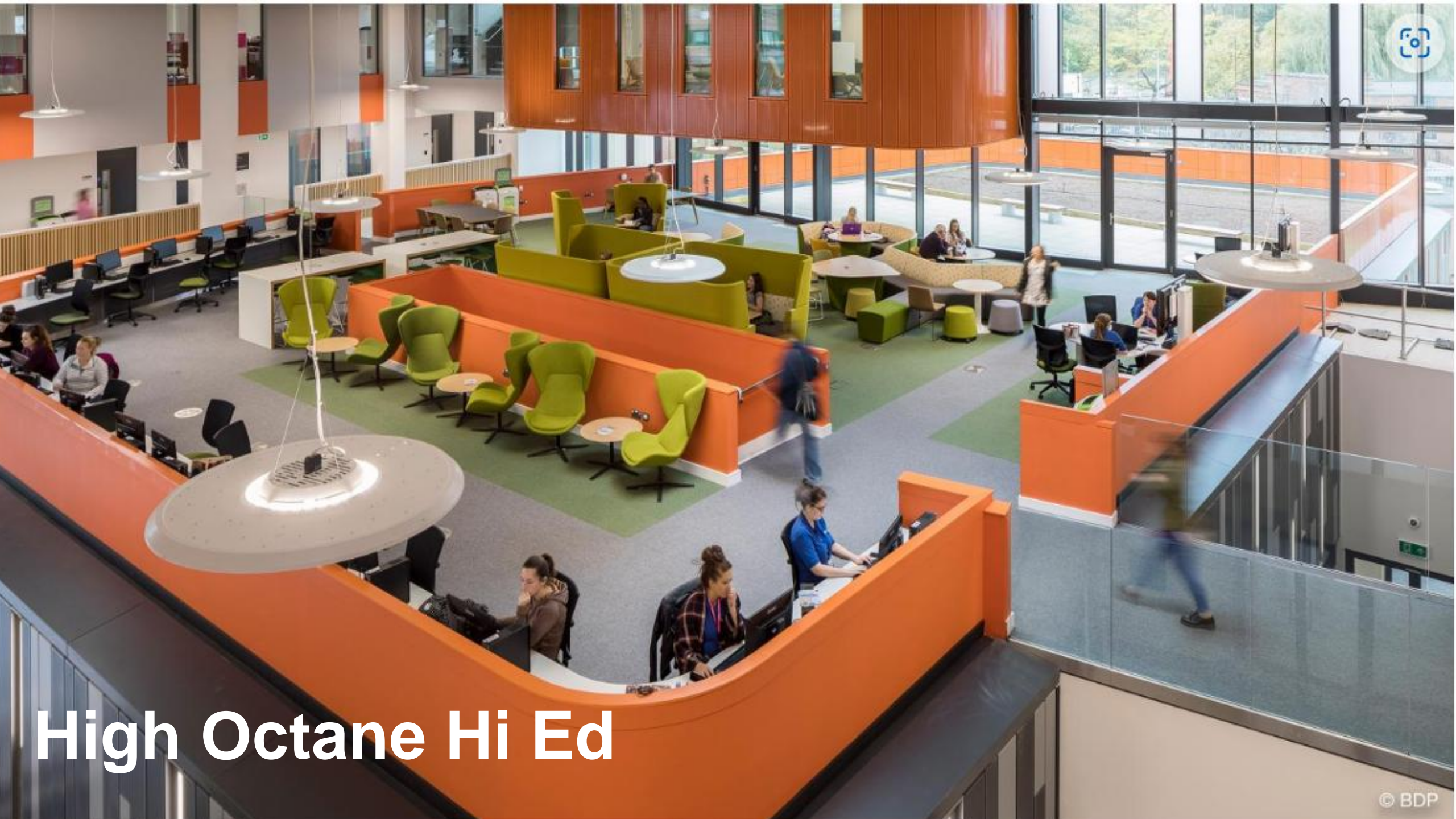


Wellbeing planning



The next generation

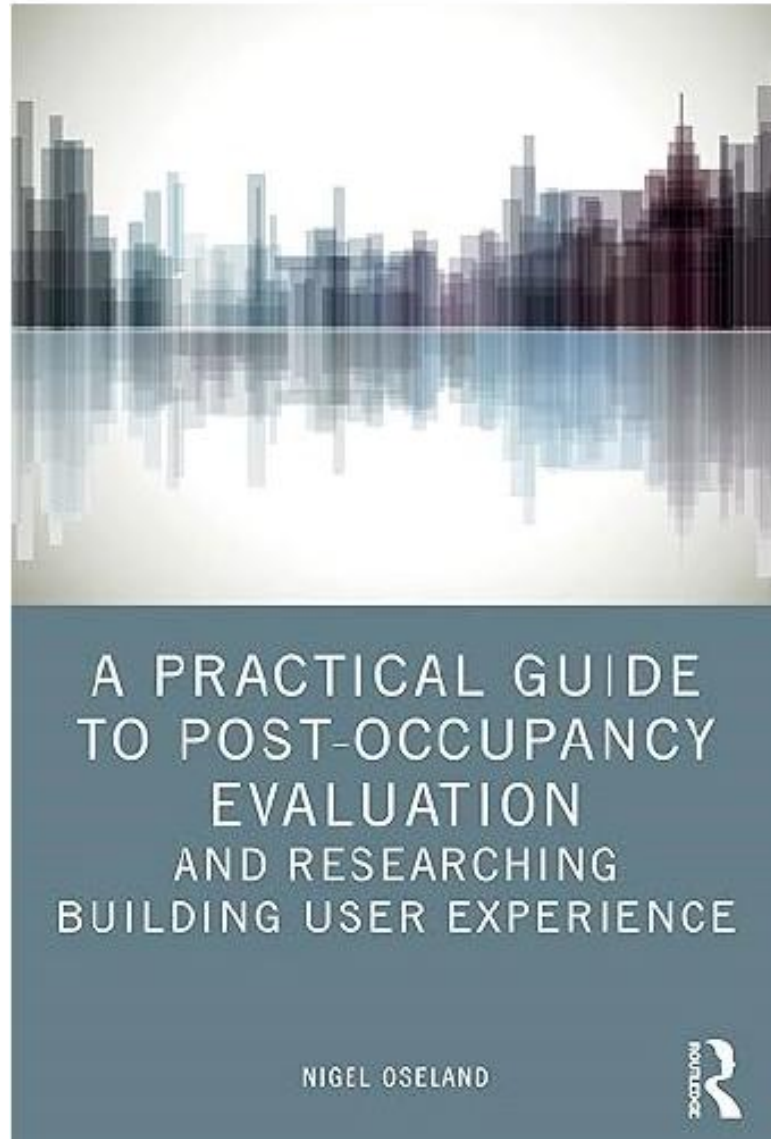
- Understanding gen Z and now gen Alpha (2010+)
 - Their lived experience is profoundly different to you and I
 - Digital natives, covid effect, social injustice, anxiety
 - Inclusion is the new norm
 - Article 24 and access to main stream education – ALN part of life, assistive tech and DSA
 - Their expectations for work are different
 - Shopping for orgs with wellbeing and ESG strategies, side hustles, hybrid (non mandated)
 - The world of work is taking L+D more seriously
 - Apprentice degrees, continuous learning, attracting and retaining talent, concerns about AI



High Octane Hi Ed

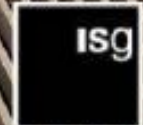
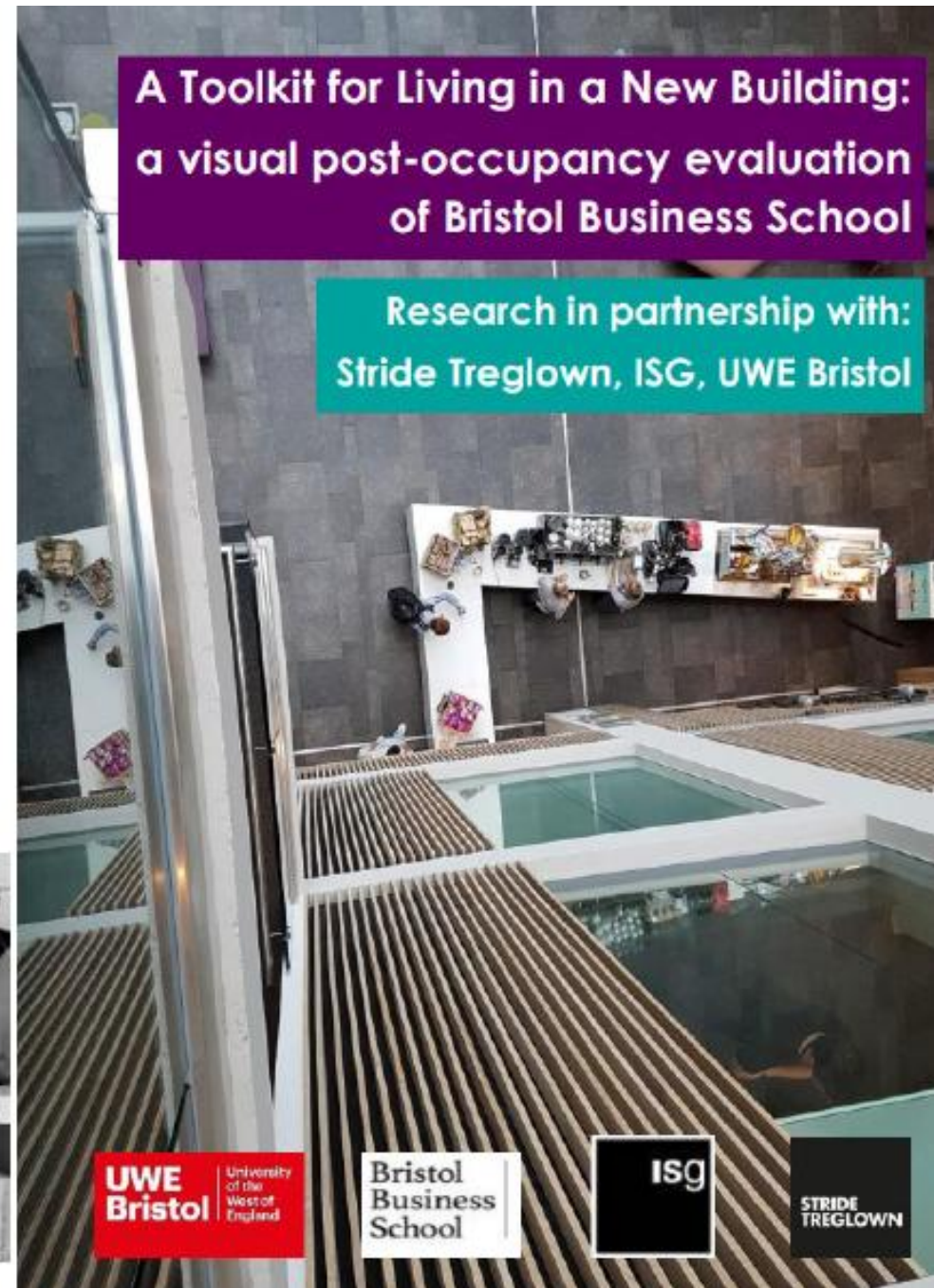


the evidence and evaluation?



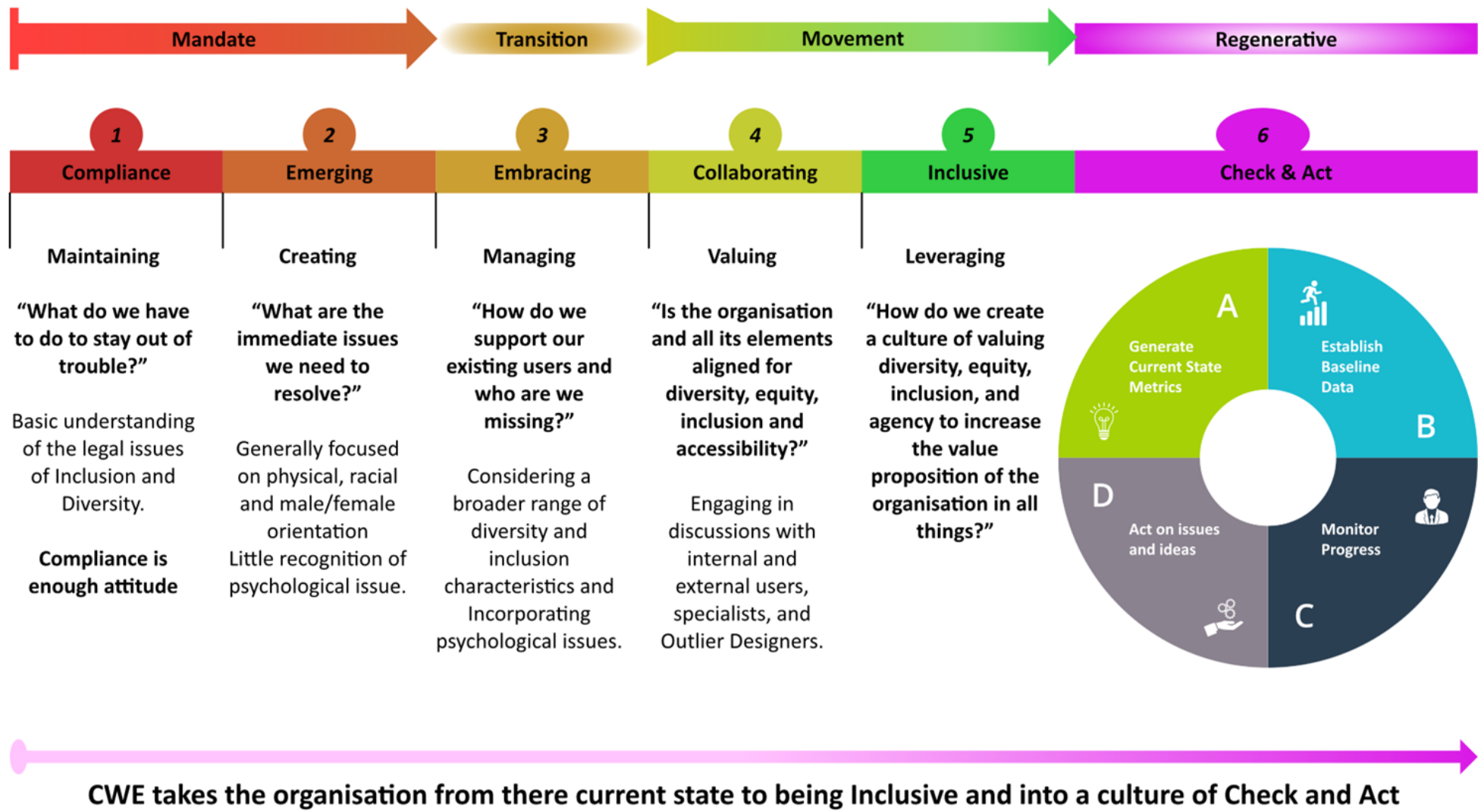
**A Toolkit for Living in a New Building:
a visual post-occupancy evaluation
of Bristol Business School**

**Research in partnership with:
Stride Treglown, ISG, UWE Bristol**



Maturity Model

CWE Diversity, Equity, Inclusion, Accessibility & Agency Journey



Impactful

Determining the Impacts to be Achieved and Impacts to be Avoided



25° Seat



Iterative

Degrees of Wrongness

© Citizens with Experience 2024



Iterative

Learning from Lived Experience Action Research

Design for the user gaining buy-in by the parents and providers

Process Iteration: Showing that a dog is happy to a child



I'm a
furniture
designer
and dyslexic
xxx

I'm an assessor
and I'll tell you
about my
degenerative
visual
impairment...

I specialise in
assistive tech
and I'm autistic

I'm an
architect
and have
problems
with
balance 😞

I'm a left-
handed
Ergonomist
with hearing
loss (grrr)

I'm an interior
designer and was
a carer for my
Mum ..

I'm a marketer with
ADHD + inclusion is
my thing 😊



case study
experts with lived experience

IDEA Design Canvas to audit the showroom



User persona



Persona's journey



Notes



Persona's
capabilities

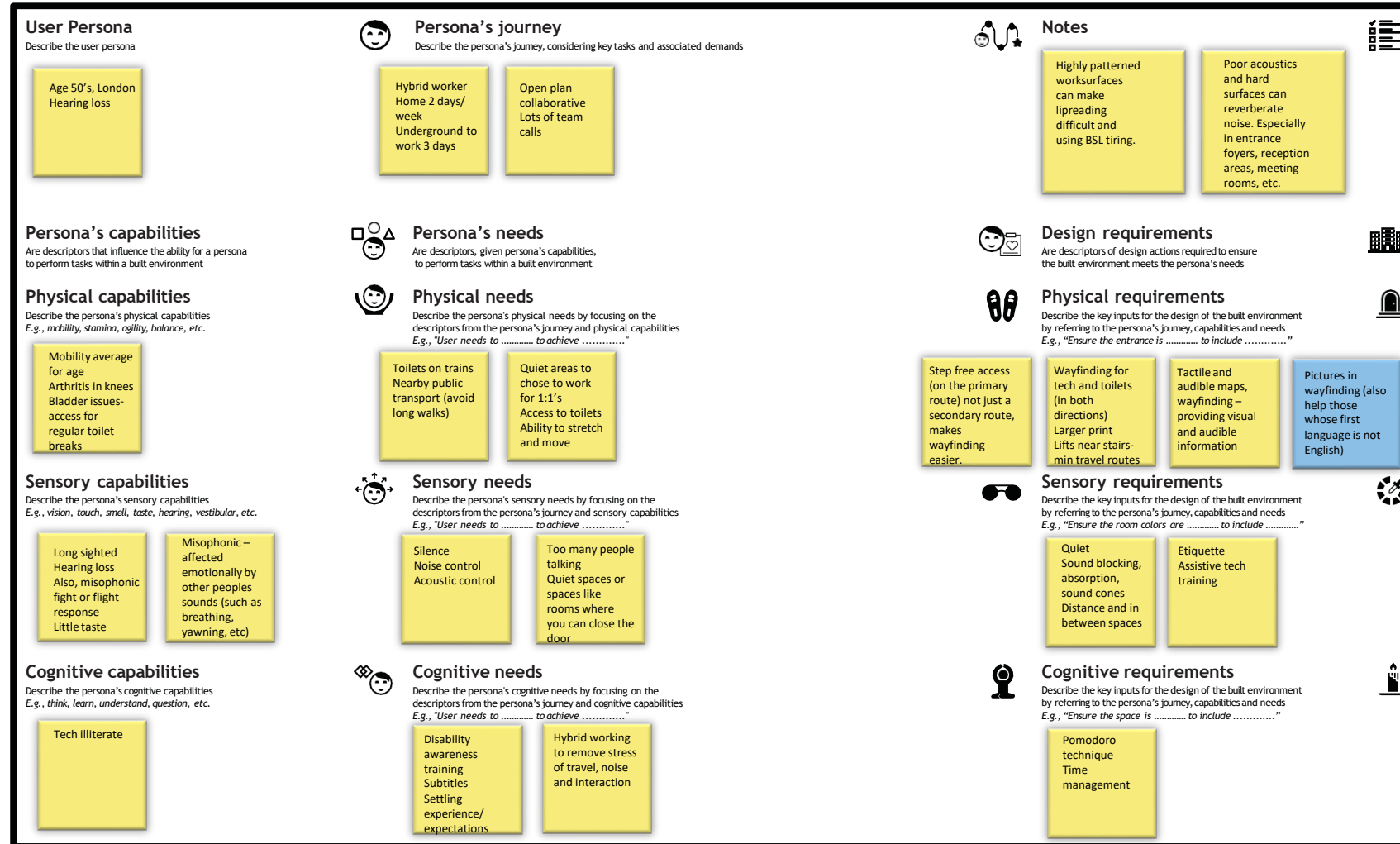


Persona's needs



Design
requirements

The challenge: adopting new personas coming to the office and finding somewhere to do their best work



Outside Entrance

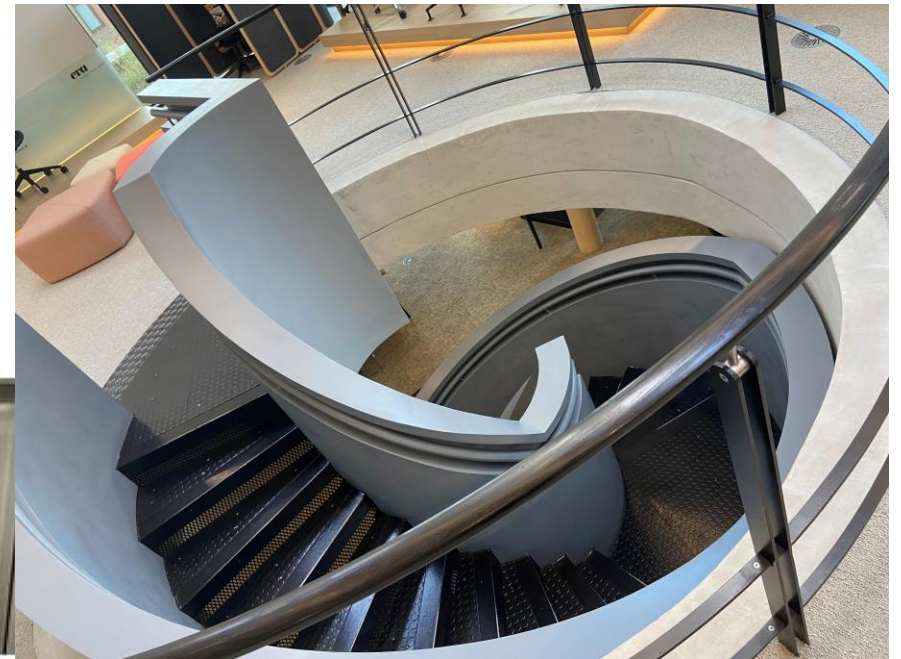


Reception Area



B5

B6



Lifts



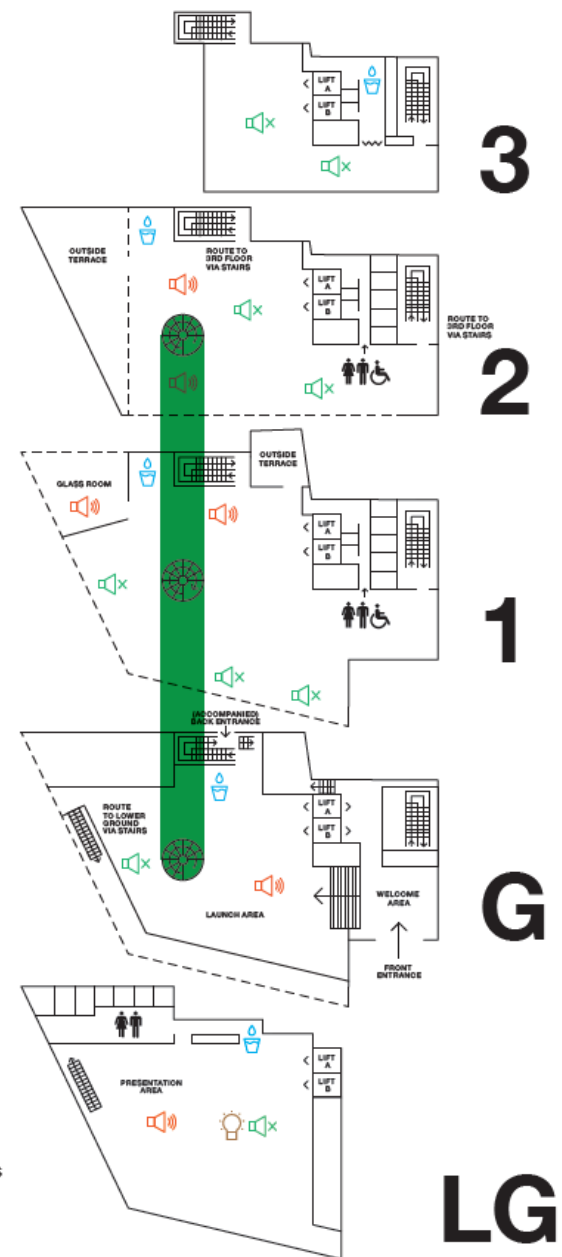
Accessible PODS



**Hazards and
hick ups**



- Toilets
- Accessible toilet
- Kitchen + hydration
- Windows + daylight
- Quieter areas
- Noisy + collaborative areas
- Dimly lit areas





How difficult is it to move from one floor to the next?

STOP
RESET
GO

Sensory ergonomics – an
extra layer of comfort



A still life photograph of various fruits including a banana, an apple, a pear, and grapes, with text overlays. The background is a neutral, textured surface. The text is overlaid on the left and right sides of the image.

**its not a
neglected
bowl of fruit in
a tired looking
office.**

Like wellness and
green washing,
note to selves
about inclusion
washing

Emerging standards and help

PAS 6463: 2022
Design for the mind –
Neurodiversity and the
built environment – Guide



USER
EXPERIENCE &
FEEDBACK



RESPONSIBLE
HIRING & LABOR
PRACTICES



INCLUSIVE
DESIGN



HEALTH
BENEFITS &
SERVICES



SUPPORTIVE
PROGRAMS &
SPACES



COMMUNITY
ENGAGEMENT



Inclusive Design Overlay
to the **RIBA Plan of Work**



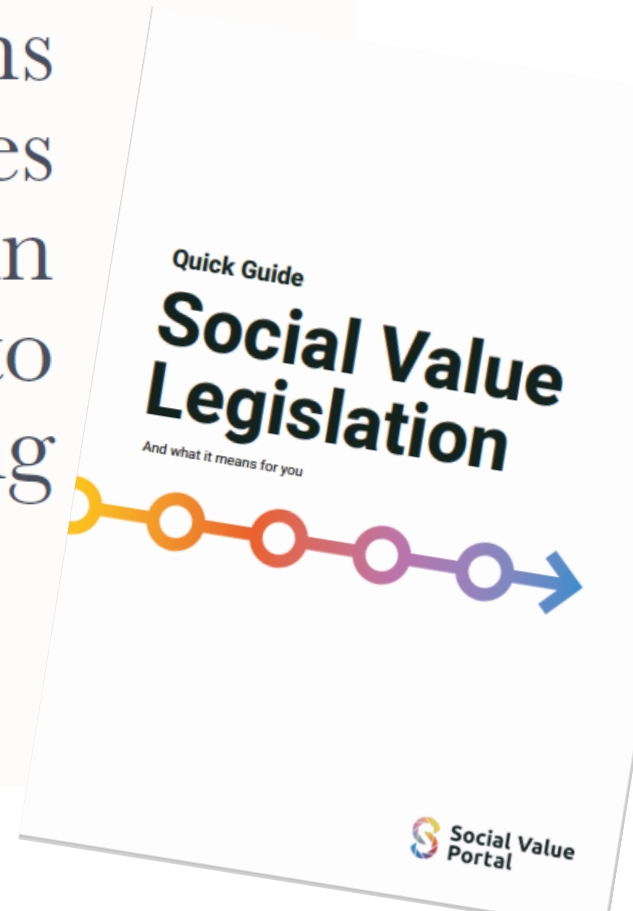
RIBA
Architecture.com

The Co-Ability interest group – start your own or sign up and become an associate



social health /

– a person's ability to connect, support and collaborate with people and institutions around them, and how well a society does at offering equal opportunities to obtain access to the goods and services critical to being able to function as a contributing member of society.



The sustainable approach to wellness

A big Senator USP

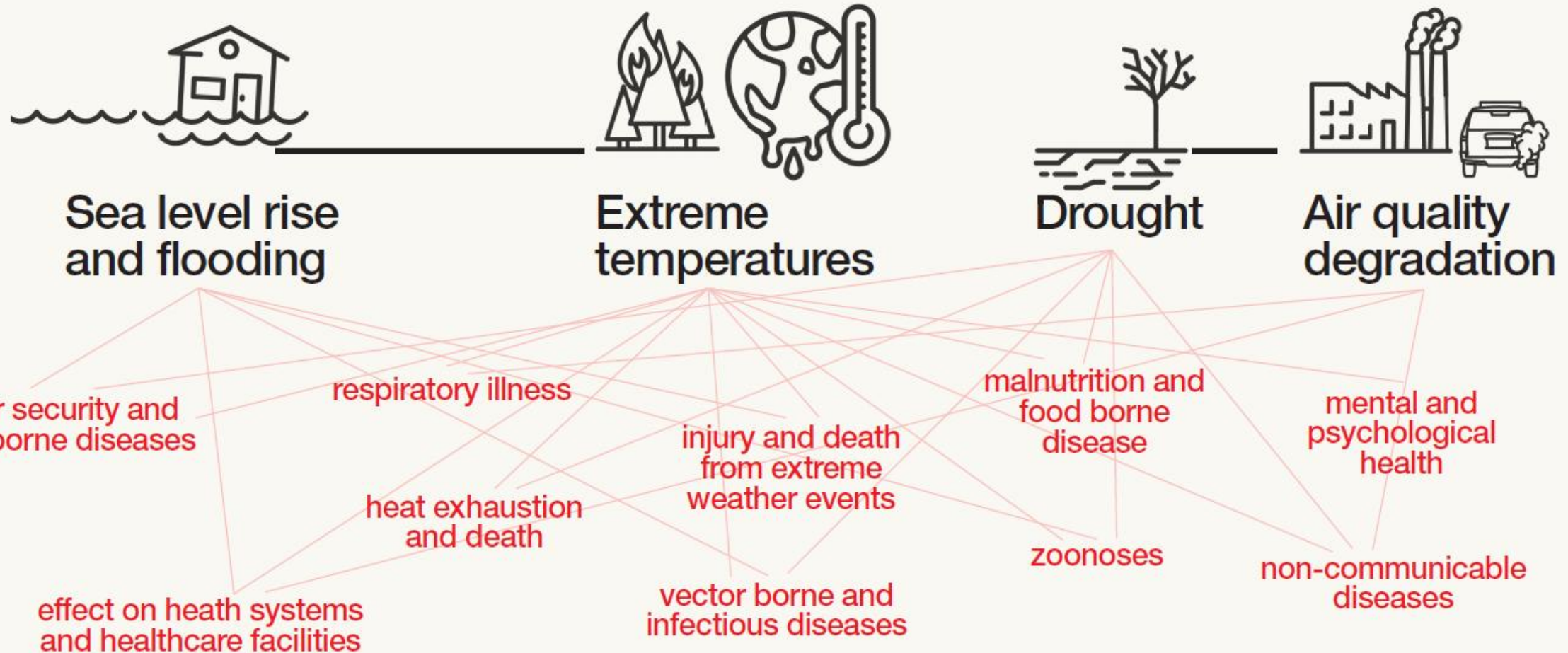
.... think ESG reporting

Recent tenders echo this: GSK, Linklaters, Capita, PWC, JLR, DWP, Deloitte

Responding to the climate emergency means transforming how we **live, work and travel**.

Could this be an opportunity to **tackle corporate wellness**, reduce inequalities, strengthen social cohesion and build a thriving economy?

So what's the big deal with climate change anyway?



Our ability in the UK to reach our wellness and sustainability goals are determined in part by how we design, refurbish, revitalise and relocate our homes and workspaces.

Enhance the
immersive
experience and
let the users
take control



Why Inclusive Wellbeing Services?

March 26th, 2025

Guy Osmond



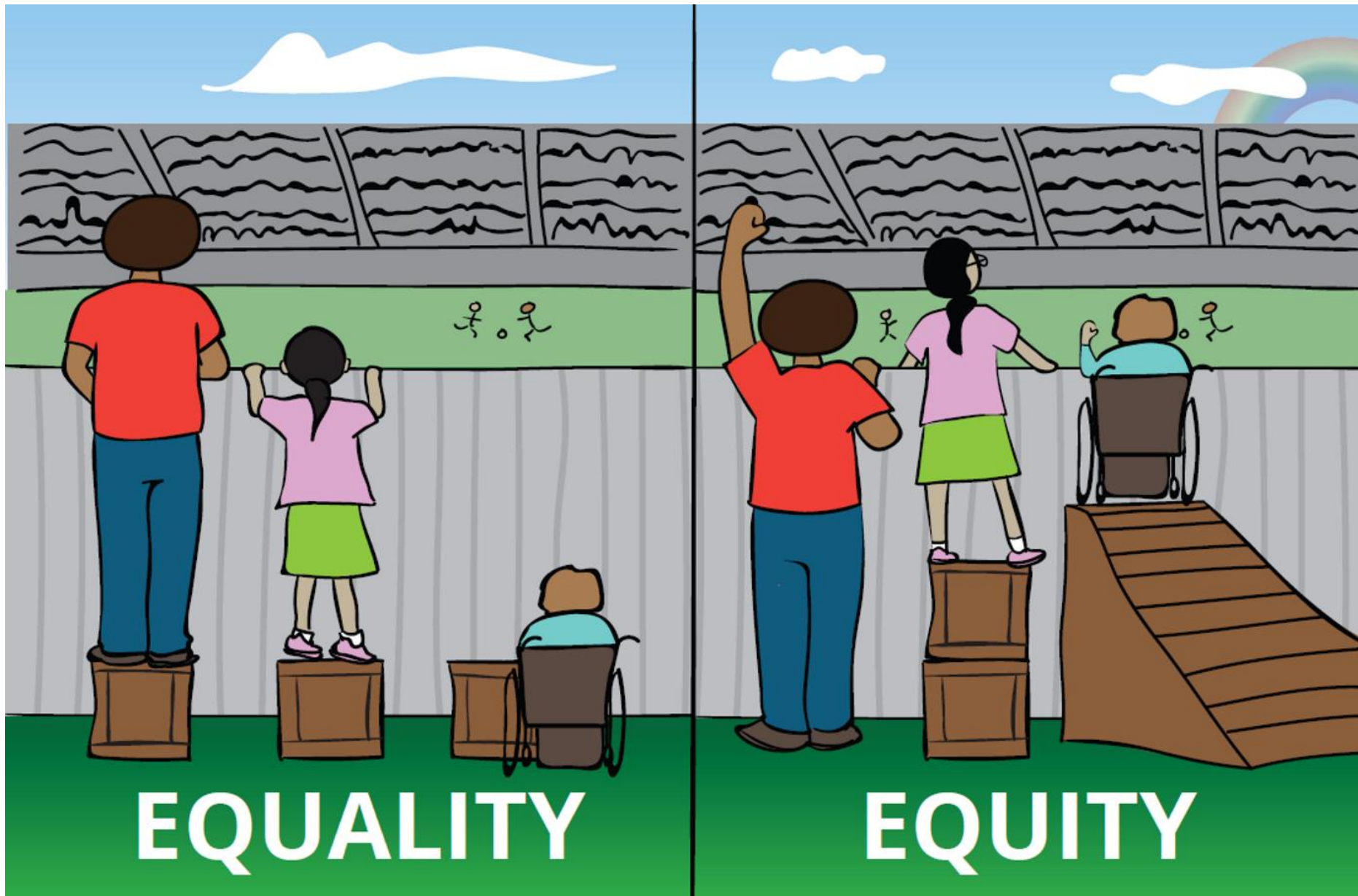
Post-Covid

- 📦 Hybrid working
- 📦 Mental health
- 📦 Neurodiversity
- 📦 Acoustics
- 📦 Lighting
- 📦 Biophilia

ESG

- 📦 Environment / Social / Governance
- 📦 April 2022 (UK) / January 2023 (EU)
- 📦 **EDI** sits under Social & Governance
- 📦 Wellbeing becomes a statutory issue





HEALTH & WELLBEING @WORK

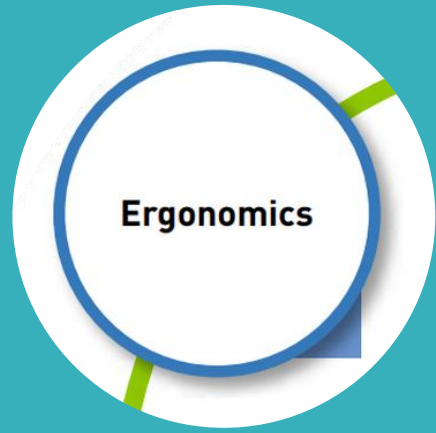
11-12 MARCH 2025
NEC BIRMINGHAM



Health & Wellbeing @ Work 2025

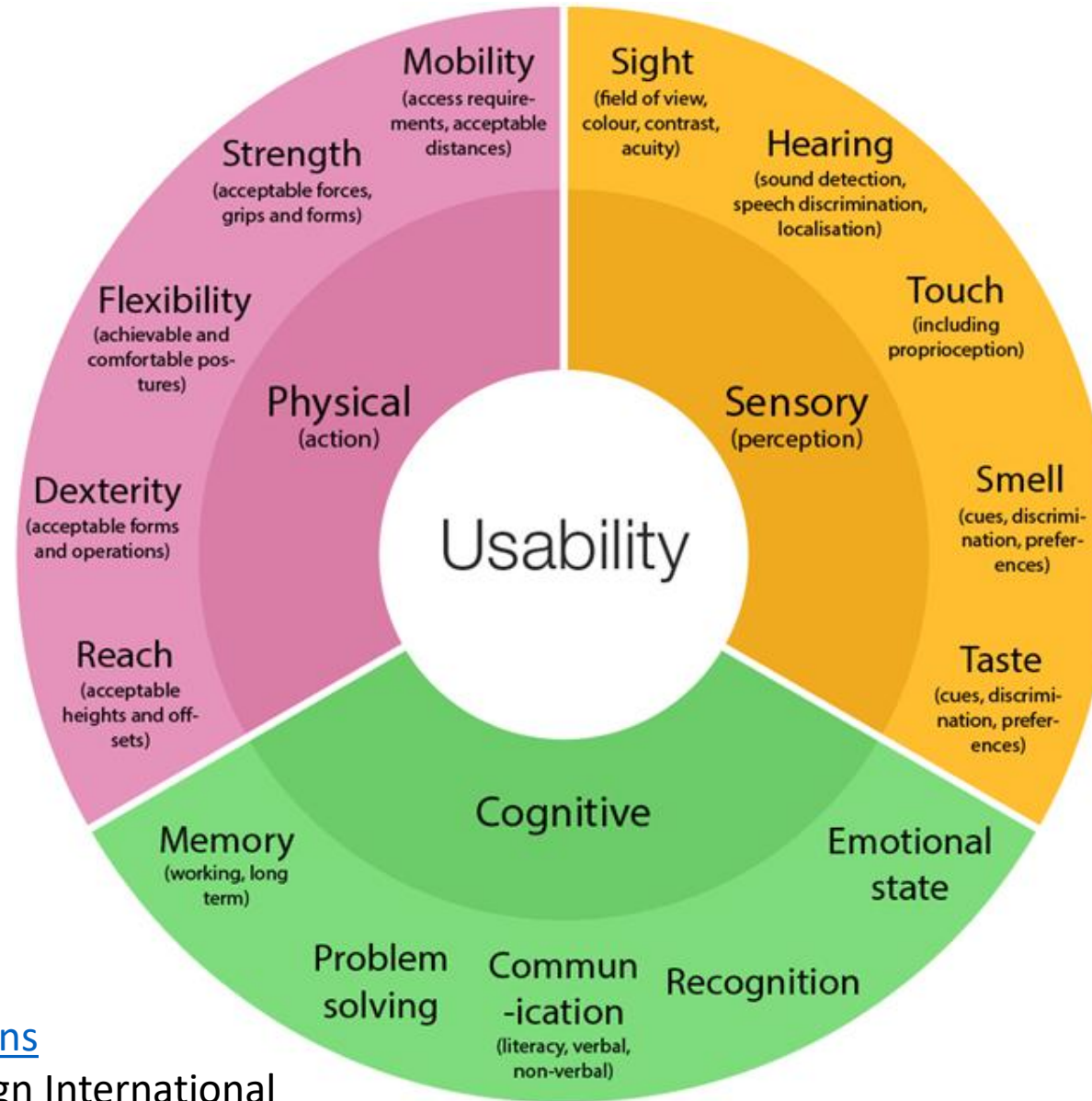
- Alzheimer's
- Bereavement
- Cancer
- Child bereavement
- Domestic Abuse
- Financial Wellbeing
- Insomnia
- Menopause
- Mental Health
- Mindfulness
- Musculoskeletal health
- Neurodiversity
- Nutrition
- Pet bereavement
- Resilience
- Sexual Violence
- Suicide
- Visual Stress
- Vocational Rehabilitation





Since 1992





[Dan Jenkins](#)

DCA Design International



Neurodiversity at Work



Focus

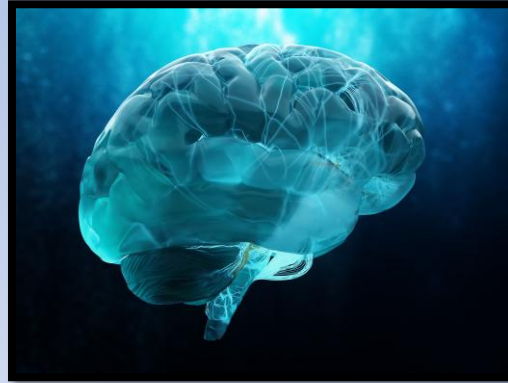
What is neurodiversity

Provision of practical advice and recommendations

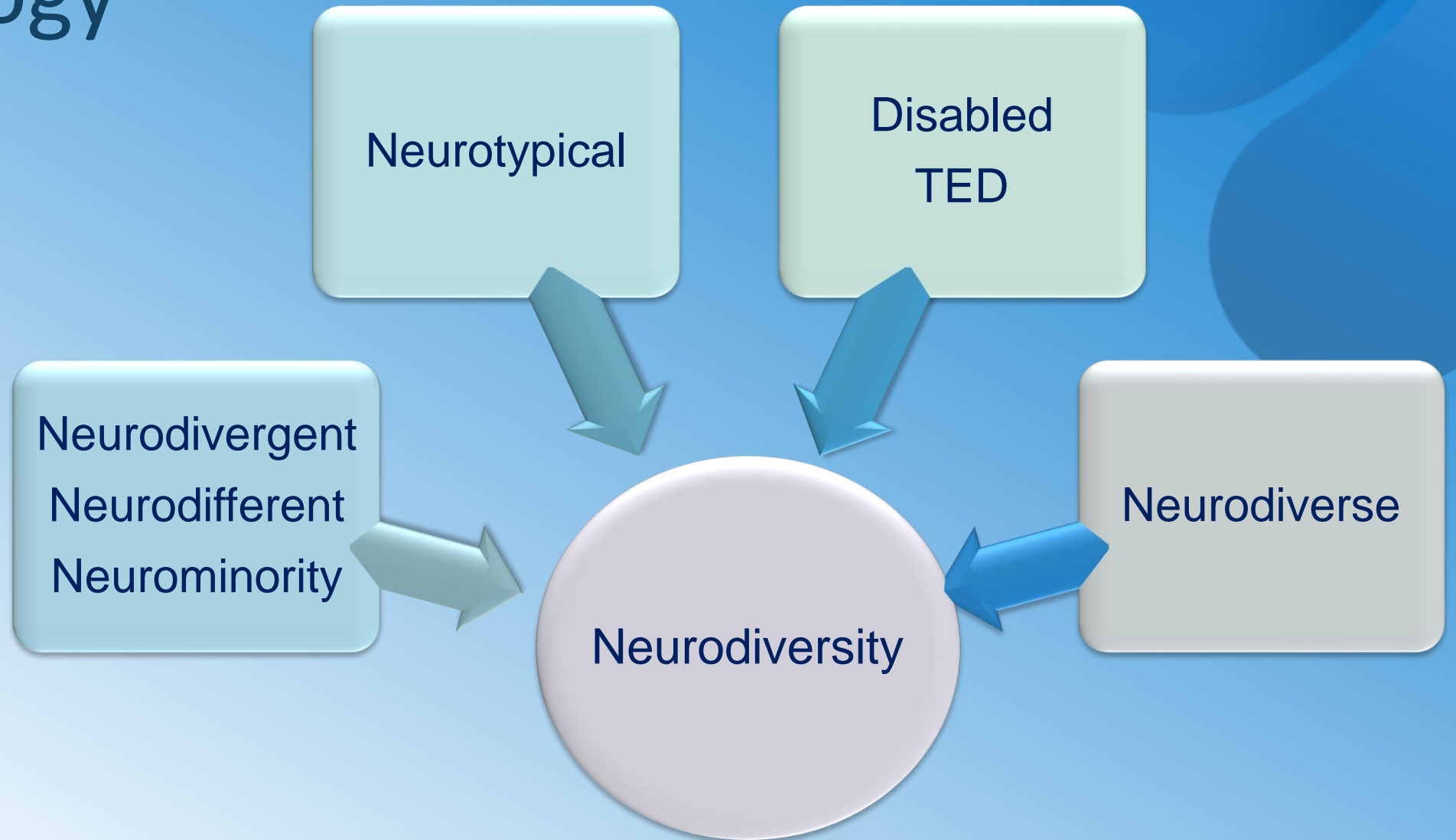
Assistive technology

Creating a neuroinclusive environment

Neurodiversity



Terminology



Our definition of Neurodiversity

“The acceptance that everyone’s brain works differently”



Autistic characteristics



Challenges with small talk / literal interpretation of language



Lack of eye contact



Challenges in understanding meaning of non-verbal communication and tone of voice



Challenges imagining how events in the future might be like



Challenges in appreciating typical social rules



Challenges in instinctively understanding alternative perspectives

ADHD characteristics



Hyperactivity



Shortened attention span



Blurting



Swearing



Interrupting



Daydreaming

Characteristics of the 'Dys' Conditions



Bumps, drops, knocks things



Reads and writes slowly



Misspells words, struggles with numbers



Loses place on page, skips lines

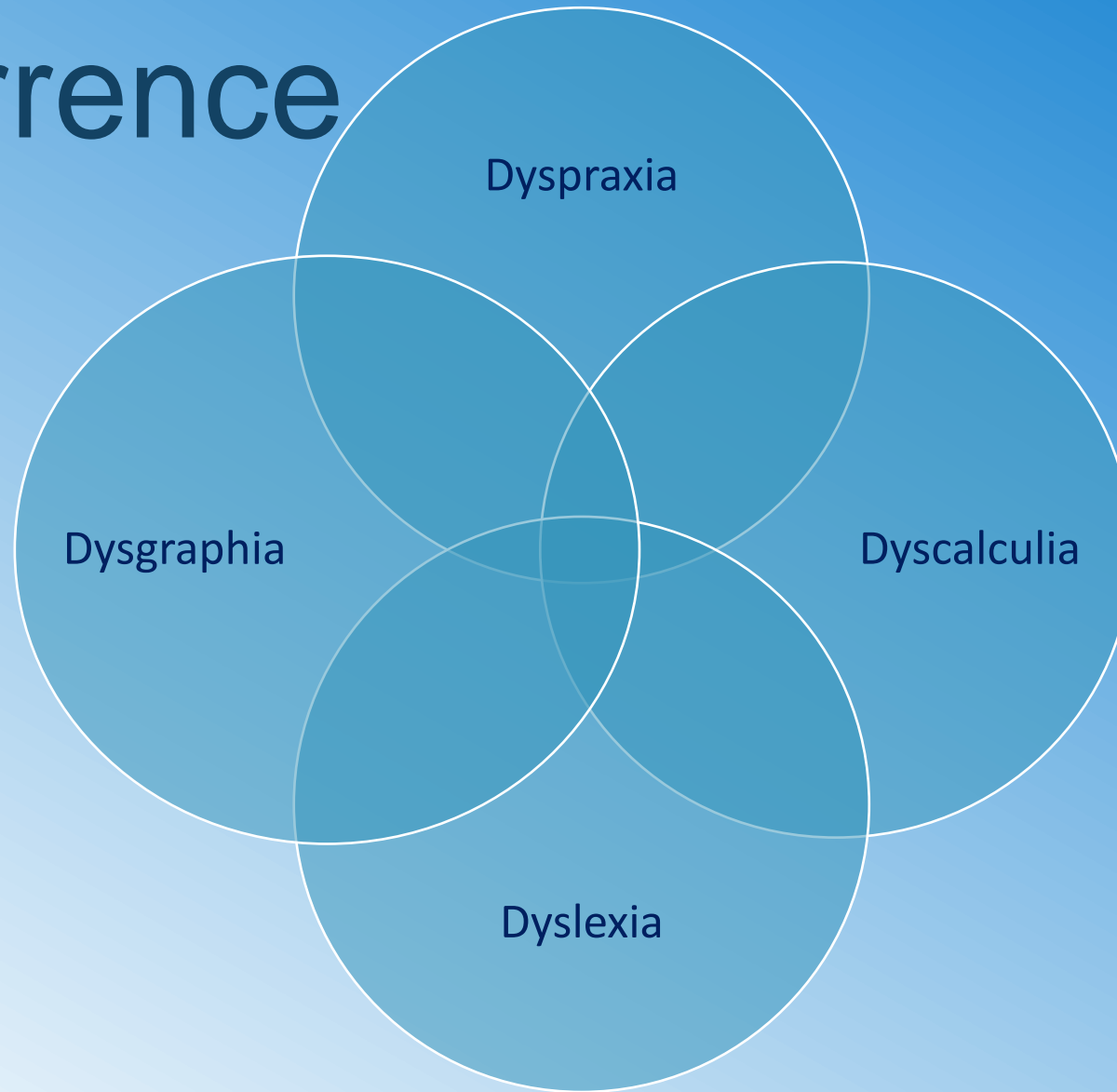


Remembering verbal instructions



Can be disorganised

Co-occurrence



Strengths of neurodiverse employees

Creative Problem-Solving

Attention to Detail

Hyperfocus & Deep Work

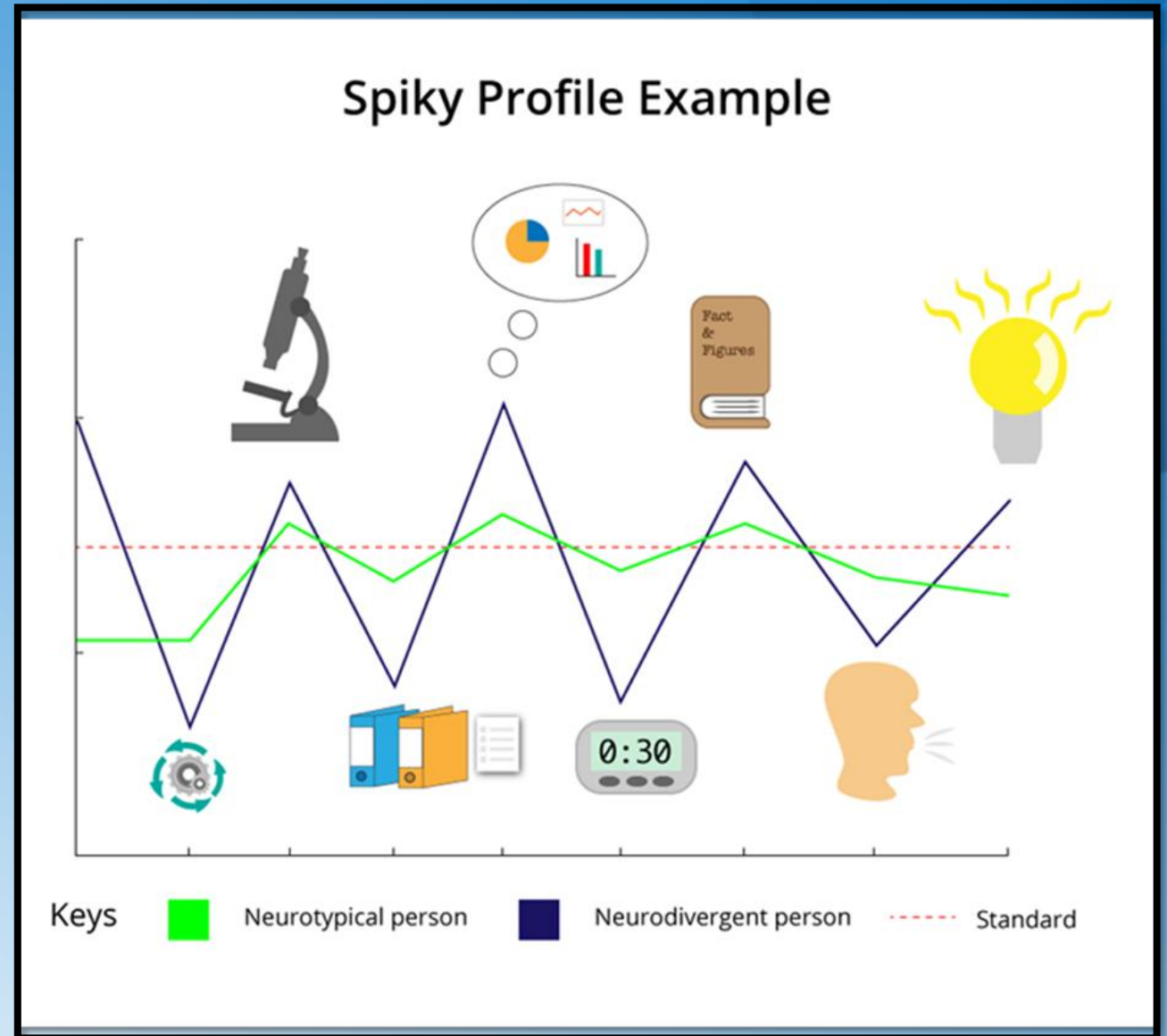
Creative thinking

Resilience & Determination Pattern Recognition

Analytical Thinking



The Spikey Profile



What is a Workplace Needs Assessment

It is a semi-structured remote interview to look at the specific job role of an individual, and the challenges they experience.

It will consider the specific concerns and requirements of the organisation before making recommendations for reasonable adjustments.

It will be shared with the person who commissioned the report. They can then share it with others on a need to know basis.

It is not a diagnostic process but a needs lead approach.

What does it cover?

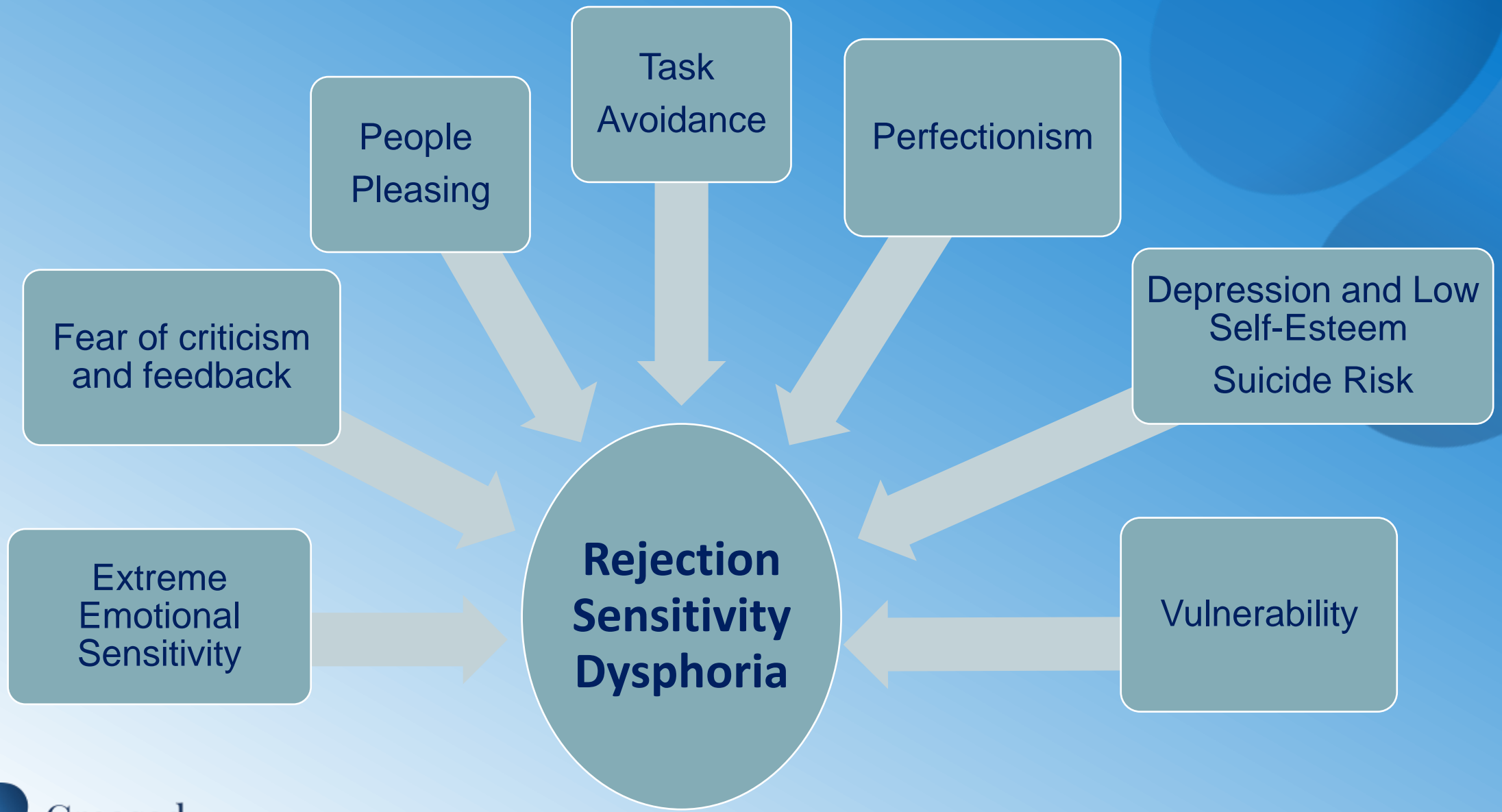
- History and background
- Current role and adjustments
- Executive functioning
- Verbal and written communication
- Sensory impact
- Physical workspace
- Safety health and wellbeing



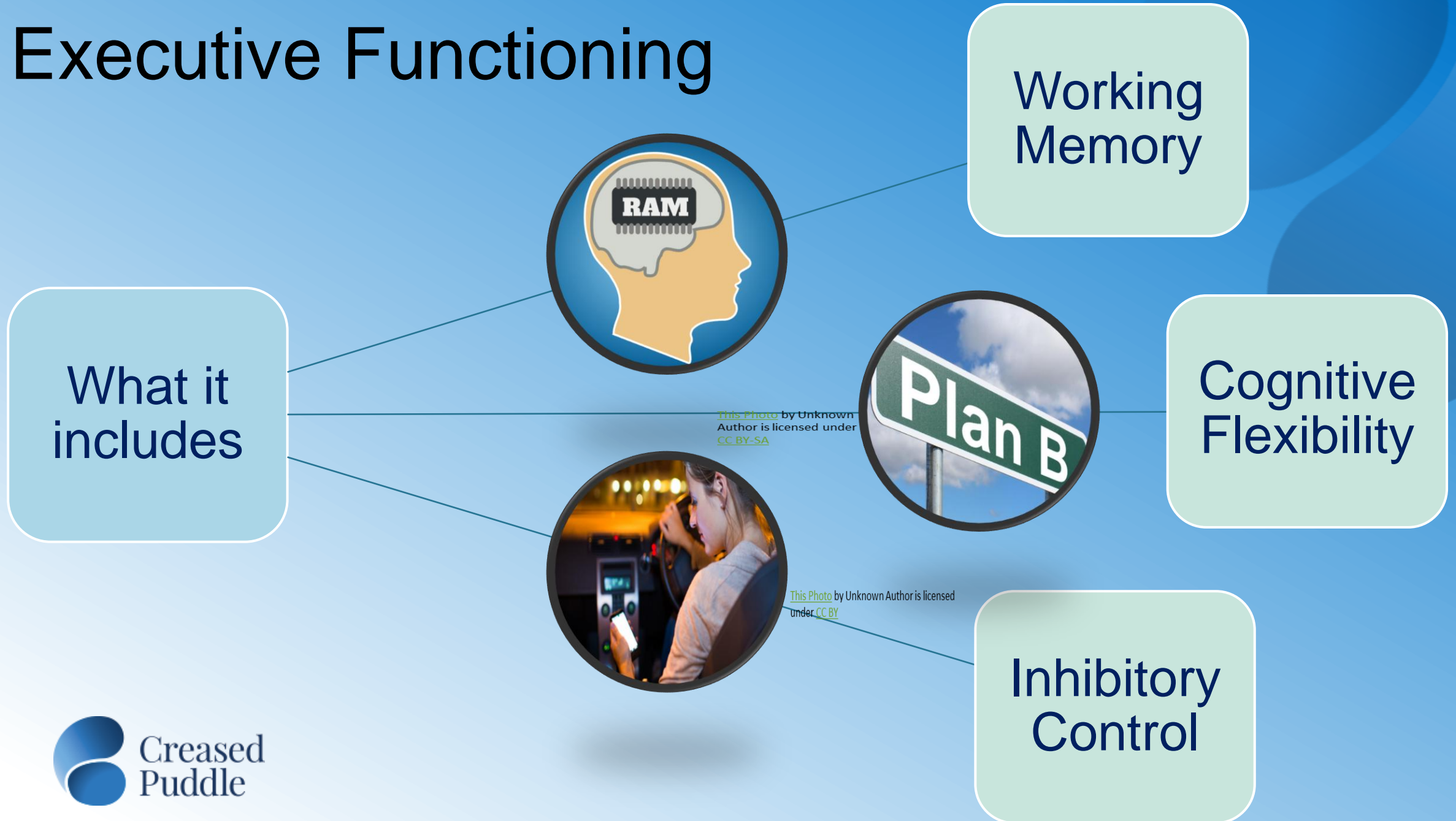
Personal Risk Assessment

- Does the medical or neurodivergent condition impact their personal health and safety?
- Driving
- Personal Protective Equipment
- Uniforms/clothing
- Environment / Temperature
- Heights / Confined spaces
- Chemical exposure /Odours
- Stress

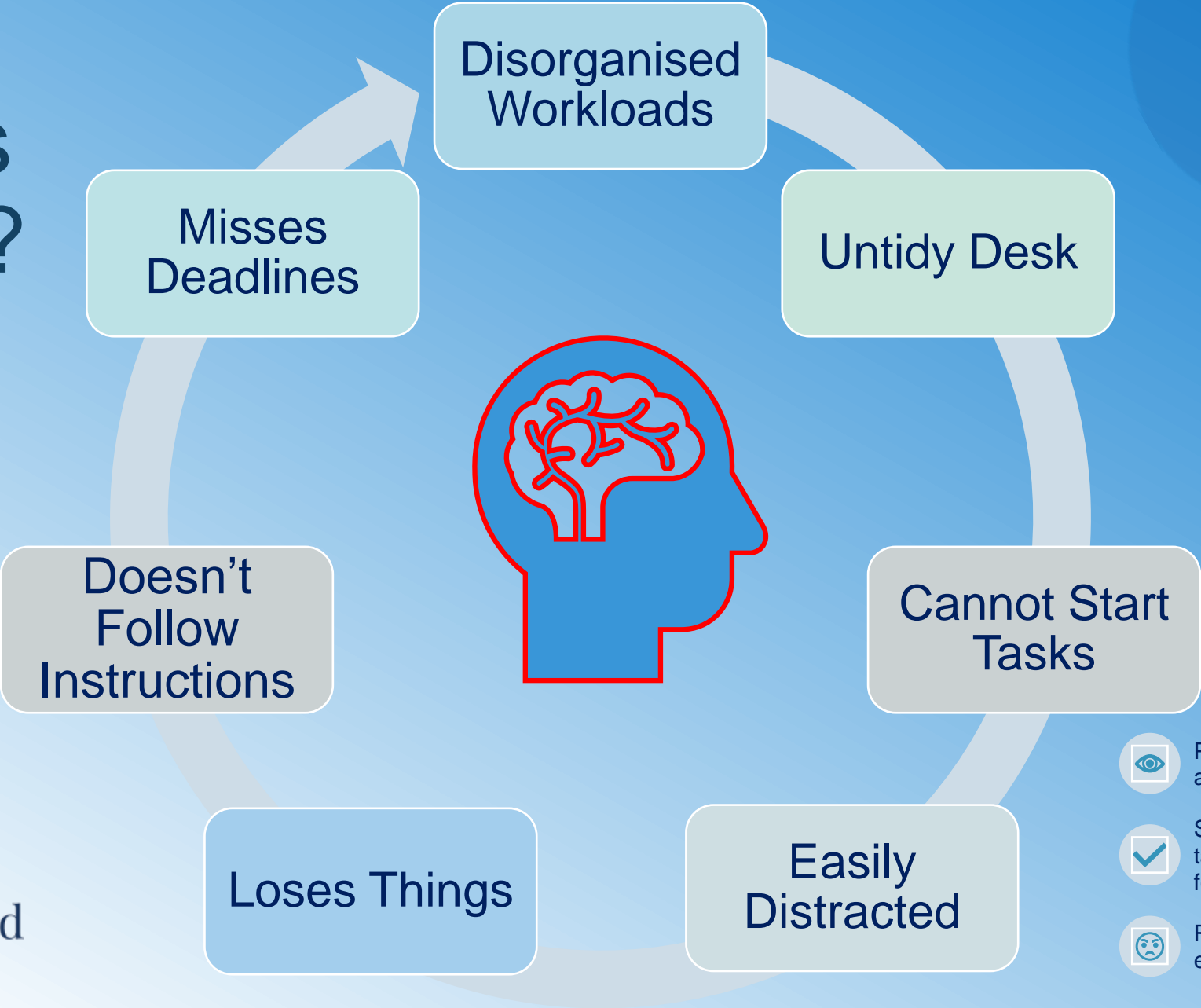




Executive Functioning



What
does this
look like?



- Paying attention
- Starting tasks, staying focused
- Regulating emotions
- Organising, planning, prioritising
- Processing information
- Self-monitoring (keeping track of what you're doing)



Masking

Disclosure



Undiagnosed
and undisclosed

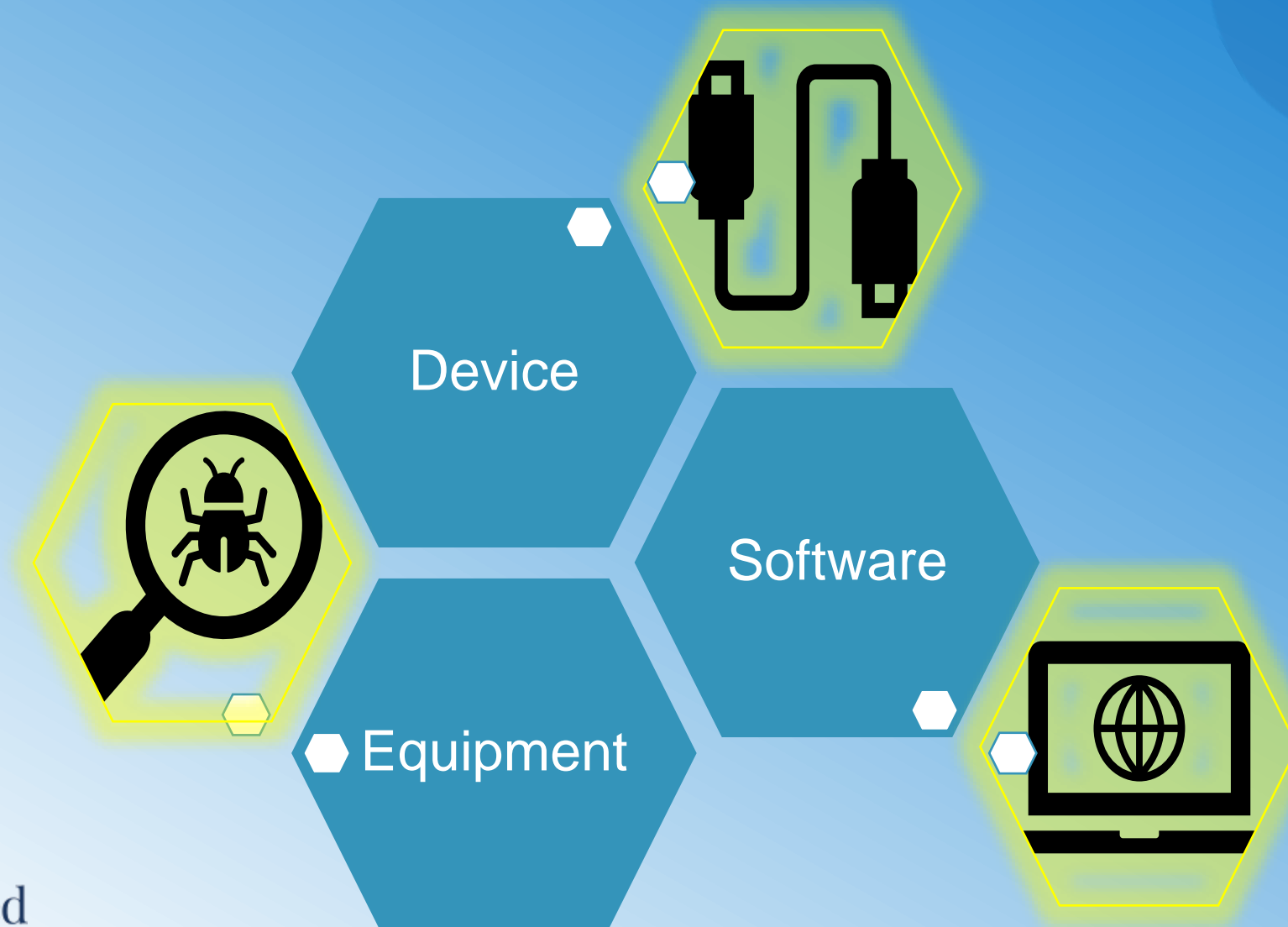
Diagnosed but
not disclosed

Diagnosed and
disclosed

Low/No Cost Assistive Equipment



Assistive Technology?



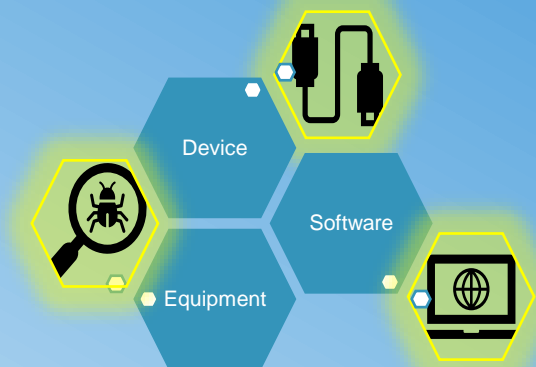
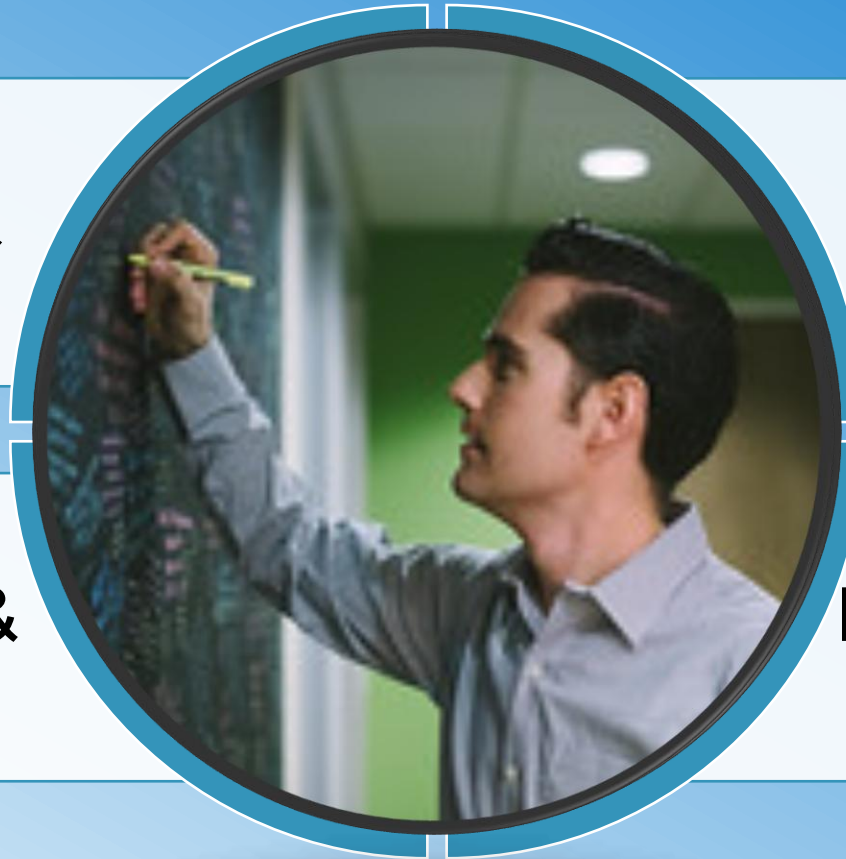
What can Assistive Technology help with?

Remembering
Information &
Instructions

Structuring &
Organising
Ideas

Concentration &
Focus

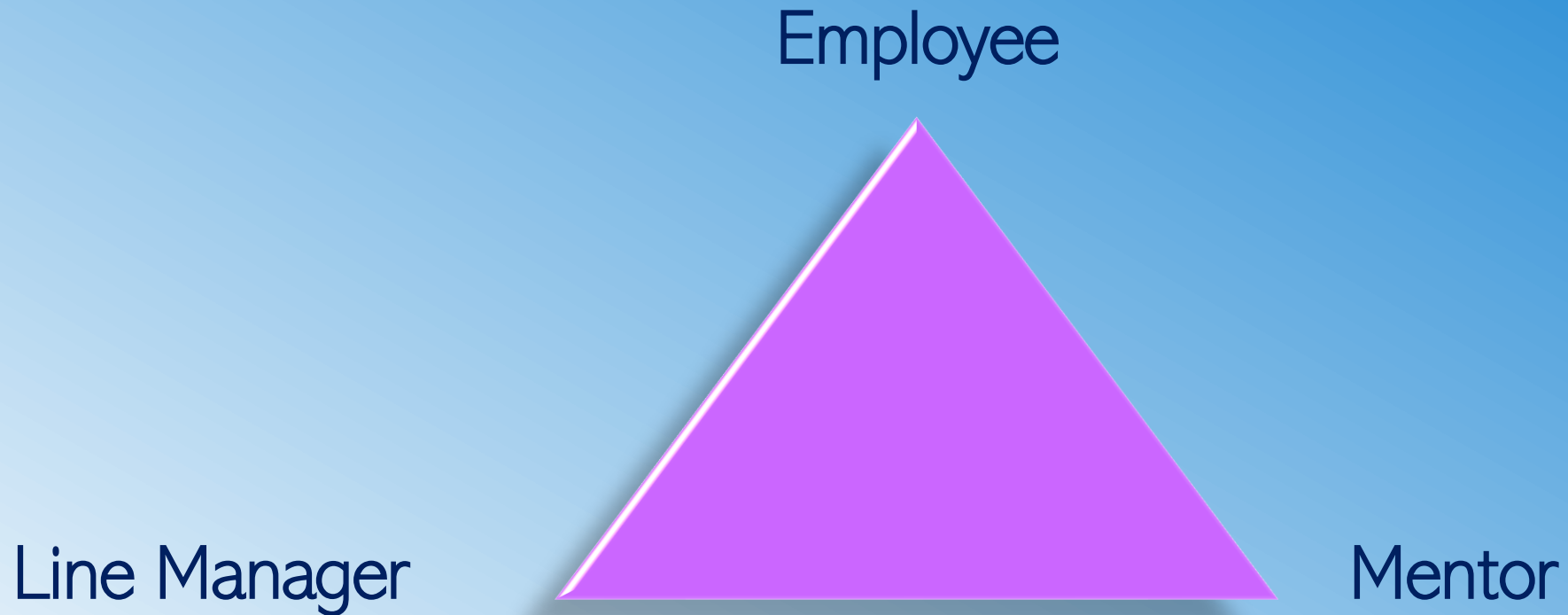
Expressing Ideas
in Writing



Equipment



Support Model



Inclusive Assessment Meetings

Structure/pre-disclose questions

Build in breaks

Process info later?

Report Format

Environment and room set up

Bringing someone