



# **Development and Retention of Autistic Staff in Hospitality**

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## **Trainer's Guide**

### **Module 6**

#### **USING THE PERFORM HR PLATFORM**

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### **Using the PERFORM Trainer's Guide**

The PERFORM Trainer's Guide has been designed specifically to support the delivery of the Vocational Education Curriculum developed in the context of the PERFORM project. The Curriculum constitutes a 1,5-day course, a total of 12 hours of training.

## Slide 1: Introduction

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# DEVELOPMENT AND RETENTION OF AUTISTIC STAFF IN HOSPITALITY

Project Number 2023-1-IT01-KA220-VET-000152721



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Passion for details




### Trainer's Notes:

- Introduce yourself and dedicate some time to introduce learners to the PERFORM project. Describe the learning objectives of the course as well as Module 6; learners will be educated on:
  1. The main functionalities of the PERFORM HR Platform
  2. How analytics can influence workplace inclusivity and retention.
  3. How to navigate and use the platform effectively.
  4. The utilization of the Employee Evaluation Tool to assess performance.
  5. The application of the Work Environment Assessment Tool to enhance inclusivity.
- Give learners the opportunity to introduce themselves and ask about their expectations.

## Slide 2: About the PERFORM Project

# ABOUT:


The 'PERFORM' project is about educating Hospitality Managers and HR Experts in developing and supporting Autistic Staff in the EU Hospitality Sector. It also delivers an Innovative HR Platform, for performance appraisals and employee monitoring.



# PROJECT RESULTS

- 1 Project Result 1: PERFORM HR Platform
- 2 Project Result 2: PERFORM Digital Toolkit
- 3 Project Result 3: VET Course for Hospitality Managers and HR Experts

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### Trainer's Notes:


Describe the concept of PERFORM and give a brief description of each Project Result.

## Slide 3: Module Aims and Outcomes

### Module 6 : Using the PERFFORM HR Platform


#### Module Aim

Module 6 is about helping learners develop the skills needed to effectively use the PERFORM HR Platform, focusing on supporting neurodivergent employees, fostering workplace inclusivity, and improving employee retention and satisfaction through practical tools and data-driven approaches.



#### Learning Outcomes

- 1 Educate learners on effectively navigating and utilizing the PERFORM HR Platform's core tools to support neurodivergent employees.
- 1 Educate learners on interpreting platform analytics to identify trends and implement strategies for improving workplace inclusivity and retention.
- 1 Educate learners on applying data-driven insights to enhance employee engagement and foster a supportive work environment.

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### Trainer's Notes:

This Module is about helping learners develop the skills needed to effectively use the PERFORM HR Platform, focusing on supporting neurodivergent employees, fostering workplace inclusivity, and improving employee retention and satisfaction through practical tools and data-driven approaches.

#### Learning Outcomes:

- The effective navigation and utilization of the PERFORM HR Platform's core tools to support neurodivergent employees.
- The effective interpretation of the platform's analytics to identify trends and implement strategies for improving workplace inclusivity and retention.
- The application of data-driven insights to enhance employee engagement and foster a supportive work environment.


## Slide 4: The PERFORM HR Platform

# THE PERFORM HR PLATFORM


The PERFORM HR Platform is designed to help hospitality organizations manage and support diverse talent, especially neurodivergent employees. It offers tools that assist managers in creating inclusive workplaces and provides HR professionals with resources to foster equity and support for all staff.

# PLATFORM'S TOOLS

- 1 Employee Evaluation Tool
- 2 Personal Diary
- 3 Work Environment Assessment Tool



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### Trainer's Notes:

Introduce the PERFORM HR Platform as a tool to support neurodivergent employees and foster workplace inclusivity. Highlight its three key features:

1. Employee Evaluation Tool: Structured assessments for performance and satisfaction.
2. Personal Diary: Tracks goals and facilitates employee-manager communication.
3. Work Environment Assessment Tool: Evaluates workplace inclusivity.

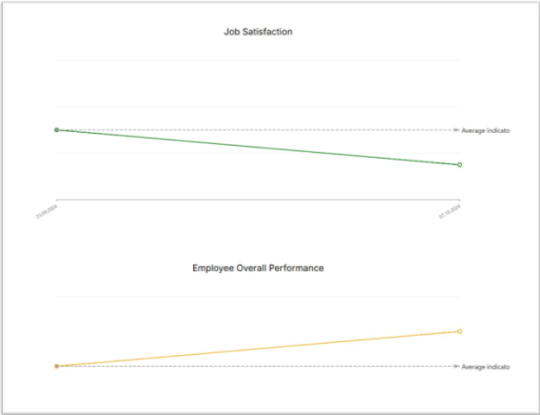
### Suggestions for engagement:

- Ask learners what their strategies are for managing diversities at the workplace and how the boost inclusivity.
- Ask learners if they use similar tools and discuss benefits or challenges.
- Invite suggestions for features that could enhance inclusivity.
- Highlight how the platform simplifies HR management and aligns with inclusivity goals.


## Slide 5: Employee Evaluation Tool

# EMPLOYEE EVALUATION TOOL


The Employee Evaluation Tool helps managers assess employee performance and satisfaction through a structured survey. Managers evaluate key aspects like job satisfaction, colleague interactions, and overall contributions, then submit their assessments securely. The History feature allows managers to review past evaluations with visual charts comparing employee performance in job satisfaction, overall performance, and interactions, helping track progress and identify trends.



Visual charts highlighting trends in employees' performance



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### Trainer's Notes:

The Employee Evaluation Tool is a comprehensive solution designed to simplify the evaluation process and support a productive, inclusive workplace. Key features include:

- **Review feature:** Assess critical aspects of employee performance, including job satisfaction, productivity, and teamwork, through structured surveys. All evaluations are securely stored in the platform, allowing for detailed analysis and quick reference in the future.
- **History feature:** Monitor employee progress over time with visually engaging charts that highlight trends in areas such as satisfaction, overall contributions, and collaboration. This feature provides valuable insights to help managers identify opportunities for growth and address areas requiring attention.
- **Invite an employee:** Streamline the onboarding process by entering basic details for new hires. The platform automatically sends login credentials and setup instructions, ensuring smooth and efficient integration with the team.

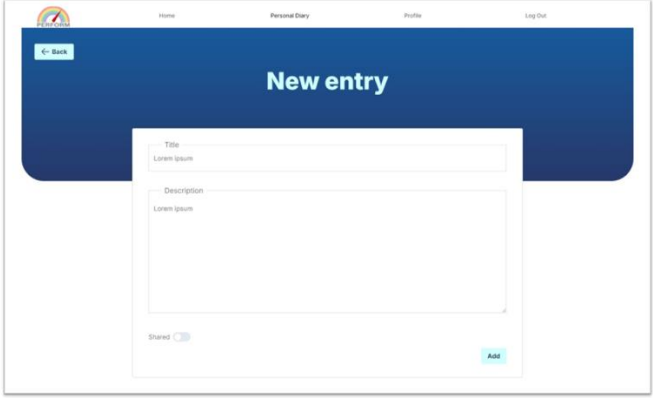
By leveraging these tools, managers are equipped to evaluate employee performance effectively, track long-term development, and create tailored support and training plans.




## Slide 6: Personal Diary

# PERSONAL DIARY


The Personal Diary tool allows employees to document their daily work experiences, progress, and challenges. Employees can add entries for personal reflection or share them with managers to foster open communication and receive tailored support. This tool promotes self-awareness, growth, and strengthens the relationship between employees and management.



Adding a new entry in the "Personal Diary"



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### Trainer's Notes:

The Personal Diary feature of the PERFORM HR Platform helps employees reflect on their work, track progress, and address challenges. It fosters self-awareness, open communication, and professional growth while strengthening the employee-manager relationship.


- Getting started: Employees can click *Add an Entry* to document observations, accomplishments, challenges, or strategies for growth.
- Sharing options: Entries can be saved privately or shared with managers to promote transparency and targeted support.
- Manager benefits: Shared entries provide insights into employee experiences, enabling managers to offer tailored guidance and resources.

The personal diary is a simple yet powerful tool to enhance communication, satisfaction, and productivity.

## Slide 7: Work Environment Assessment Tool

# WORK ENVIRONMENT ASSESSMENT TOOL

The Work Environment Assessment tool allows managers to evaluate both the physical and social aspects of the workplace. Managers can complete a structured survey to assess factors like workspace design, safety, and team interactions, with the data stored for analysis. This tool helps ensure consistent reviews and supports improvements to the work environment.



**Part 1A**

Does the work environment/staff common areas allow for dimming the lights according to staff needs?

☐ No    ☐ Not relevant    ☐ Yes

Does the environment have reflective surfaces?

☐ No    ☐ Not relevant    ☐ Yes

Have you considered to what extent are visual communication systems supported by the use of symbols, pictures, photos or objects?

☐ No    ☐ Not relevant    ☐ Yes


Does the organisation provide clear description of work-appropriate attire/uniform?

☐ No    ☐ Not relevant    ☐ Yes


Uniform is comfortable and it is possible not to use it.

☐ No    ☐ Not relevant    ☐ Yes

A checklist for evaluating the work environment



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### Trainer's Notes:

The Work Environment Assessment tool provides managers with a structured approach to evaluating and improving both the physical and social dimensions of the workplace, fostering inclusivity for all employees.

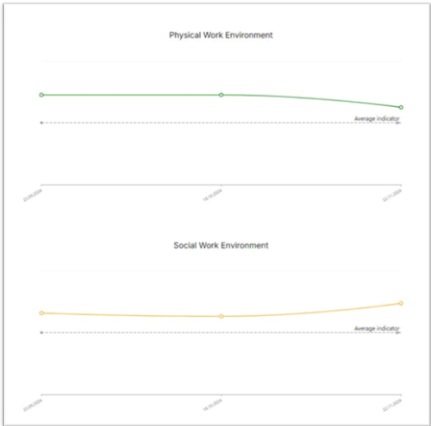
- How it works: Managers initiate assessments by selecting the *Add assessment entry* button and completing a guided survey. The survey addresses key areas such as workspace design, accessibility, safety, and team interactions.
- Data visualization: Results are presented in clear, visually engaging charts, categorized into:
  - The physical work environment covers design, accessibility, and safety measures.
  - The social work environment focuses on team dynamics and inclusivity.
- Informed decision-making: The feature highlights strengths and identifies areas requiring attention, enabling managers to implement targeted improvements based on data-driven insights.

This tool equips organizations to create a workplace that supports the diverse needs of their employees. Regular assessments are recommended to promote continuous enhancement and inclusivity.


## Slide 8: Using Analytics for Workplace Improvement

# USING ANALYTICS FOR WORKPLACE IMPROVEMENT


The PERFORM HR Platform's analytics offer a data-driven approach to improve workplace practices. Visual charts track trends in job satisfaction, performance, and work environment, helping managers identify areas for action. Analytics also support goal-setting, progress tracking, and personalized plans, especially for neurodivergent employees. By aligning data with KPIs, managers foster an inclusive environment and drive continuous improvement in employee satisfaction and performance, enabling informed decision-making and effective communication.



Visual charts highlighting trends in the work environment



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### Trainer's Notes:

Encourage learners to focus on the actionable insights provided by the platform's analytics. Highlight the importance of:

1. Data interpretation: Guide learners on how to read and analyze the visual charts effectively, focusing on trends in job satisfaction, performance, and the work environment.
2. Targeted interventions: Use the insights to identify specific areas needing improvement, such as accessibility in the physical workspace or team dynamics in the social environment.
3. Collaborative strategies: Foster a culture of open communication by sharing analytics findings with employees and involving them in creating tailored action plans.
4. Tracking progress: Emphasize regular reviews of analytics to monitor the impact of implemented strategies and adjust approaches as needed.

These steps will ensure that managers leverage the platform's capabilities fully, promoting an inclusive and productive work environment while supporting continuous improvement.

## Slide 9: Closing the presentation



### Trainer's Notes:

Conclude the presentation by summarising the content of Module 6.



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