



Newsletter

July 2025

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Top Tips for Conflict Resolution

In every workplace, a difference of opinion is inevitable. Whether it's because of a difference in working styles, personalities, or due to miscommunication, conflict can arise in the most harmonious of teams. Failing to resolve conflict can impact productivity levels, team morale and employee retention. By tackling conflict in the right way, it can be resolved amicably and lead to stronger communication and collaboration.

Here are some tips for handling conflict in the workplace:

1. Address Issues Early

When you notice tension or friction between colleagues, encourage an open and respectful conversation early on.

2. Encourage Open Communication

Hold regular one-to-ones and team meetings to allow the opportunity for open discussions. Encourage honesty, active listening, and constructive feedback.

Tip: When dealing with conflict, focus on "I" statements rather than "you" accusations. For example, "I felt excluded during that meeting" is more constructive than "You ignored me in that meeting."

3. Stay Neutral and Objective

Managers must always stay neutral when dealing with conflict. Avoid taking sides and instead guide the conversation towards understanding each party's perspective.

4. Focus on the Problem, Not the Person

The goal should be to solve a shared problem, not to blame an individual. This approach helps prevent defensiveness and promotes collaboration in finding solutions.

5. Offer Mediation or Training

Some conflicts may go beyond informal resolution and require formal mediation. External support can make all the difference. Consider bringing in an external or third-party mediator or offering conflict resolution training for your team.

6. Follow Up

After a conflict has been addressed, don't assume the problem is permanently resolved. Schedule a follow-up conversation to ensure that agreements are being honoured and that relationships are on the mend.

*If you would like more information on Conflict Resolution, please contact
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The Value of Exit Interviews

Exit interviews are a key part of the employee offboarding process, conducted before an employee's final day. Their purpose is to gain a deeper understanding of why employees choose to leave, collect candid feedback about their experiences and gather insights that can inform future improvements across the business.

When conducted thoughtfully, exit interviews provide a valuable opportunity for reflection, growth, and positive change.

Why Exit Interviews Matter

Understand Employee Turnover

Exit interviews help identify recurring themes and trends behind employee departures. By recognising patterns, your HR team can proactively address areas of concern, enhancing the overall employee experience and reducing future turnover.

Gain Insight into the Employee Experience

Departing employees often provide honest perspectives on workplace culture, management, career development opportunities and working conditions. This feedback can highlight both strengths and blind spots within your business.

Support Retention Efforts

Using exit interview data to guide change can lead to higher employee satisfaction and stronger retention. By acting on the feedback and continuously improving the work environment, your business will show commitment to a positive and supportive culture.

Discover New Ideas

Exit interviews can be a source of innovation. Employees leaving your business may share fresh ideas or suggest improvements you hadn't considered - sparking potential initiatives to benefit the wider team.

Benchmark Against the Market

These interviews are also a chance to learn where employees are going next and what attracted them. This information can help you assess how your compensation, benefits, career progression and work-life balance compare with competitors in your industry.

Leave a Lasting Positive Impression

Managed with care, exit interviews can strengthen your employer brand. A respectful and appreciative conversation can turn a departing employee into a future advocate, client, or even a returning team member. Positive offboarding experiences often lead to referrals and goodwill.

Best Practices for Conducting Exit Interviews

- Choose a neutral interviewer
- Create a safe, private environment
- Use a structured, but flexible, approach
- Foster openness and respect
- Actively listen, without judgement
- End on a positive note with the employee
- Ensure you document the conversation
- Analyse the feedback, share appropriately
- Use the information as a catalyst for improvement



Exit interviews are more than just a box to tick - they're a powerful tool for listening, learning, and leading with purpose. By embracing the insights they offer, you can shape a stronger, more resilient company.

If you would like further guidance with the exit process for your business, please contact hils@agilehrconsulting.com

Neurodiversity in the Workplace

What is Neurodiversity?

Neurodiversity is a term that recognises, respects and embraces employees' neurological differences as natural variations of the human brain. This includes conditions such as: Autism Spectrum Disorder, ADHD, Dyslexia, Dyspraxia, OCD and Tourette Syndrome amongst others.

Why does Neurodiversity in the Workplace matter for your Business?

Neurodiversity in the workplace matters because it brings a broader range of perspectives, problem-solving approaches, and innovative thinking to teams. Individuals with neurological differences often possess unique strengths that can lead to creative solutions, attention to detail, and enhanced productivity when supported appropriately. When businesses create an environment where neurodivergent employees are supported and valued, they not only promote greater inclusion and equity, but also unlock potential that can drive innovation, build stronger, more adaptive teams, and enhance overall business performance.

How Can Your Business Create a Neurodiverse Workspace?

Culture

Forster a culture of openness and support, this should cascade from senior level

Awareness

Provide education and training for line managers and employees to build understanding of neurodiversity and how to support and appreciate individual differences. Raising awareness helps create a respectful, informed workplace where everyone can engage and collaborate effectively.

Support within the Workplace

Engage in open conversations with employees to understand their individual needs and workplace requirements. Making reasonable adjustments can have a meaningful impact and may include options like noise-cancelling headphones, quiet workspaces, flexible hours or remote work, adapting how instructions are communicated (verbally, in writing, or via recordings), flexible deadlines, or the use of assistive technology.

Recruitment

Mindful that standard recruitment practices can unintentionally exclude or disadvantage neurodiverse candidates, there are steps your businesses can take to minimise this:

- Offer flexible application formats
- Use skills-based assessments
- Have clear & concise job descriptions
- Use alternative interview formats
- Share a detailed structure of the interview format prior to interview
- Share the interview questions prior to interview
- Be mindful of the interview environment – ensure this is sensory-friendly
- Train hiring managers on neurodiversity

Recognising and respecting neurodiversity is an important part of creating an inclusive, progressive workplace. When businesses embrace different ways of thinking, they open the door to untapped potential, foster innovation, and cultivate stronger, more empathetic and effective teams.

If you would like more information on any of the above, or your business is looking to implement neuroinclusive practices, please contact hils@agilehrconsulting.com