

Neuroinclusive Retail Spaces

Neurodiversity and inclusion training for retail teams

Amaze's Creating Inclusive Retail Spaces program helps organisations make their shops and workplaces more welcoming for everyone. Through practical, evidence-based sessions, teams build confidence with neurodiversity concepts, language and differences across sensory and information processing, and communication to support both customers and employees.

What this inclusion education training covers

Participants explore how retail environments can impact neurodivergent people, understand the barriers that can make shopping or working harder, and learn practical, straightforward strategies to create more inclusive, accessible experiences.

What you'll learn

Session 1: Foundations – The Customer Experience

You'll learn how to:

- understand the way different neurotypes experience the retail environment
- recognise and challenge assumptions about customers and team members
- understand sensory processing, information processing and communication
- identify and respond respectfully to signs of distress and overwhelm
- apply practical steps to make retail environments welcoming and inclusive for neurodivergent people.

Best for: front-of-house and customer-facing employees.

Session 2: Deeper Dive – Supporting Neurodivergent Employees

(For participants who have completed session 1)

You'll learn how to:

- communicate in ways that support clarity, shared understanding and different communication needs
- understand masking and how it affects employee wellbeing and workplace culture
- support executive function (planning, prioritising, shifting tasks) and different working styles
- adapt communication across written, visual, and verbal formats
- manage workplace change in ways that support regulation and minimise stress
- build an inclusive team culture through the core principals of transparency, clarity, and flexibility
- use practical inclusion tools for everyday management, including task-setting and performance conversations
- strengthen a workplace culture that recognises and develops neurodivergent strengths.

Best for: retail managers, team leaders, People & Culture professionals.

Course details and pricing

Duration: 2 hours (Session 1) or 4 hours (Sessions 1 + 2)

Cost: From \$2,450 + GST (Session 1) or \$4,500 + GST (Session 1 + 2)

Delivery: Your choice of a live webinar or in-person training

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Prefer to join as an individual? Other training topics are also available through the [Amaze Inclusion Training: Open Workshops](#).