

# Capgemini: Disability inclusive innovation

**Capgemini is a global leader in consulting, digital transformation, technology and engineering services. Its Applied Innovation Exchange (AIE) team creates innovative products, services and systems that empower organisations to drive meaningful change.**

Due to the impact of Covid-19, the AIE team saw an increase in demand for products that are more inclusive.

They decided to approach Leonard Cheshire's Training and Consultancy team as they wanted to have a better understanding of disability and incorporate disability inclusion into their practices and processes.

During a training needs analysis, we identified areas for further education around the topic of disability and how best to incorporate inclusive practice into designing, building and testing products, services and systems.

The team were interested in practical ideas and tools to help them come up with accessible, inclusive and usable solutions.

**“Leonard Cheshire went above and beyond in creating an informative, creative and engaging training session. Our team was left with practical learnings that they could apply to our innovation projects, immediately.”**

**Natalie Michalski**  
Capgemini

We proposed support to build the knowledge, skills and confidence of the AIE team through online training. We designed a workshop on Disability Inclusive Innovation which we delivered to 16 in November 2020.

## **Our training**

Our bespoke Disability Inclusive Innovation training focussed on building a better understanding of disability, and positive, practical changes the AIE team could make to build inclusive practice into their processes.

The session began by introducing learners to core concepts of disability, ensuring the team understood the prevalence of disability and why inclusive design matters.

We then supported learners to differentiate between accessibility, usability and inclusive design – using case studies of best practice to highlight ways in which other organisations have innovated in these areas.

We also ran a barrier analysis activity – supporting the team to understand where barriers can occur and how best to remove them during the design process. This supported the team to practically apply different principles

of accessibility, usability and inclusive design to their roles.

Throughout the session, we signposted the team to further guidance and resources relating to inclusive design and examples of best practice.

Attendees were very positive about the workshop, and planned to share their learnings with the wider team. They hoped to implement changes to their ways of working to embed principles that were discussed during the workshop.

Attendees also told us that they planned to implement accessibility checks across their teams, reflect on user experience and consider inclusivity earlier in their own processes.

### **Next steps/outcome**

Capgemini shared with us that the session was a "real eye opener". Since then, the team have continued to reflect on the learning, and will help to shape their working practices going

forward.

In addition, the team have been considering how to further incorporate inclusion into their projects. Examples have included working on innovations relating to occupational workplace health and safety, and ensuring accessibility for a wide range of users. The Capgemini AIE team has also applied the learning to testing products and services with disabled people, ensuring it uses feedback to improve the accessibility and inclusivity of its designs.

The AIE team have also drafted their own principles of inclusive design, ensuring that the whole team embeds this within their work and reflects on inclusion and accessibility within each project.

## **About Training and Consultancy from Leonard Cheshire**

We will work closely with your organisation to better understand you, your people and your priorities. After identifying the needs of your organisation, we will provide you with a bespoke solution to create lasting organisational change. We equip you with the knowledge, skills and confidence you need to remove barriers for groups and individuals.

### **To find out more:**

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**Email:** [training@leonardcheshire.org](mailto:training@leonardcheshire.org)

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