



# Good Practice - Auticon Job Coaching

## WP 2

### Activity 1 (Good Practice)

Developed by Wisamar | July, 2025

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## Good Practice Card

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<b>Name/ title of practice:</b>	Auticon Job Coaching
<b>Location:</b>	Berlin, Hamburg, Bremen, Düsseldorf, Frankfurt a.M., München, Stuttgart (in Germany)
<b>Size and scale of organization:</b>	Large
<b>Industry/Sector:</b>	IT services and IT consulting
<b>Contact info (for follow up, if available):</b>	N/A
<b>Additional details:</b>	The autistic employees at auticon are supported by job coaches who create a working environment in which autistic people can fully realize their potential. The job coaches specialize in autism and aim to promote the inclusion and well-being of autistic employees in their work. They adapt workplaces and processes, support the clients' teams in inclusion, provide information on autism in the workplace, and, if necessary, mediate communication between neurotypical and neurodivergent team members. Companies that employ autistic employees and want to better support and include them can also book the job coaches.
<b>Sources information/References:</b>	<b>of</b> <a href="https://auticon.com/de/">https://auticon.com/de/</a>



## Good Practice/Content

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<b>Key focus/bias observed:</b>	Cognitive Bias
<b>Description of the <i>Practice</i>:</b>	Auticon Germany's Job Coaching program is an integral part of its inclusive employment model, designed to support autistic IT professionals in reaching their full potential in the workplace. Job Coaches are specialized professional often with backgrounds in psychology, neuroscience, special education, or occupational therapy, who facilitate a supportive, autism-friendly work environment. They ensure that both the individual needs of autistic employees and the organizational structures of client companies are harmonized for long-term success. Their work includes workplace adjustments, communication mediation, onboarding support, and educational workshops for neurotypical teams, making them key agents of inclusion, awareness, and accessibility in professional settings.
<b>Implementation strategy:</b>	<p>The Job Coaching service is embedded directly into the employment model at auticon and offered as part of the company's Neuro-Diversity &amp; Inclusion Services (NIS). Implementation involves:</p> <ul style="list-style-type: none"> <li>● Preparing autistic IT consultants for project assignments by explaining company culture, work expectations, and team dynamics.</li> <li>● Providing on-site or remote coaching, both reactive (as needed) and proactive (ongoing sessions).</li> <li>● Offering briefings and workshops for client teams to promote understanding of autism and neurodiversity.</li> <li>● Facilitating environmental adjustments, such as noise-reducing tools, lighting modifications, alternative communication routines, and customized break schedules.</li> <li>● Acting as a communication bridge between clients and consultants, mediating conflicts and helping both parties navigate different work styles.</li> </ul> <p>This individualized support creates the psychological safety required for autistic professionals to perform confidently and sustainably.</p>
<b>Key actors involved:</b>	<p>Autistic consultants: The primary beneficiaries, who receive continuous, needs-based support throughout their employment.</p> <p>Job Coaches: Experts in autism and workplace inclusion who guide, train, and mediate between all involved parties.</p> <p>Client companies: External partners who host the consultants and benefit from coaching and awareness-building within their teams.</p>





	<p>Project Managers: Internal coordinators at auticon who collaborate closely with Job Coaches to ensure smooth project delivery.</p> <p>Wider neurodivergent workforce: Companies beyond auticon can also book Job Coaching services to support their own autistic employees.</p>
<p><b>Outcomes and metrics of impact:</b></p>	<p>The Job Coaching model has yielded measurable and meaningful results. According to auticon’s internal Impact Report:</p> <ul style="list-style-type: none"> <li>- 92% of autistic employees feel well advised at work.</li> <li>- 92% trust their Job Coach as a reliable partner.</li> <li>- 82% report effective onboarding support through coaching..</li> <li>- 80% find each coaching session helpful.</li> <li>- 64% felt supported even during the challenges of the COVID-19 pandemic.</li> </ul> <p>These outcomes demonstrate the critical role Job Coaches play in enabling autistic individuals to thrive professionally, while also improving team dynamics and awareness among neurotypical colleagues.</p>
<p><b>Potential challenges and barriers for implementation:</b></p>	<p>Despite its proven effectiveness, the implementation of the Job Coaching model is not without challenges. A major barrier lies in the broader workplace culture, where true equality of opportunity for autistic professionals remains far from achieved. Many individuals on the autism spectrum still hesitate to disclose their diagnosis to potential or current employers out of fear of stigma or misunderstanding. This reluctance often prevents them from receiving the support they need. As a result, workplaces frequently remain inadequately equipped, with communication styles, workflows, and environments that are not suited to neurodivergent needs. One of the most significant consequences of this is “masking”—the exhausting and psychologically taxing effort by autistic employees to hide or suppress their natural behaviors in order to conform to neurotypical expectations. This not only impacts well-being but also hinders long-term job satisfaction and performance. Successfully introducing Job Coaching requires not just organizational adjustments, but also a shift in mindset toward greater openness, acceptance, and proactive inclusion—starting as early as recruitment.</p>
<p><b>Blueprint for success - recommendations for replication or adaptation of the Practice:</b></p>	<p>To successfully replicate or adapt auticon’s Job Coaching model, several key factors should be taken into account. First and foremost, it is essential to invest in autism-specific training for both coaches and workplace teams, ensuring a deep and practical understanding of the autism spectrum and its implications in professional settings. Job Coaching should be embedded as early as possible in the employment process—ideally beginning during onboarding or even at the stage of pre-employment assessments—to provide a stable foundation from the outset. The model’s effectiveness relies heavily on flexibility and personalization, with adjustments to work environments, communication styles, and task structures tailored to individual needs. Fostering a company-wide culture of neurodiversity is equally important: employees should be encouraged to be authentic and should never feel pressured to mask their traits in order to fit in. To continuously improve and demonstrate the value of the service, it is vital to collect regular feedback from both</p>





	employees and employers. Finally, offering Job Coaching services to external organizations can expand the model's reach and promote the broader adoption of inclusive practices. When these elements are in place, Job Coaching becomes a powerful instrument for enabling genuine workplace inclusion—not only for autistic professionals, but as a blueprint for supporting the full spectrum of neurodiversity in the workforce.
<b>Key lessons learned:</b>	Effective inclusion of autistic professionals requires more than technical adjustments—it demands cultural change, early and individualized support, and well-trained mediators. Job Coaching proves most impactful when embedded from the start of employment, tailored to each individual, and supported by company-wide openness to neurodiversity. Creating spaces where masking is unnecessary significantly improves well-being, retention, and performance.
<b>Other info/notes:</b>	N/A





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