



# **Notion / Confluence for Clarity**

## **Workplace Standards for Neuro-Inclusive Knowledge Design**

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### **Important note**

This resource is intended to support understanding and good practice in neuro-inclusive workplace design. It provides general guidance and does not constitute legal, medical, or clinical advice. Organisations should apply the principles in line with their own policies, regulatory obligations, and professional judgement.

Internal knowledge tools often fail not because they lack content... but because they lack **structure, predictability, and signal clarity**.

When poorly designed, Notion or Confluence:

- increases cognitive load
- creates “hidden rules”
- rewards institutional memory over access
- forces staff to interrupt others for answers
- disadvantages neurodivergent and new staff

Used well, they become **clarity infrastructure**.

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## Purpose of a clarity-first knowledge base

A well-designed internal knowledge system should:

- reduce reliance on Slack interruptions
- make expectations explicit
- support asynchronous working
- lower onboarding time
- prevent repeated misunderstandings
- protect ND staff from constant context-switching

The goal is **orientation**, not documentation volume.

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## Core principles (non-negotiable)

1. **One source of truth**
2. **Predictable structure over creativity**
3. **Written clarity over verbal memory**
4. **Context before content**
5. **Maintenance is a role, not a favour**

If people can't find information quickly, the system is failing.

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## What Notion / Confluence should be used for

Use your knowledge base for:

- policies and procedures
- role expectations

- decision records
- project context
- meeting summaries
- “how we do things here” explanations
- FAQs and escalation paths

If information is repeatedly asked for in Slack, it belongs here.

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## Required page structure (clarity template)

Every core page should follow the same structure:

### 1. Purpose

*What this page is for.*

### 2. Who this applies to

*Roles / teams / scope.*

### 3. What to do

*Clear steps or expectations.*

### 4. What not to do

*Common mistakes or exclusions.*

### 5. Decision owner

*Who maintains or approves this.*

### 6. Last updated

*Date + review cycle.*

Consistency matters more than tone.

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## Naming & navigation standards

### Page titles

- Use **plain language**
- Avoid internal jargon

- Reflect the question someone would ask

### **Good**

- “How performance reviews work”
- “Requesting reasonable adjustments”

### **Avoid**

- “People Ops Framework v3”
  - “Operational Excellence Hub”
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## **Navigation rules**

- No more than **3 levels deep**
- Clear top-level categories (e.g. People, Projects, Policies, Ways of Working)
- Avoid duplicate pages with slight differences

If two pages overlap, merge them.

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## **Decision clarity (critical for ND inclusion)**

Use Notion / Confluence to record:

- what was decided
- when
- by whom
- what is still open

### **Decision record template**

**Decision:**

**Context:**

**Effective from:**

**Next review:**

This prevents:

- repeated debates
  - authority confusion
  - ND staff being penalised for “not knowing”
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## **Reducing cognitive load (design rules)**

- Use bullet points over dense paragraphs
- Break content into sections
- Use headers liberally
- Avoid long scrolling pages
- Link related pages clearly
- Do not rely on emojis or colour to convey meaning

Clarity beats aesthetics.

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## Updating & ownership (this is where systems fail)

Every key page must have:

- a named owner
- a review date
- authority to update

Outdated information is **worse than no information**.

Managers must protect time for documentation maintenance... this is not “extra work”.

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## Manager responsibilities

Managers should:

- direct questions to the knowledge base first
- update pages after decisions are made
- stop answering repeat questions verbally
- model written-first clarity
- ensure ND staff are not penalised for “asking things that should be obvious”

If information isn't written down, it's not accessible.

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## Common mistakes to avoid

- Treating Notion/Confluence as an archive
- Over-customising layouts
- Relying on search alone
- Duplicating Slack conversations without synthesis
- Letting pages go stale
- Assuming “everyone knows this”

These create invisible barriers.

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## Indicators the system is working

Organisations typically see:

- fewer Slack interruptions
- faster onboarding
- clearer decisions
- reduced anxiety and conflict
- improved consistency across teams
- better inclusion of ND staff

These are **structural outcomes**, not training effects.

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## Policy-ready wording (example)

“The organisation uses a central knowledge base as the primary source of truth for policies, processes, and decisions. Managers are responsible for ensuring information is clear, current, and accessible. Verbal-only expectations should be avoided.”

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## Final workplace framing

Notion or Confluence is not a productivity tool.

It is **cognitive accessibility infrastructure**.

When expectations live only in people’s heads or Slack threads, neurodivergent staff pay the cost.

Clear, maintained documentation is not bureaucracy...  
it is **fairness, efficiency, and good organisational design**.