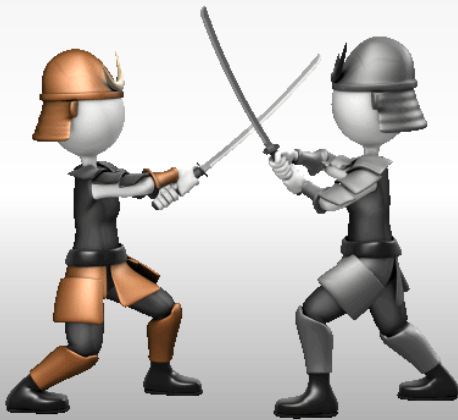


Start with the end goal.
Then figure out how to get there.



**Two Silos: Employer Services
and Client Services**

Central Challenge



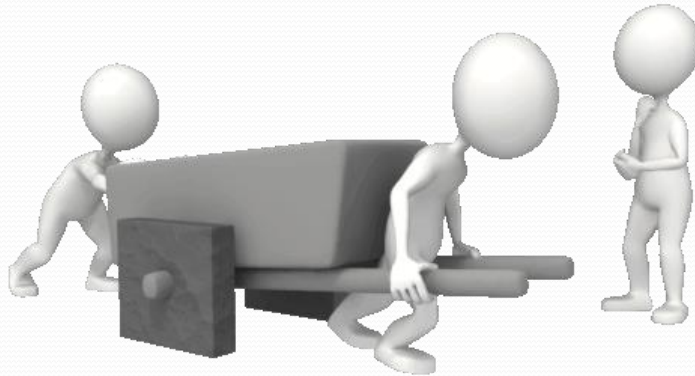
**Employer
Services**

**Case
Managers**

Attitudes of Too Many of Our Job Seekers.

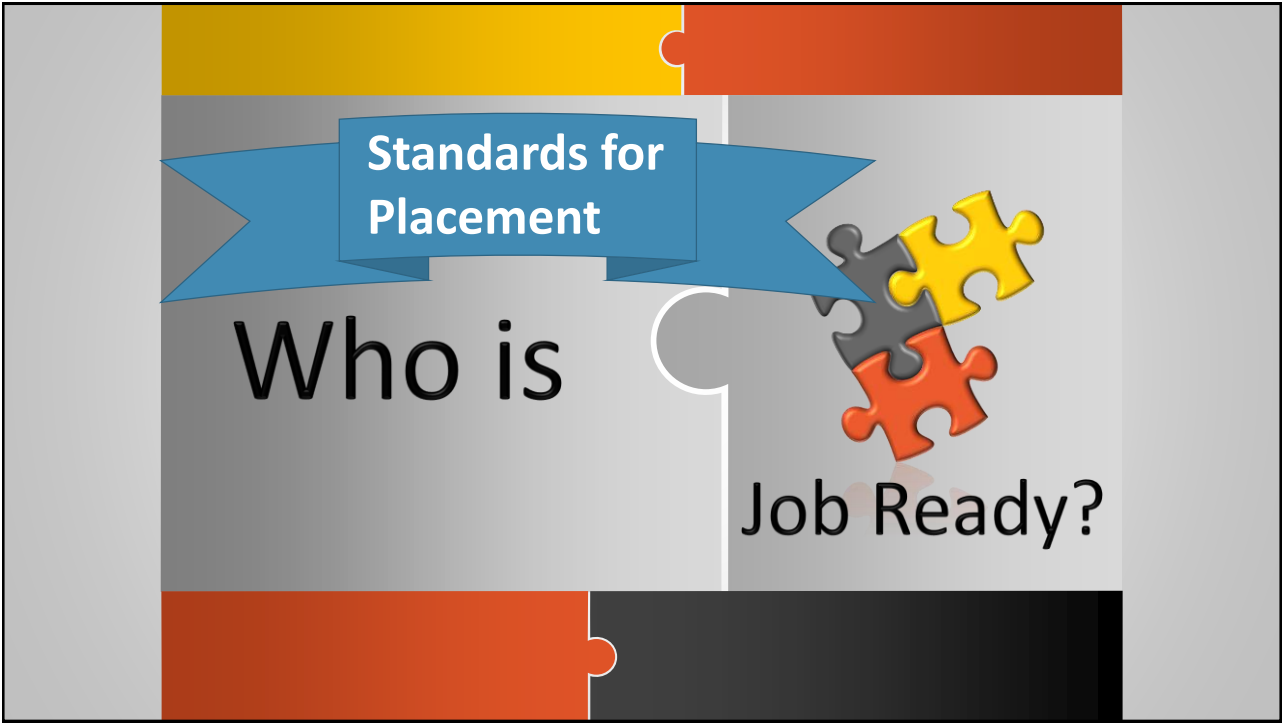
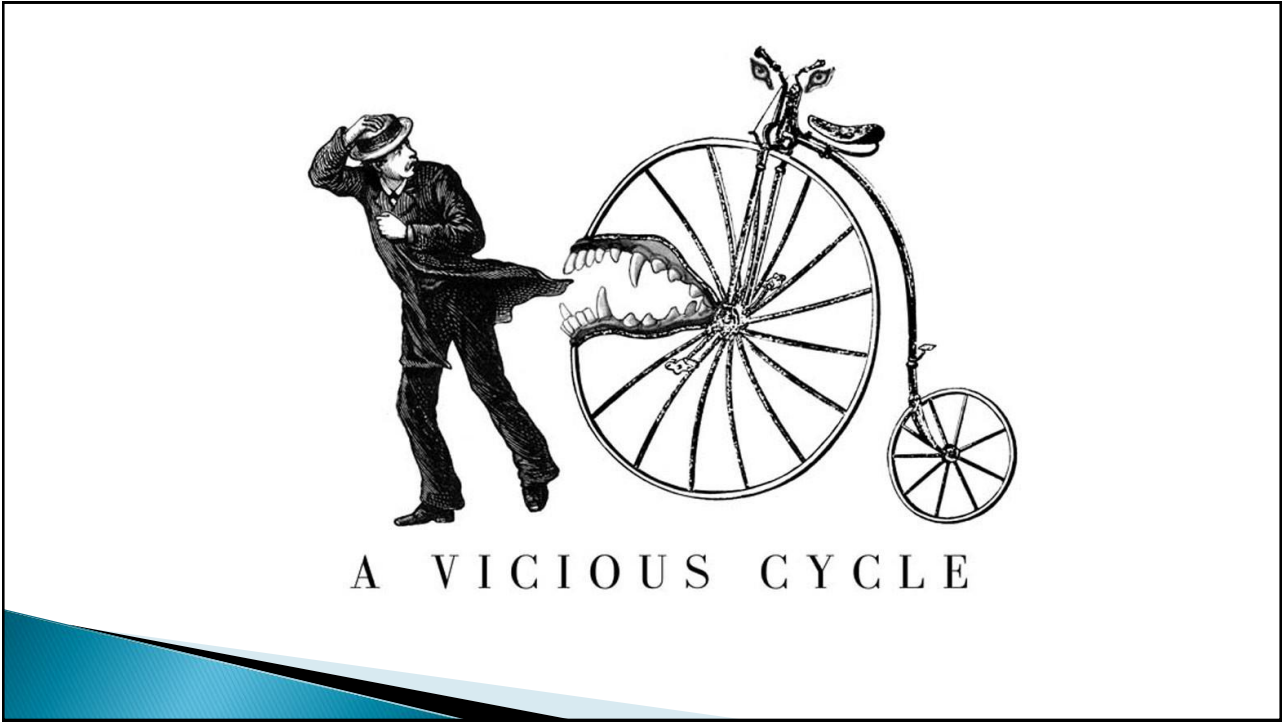


***It's a Heavy Lift to Sell Something
That Doesn't Work.***



Employer is Dissatisfied





What Is Job Ready?

Has Day Care

Has Competitive Resume

Has Certificate/License



What does it look like when someone is competitive for a job?

What are Minimum Standards customers should meet before you give them a Career Source seal of approval?



- What job search tools do they need?
- What job retention skills/attitudes do they need to possess?
- What occupational, academic skills/qualifications do they need?
- What life challenges do they need to have plans/strategies around?

INITIAL ASSESSMENT

Please complete this assessment in its entirety. The information you provide to us is confidential and will be used in the development of your Career Plan at your initial interview with a Career Specialist. Your plan will help determine your goals, the need for support services and the appropriate activity assignments while in a Workforce program.

Look over the assessment...

What impression does the order/sequence of the assessment give you. What does the service seem to be about?

How might assessment reinforce the “entitlement mentality?”





4 Ways to Conduct Assessments or Gather What To Build Job/Retention Success



- Self-Assessment
- Observation
- Structured Interview
- Formal Assessments

SELF ASSESSMENT

Job Search Tools

Yes No	Do you have a resume that you can use to apply for a jobs?	Yes No	Do you know how to answer difficult questions at a job interview?
Yes No	Do you know how to submit an online application?	Yes No	Do you have three professional references for a job?
Yes No	Do you have a cover letter that goes with your resume to submit for jobs?	Yes No	Do you know how to answer the "personality questions" asked on an online application?
Yes No	Do you have an email address for employers to use to contact you? If yes, what is it? _____	Yes No	Do you know what type of job you want to apply for?
Yes No	Do you have clothing that is appropriate to wear to a job interview?	Yes No	Employers will ask "why did you leave the job" on a job application? Are your answers positive?
Yes No	If an employer looked at your Facebook or other social media page, is there anything on it that you wouldn't want a potential employer to see?	Yes No	Can you list 10 marketable skills to an employer during an interview?
Yes No	Do you know how to use the one stop job listing site, Indeed.com and SimplyHired.com?	Yes No	Do you have contact number that an employer could use that would reach you within 2 hours?

SELF ASSESSMENT

Job Retention Tools

Job Retention Skills

Yes No	When you have to attend an event, do you generally run a little late?	Yes No	Have you ever walked off a job without giving notice?
Yes No	If you asked to do something on a job that you do not perceive is your job, do you get upset?	Yes No	Have you had more than one job that lasted less than a year?
Yes No	Have you gotten angry enough at job to have a verbal fight with a co-worker or supervisor?	Yes No	Can you use all of your past employers as references?
Yes No	Do you need skills for how to handle conflict and other situations at work?	Yes No	Did you ever leave a job because of a conflict with a supervisor?
Yes No	Have you had an employee evaluation at work that was less than positive?	Yes No	Have you ever worked at a job where your hours were continually cut until you almost had no hours?
Yes No	Are there some jobs that you might not be able to do because of a conviction?	Yes No	Have you had any problems with punctuality or attendance at a job.
Yes No	When you get an employee handbook at work, do you read it right away?	Yes No	Have you had problems retaining a job?

Vocational Skills, Occupational Skills, Academics and Training		Challenges you might face to working at a job or going to school.	
Yes No	Can you navigate the internet and use a computer?	Yes No	Are you pregnant?
Yes No	Are you currently in training, high school, vocational school or working on your GED?	Yes No	Do you have reliable transportation?
Yes No	Do you have a high school diploma or GED?	Yes No	Do you have a valid driver's license?
Yes No	Do you have ever earned any licenses, certificates or degrees?	Yes No	Do you have a social security card?
Yes No	Are you interested in going to school of any type?	Yes No	Do you have any mental or physical issues that might prevent you from going to school or going to work?
Yes No	If yes, which type of school would you like to attend? GED/HS diploma College, Certificate Program	Yes No	Have you ever been arrested or convicted of a crime other than a traffic violation? If so, explain.
Yes No	Do you know what kind of job you are interested in doing? If so, _____	Yes No	Where do you live? Own house Rent Live with someone Homeless Live in Shelter Other
Yes No	Do you have skills that you have developed through a hobby or volunteer job?	Yes No	Do you have reliable child care?

Key to Motivation Interviewing style

- ☐ Use (wide) open ended questions rather than closed to actively involve the participant in the process.
- ☐ Ask for their resources before you offer yours.

Example:

Do you have reliable childcare? (Closed)
What kind of childcare do you have? (Open)

Do you have reliable transportation? (Closed)
What options do you have available for transportation when get a job? What considerations do you have to make? (Open)

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Open Question Starters

CLOSED

Did you get along
with your boss?

Tell me about
your relationship
with your boss.

What...

Why....

How...

Can you describe..

Tell me about....

Can you say more about that?

What do you mean by _____ ?

How did you decide to.....?

What was it like to?

I'd be interested in knowing....

**I'm not certain I understand.... Can you give
me an example?**

What examples of that come to mind?

Say more.

**What would you like to know
about _____?**

**I'd like to help you find the best possible
information. Can you tell me more about
your interest?**

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Turn these closed questions into open questions.

- Are you interested in going to school?
- If offered employment can you begin working immediately?
- Do you know what career field you want to go into?
- Have you been applying for jobs? Where?
- Are you willing to do additional training once you get a job if it helped you to earn additional responsibilities and pay?

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Draft Structured Interview Questions

Job Search Tools	Draft Structured Interview Questions:
Job Interviewing	So when was the last time that you can remember having a face to face job interview? How did you feel about your interview skills? What did you think you could have done better?
Resume	Tell me about your resume and what parts of it that you think might need improvement.
Voicemail	When you think about the voice mail message that you use and you think about a business person or possible employer calling it, what impression do you think your voice mail message would give the caller?
References	Tell me who you would use for a job reference (how you know the person, how long you have known them, and what you think they would say).

Draft Structured Interview Questions

Job Retention/Work Habits	Draft Structured Interview Questions:
Punctuality	When you have an appointment at an office or are invited to an event, how would you characterize your punctuality? Generally would you be early, right on time or often running a little late? Talk about that.
Reasons for leaving	Think about the last three jobs you have held. Can you tell me the job and tell me what happened that made you leave those job?
Communication skills	Tell me about a time that you had a conflict on a job. Tell me what happened and how you handled it.
Attitude about self	What are your greatest strengths at a job and what are things you need to work on and improve?

Draft Structured Interview Questions

Occupational Skills, Licenses, Diplomas, Credentials, Academics	Draft Structured Interview Questions:
Occupational Skills	Tell me about your marketable skills. What things can you do and which of those things are you really good at?
Education	Give me a run down of all of your education starting with high school. Tell me what certificates, diplomas, licenses and such that you have earned that might help you to get a job.
Vocational programs	You indicate that you want to be (fill in occupation) and that you want to go to school. Can you talk a little bit about how you decided that (fill in occupation) was what you wanted to do.
Work Experience, Internships, Community Service	We have business and non-profit partners who accept people for work experience, internships and community service projects. These types of programs help people get some real world experience in a particular field. What might be some advantages to you of using these services?

Draft Structured Interview Questions

Plans for Outside Challenges (Housing, Legal, Family Management, Mental/Emotional, Physical Health	Draft Structured Interview Questions:
Legal	Some occupations and professions prohibit individuals with certain criminal convictions from working in that field. Can you tell me about any legal issues that you have dealt with which could be a consideration for school or a job.
Financial Stability	In order to be able to go to school, you have to have some way to support yourself during that time. What ideas do you have about how you could live financially while you work toward increasing your skills?
Health considerations	So talk a little about your general health and how any health concerns could impact your ability to complete training or work at a job.
Family Support	What kind of assistance will your family or friends provide to help you get through the training?

Resistance Producing Style

- Criticizing
 - Name Calling
 - Diagnosing
 - Praising Evaluatively
 - Ordering
 - Threatening
 - Moralizing
 - Excessive Questioning
 - Taking Charge
 - Diverting
 - Logical Argument
 - Reassuring
- Judging
- Sending Solutions
- Avoiding The Other's Concerns




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Matching Activity: Roadblocks



- a. Criticizing
- b. Name Calling
- c. Diagnosing
- d. Praising Evaluatively
- e. Ordering
- f. Threatening
- g. Moralizing
- h. Excessive Questioning
- i. Taking Charge
- j. Diverting
- k. Logical Argument
- l. Reassuring

1. When did it happen? Are you sorry you acted out that way? What did he say? What did you say?
2. Let's look at the facts, if you go on vacation, you will miss a week of class, you will get behind and you won't be able to catch up.
3. You have to bring me your timesheet immediately. I have to have it today.
4. You are always such a good student. You will do great.
5. As a drop-out, you might have to work harder than others.
6. You really brought that on yourself. Had you not taken your daughter to the job interview, you might have gotten the job.
7. If you don't come in for an appointment, then we won't be able to pay your tuition next semester.
8. You **should** just do what your caseworker said and comply with the rules.
9. That's an easy one to solve. First, call the child care network to get some information about available sites.
10. It will all work out in the end. Don't worry. One mess up doesn't mean it's the end.
11. You think you have it bad. When I was going to school, I only got about 4 hours of sleep a night.
12. Don't be so defensive. I am only try to help.

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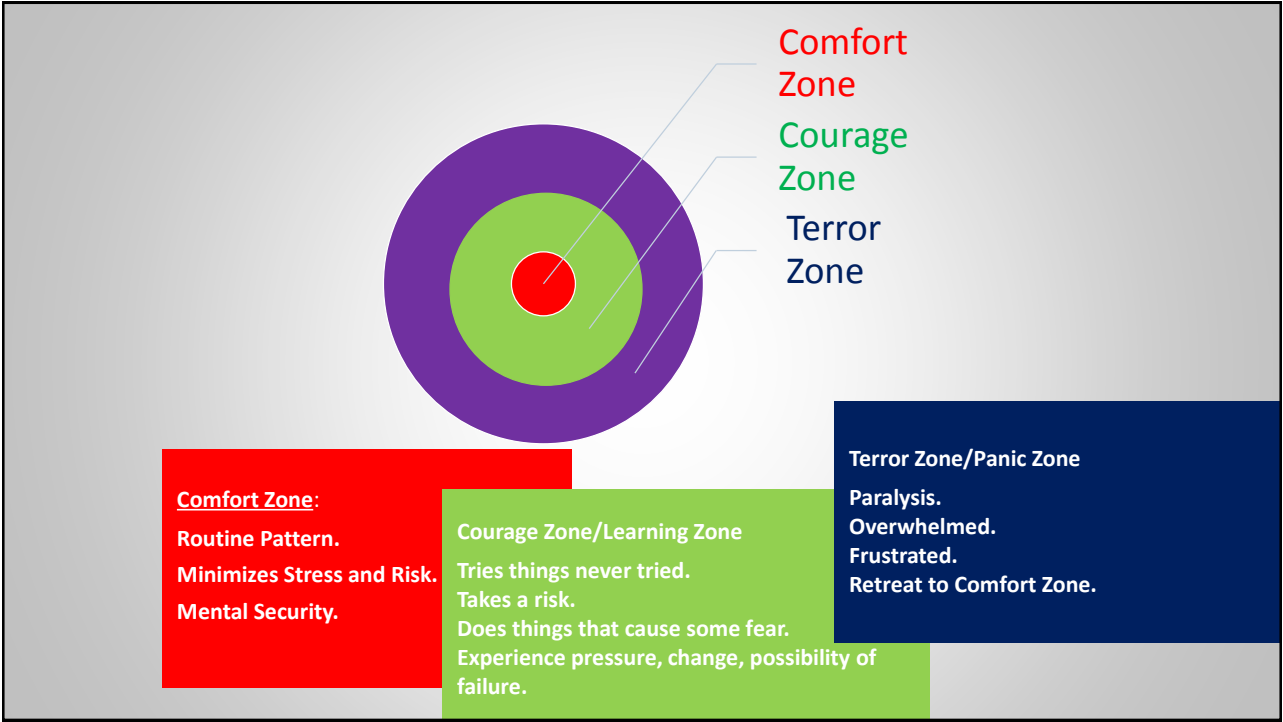


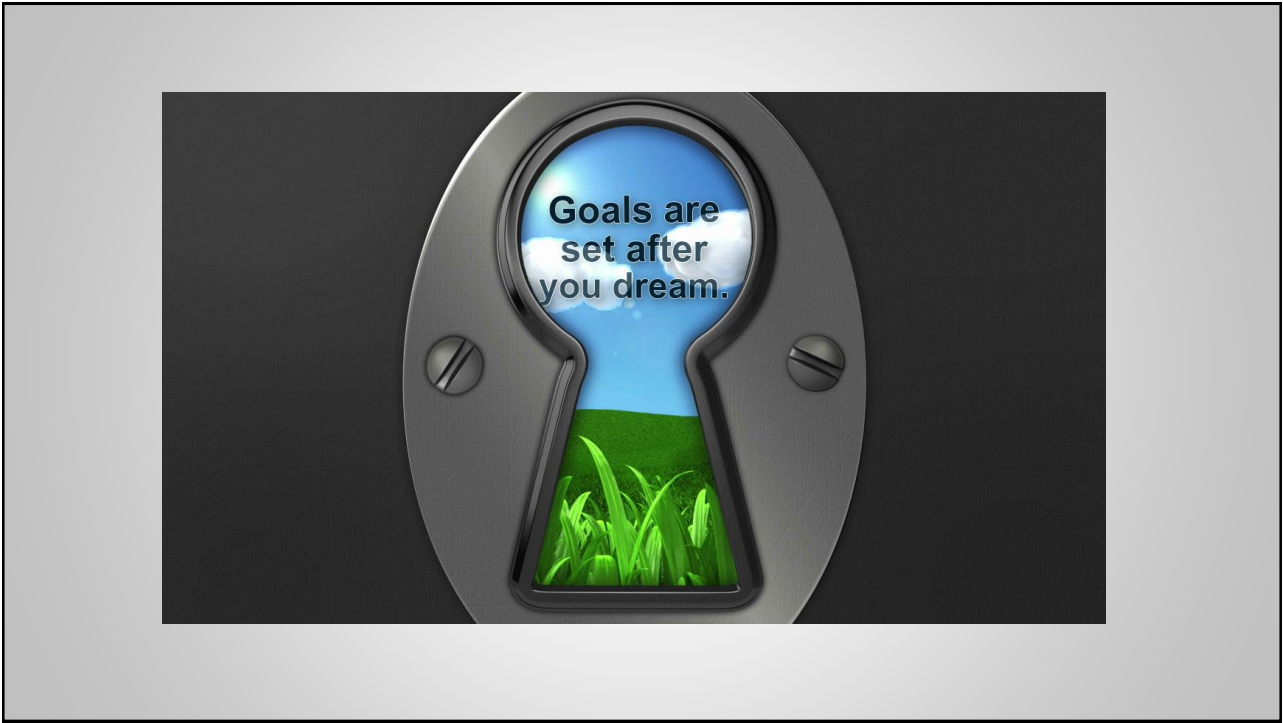
Ask Permission before giving advice, providing information or expressing a concern.



- Would it be all right if?
- I would like to share a concern with you if you are open to that.
- I am wondering if I could ask for a couple of minutes to provide you with some information that may be helpful to you.
- If you are okay with it, I would like to share some of the resources that have helped other clients I have worked with who have had similar dilemmas.
- I am really worried about something and I was hoping you would allow me to explain to you what I am worried about.
- I am going to need to spend a few minutes today on Would that be alright with you?

At first sign of resistance or disinterest, stop and engage the client in evaluating the information, advice or concern you shared.
"What part of that information, if any, applies to you? What is your immediate reaction?"





Program Goals: Not Real Powerful




Jodie Sue Kelly, www.cygnetaassociates.com cygnet84@aol.com

Life Goals: Much More Powerful



Jodie Sue Kelly, www.cygnetaassociates.com cygnet84@aol.com




Place Your Bets

Joel: "I want a job. I will take just anything."


Marla: "I want to apply to and get accepted into nurse's training. With a nursing degree you can live and work anywhere. Nursing is a stable field and the country is short on nurses so I know I can get hired."

Connie: "I would maybe like to go to some type of school someday."

Addie: I want to get a job that allows us to live in one place and that lets me help provide for my family. I don't want to move anymore. I want the children to be able to go to one school, get a good education and have stability. I need to figure out where to start to make that happen.



ACTIVE LEARNING ACTIVITY PLAYING PIECE





A smiling woman with blonde hair, wearing a red bandana and a black jacket, holding a stack of brown folders. She is positioned on the left side of the slide, which has a dark green background with a faint image of a building.

Banker's Tally

Name:	Total cash bets:
Joel	
Marla	
Connie	
Addie	

Set Life Goals: All Motivation Begins with a Goal

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- It is useful to identify your goals and how you want your life to be once you are finished with school and working. It will help you to stay motivated. Think and list five ways your life would improve once you complete.

- _____
- _____
- _____
- _____
- _____



**Be alert for
warning signs
that the client
is beginning
to cut the tie!**



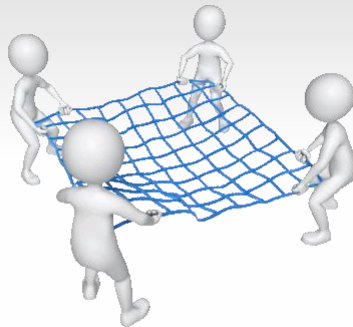
To revive, slipping motivation



- Life goals
- What I hate about my life right now

Quicker You Catch: The Greater the Success

- Decreasing Success as Time Goes On



Poor Strategy to Re Engage their interest!

Attended A Step and Stopped Coming

No reminder of goal.

Hello. This is Karen from the XYZ Program. I was calling to reschedule your appointment. You were scheduled for (x) and you missed that appointment. I would like to get you rescheduled.

Y U C K

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Much better script for re engagement!

Attended a Step and Stopped Coming.

Reminder of real goal.

Hi Michelle. This is Ann from xxx Inc. A while back, when we met, you said you hoped to get training so you could get a better job to provide more for your daughter. I am wanting to work out a plan for you so you can get back on track. I know how important increased money was to you and your child.

I D E A


Focus on Outcomes

Re Engagement

Accepts part of responsibility.

Hi Marco. This is Robert at XYZ and I am trying to reach you. My goal was to help you to _____. We were working on a plan and then we lost our momentum. I wanted to call to find out what I can do to get us back on track. I really want to help you to _____. Give me a call back at xxx-xxxx. I would be excited to hear from you.

I D E A



Now You Try It...

- Dorothy has been working as a counter clerk at a cinema on weekends. She was living with a friend until she could get the money together to be able to get her own place. There was tension in the relationship because Dorothy felt she had overstayed her welcome.

Re-Engagement Protocol



- Review the participant files of everyone on your caseload. Divide the caseload into two piles: "active" and "inactive" or "sanctioned" and "active."
- For each customer in the "inactive/sanctioned" pile, read the file and try to identify a possible motivator. "What could make this customer want to change?" Make a list of possible motivators:
 - Where he/she lives?
 - Who he/she lives with
 - Who he/she depends on for help
 - If others control his/her life.
 - What he/she can't buy
 - Hating his/her job
 - Not making enough money
 - Not getting enough hours
 - Not having his/her education
- Go through the list again. Cross off those items you just wish he/she was motivated to change. Think from the customer's perspective, not yours or the agencies.
- Locate the customer's phone number. If none is available, send a letter.
- Create a script for what you plan to say to re-engage him/her.
- Make the call. Leave a message if he/she isn't there. If he/she takes the call, resell them.
- If customer isn't there and you have left a message, wait three days then send a letter.
- Wait seven days and call again.
- Make a home visit and take the fliers and sales material outlined in this handout. Make the argument primarily a financial one.

Inclusion of the dream is critical during on going case management to continue motivation and change.

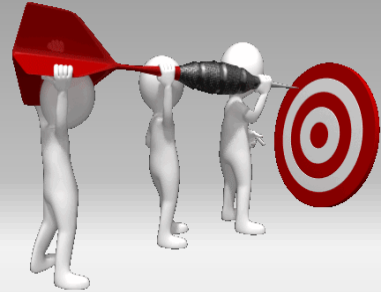
"You are taking some important steps toward making a better life for your children."

- You are in school, you are making good progress and only have 4 weeks left.
- I would like to talk about any steps you have taken since our last conversation and then to talk about what is next.
- How are you feeling about school right now?



Using Goals

- To begin writing plan
- At every case management appointment
- To renew slipping motivation
- Once placed to help them stay on track



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Two Types of Customers



Career Decision Making Strategies



- ☐ Impulsive
 - ☐ Based on prevailing wage
 - ☐ Overly glamorized, untrue image
 - ☐ Hand them list of trainings and ask them to pick
- ☐ Dependent
 - ☐ Let someone decide for me
 - ☐ I don't know what I want to do, what ideas do you have for me?
- ☐ Rational
 - ☐ Well thought out and researched
 - ☐ Customer has the capacity to complete the training and do the work



Set Counseling Goal

- ☐ Make sure the choice I have made is a good one
- ☐ Determine if the school decision I have made is available for funding
- ☐ Make a five year career plan
- ☐ Explore my career options
- ☐ Figure out which school would be my best choice
- ☐ Decide if I should go to school or work
- ☐ Choose a career option

Major issues could be built into career advising goals:

- ☐ Lack of information about how to make a wise decision.
- ☐ Lack of information about occupations. Customer may not know what alternatives exist.
- ☐ Lack of information about sources of information.
- ☐ Unreliable information. Customer may have incomplete or inaccurate information.

