



Welfare Peer TA Network TA Request: Workforce Solutions Texoma

“Everyone is a Career Development Trainer”:

**Creating a Culture of Work and Academic Achievement
Through Motivational Interviewing and Experiential Learning**

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WORKSHOP OBJECTIVES

- To create “a culture of work” that emphasizes the effective delivery of “soft skills” most often cited by employers.
- Utilize a work-based approach based on motivational interviewing principles that emphasizes meaningful individual and group interviewing.
- Incorporate the three principles of Experiential Learning into all aspects of program.

Principles of WORK as a DEVELOPMENT TOOL: IT AIN'T ABOUT WRITING RESUMES!

The TRUE PURPOSE of work readiness training:

- 1) Foster positive work development for today's service-based economy.**
- 2) Address a wide array of life skills that transcend just "work" skills**
- 3) Promote continued education for today's knowledge-based economy.**
- 4) Promote long-term self-sufficiency.**

What are the Goals?

This does not include various short-term process goals.

1. **Work Preparation:**
What is current training structure?
2. **Work Participation:**
What Placement Rate goal?
3. **Retention & Follow-Up:**
Retention Rate _____ ? For how long _____ ?

Pre-Placement Preparation = Post-Placement Retention.



Creating a Culture of Work: The Increasing Importance of Soft Skills

- “The Great Recession”
- Major Workforce shift from Manufacturing to Customer Service during the last 40 years
(Rural areas & small towns hit the hardest)
- “New” Employer Surveys
 (“The more things change...”)

What Soft Skills Do Businesses Want?

Skill Group	Specific Work Readiness Goals
1) WORK ETHIC/ PROFESSIONALISM	<ul style="list-style-type: none">• Attendance and punctuality• Workplace appearance• Accepting direction and constructive criticism• Positive attitude, motivation, and initiative• Demonstrating personal accountability
2) TEAMWORK/ COLLABORATION	<ul style="list-style-type: none">• Build relationships with colleagues/customers• Work with diverse teams• Manage and negotiate conflicts
3) COMMUNICATION	<ul style="list-style-type: none">• Oral: effectively articulate thoughts & ideas• Non-verbal communication• Written communication
4) PROBLEM- SOLVING/CRITICAL THINKING	<ul style="list-style-type: none">• Exercise sound reasoning• Communicate new ideas to others• Demonstrate creativity and innovation

Staff Principles of WORK as a DEVELOPMENT TOOL Through Motivational Interviewing Principles

BUILD TRUST

- Change process is a collaborative partnership
- “They don’t care what you know if they don’t know that you care”

EVOKE

- Listen, listen, listen
- Empathy – Not Sympathy
- Provide opportunities for participant self-expression

EMPOWER

- Focus on Assets – Not Deficiencies
- Hi-Standards– Hi Support
- Soft Skills are “Caught, not Taught”



Soft Skills Experiential Exercise

CONFUCIUS SAYS:

“Tell Me and I Forget,
Show me and I Remember,
But,
Let Me and I Understand.”

Creating a Culture of Work

Experiential Learning

“The mere imparting of information is not education. Above all things, the effort must result in making a man think and do for himself.” – Carter G. Woodson

We remember:

10% of what we READ

20% of what we HEAR

30% of what we SEE

50% of what we HEAR and SEE

80% of what we DO

90% of what we TEACH

Creating a Culture of Work and Academic Achievement

CONFUCIUS Takeaways on Experiential Learning

- 1) DOING (80%, but temporary)
- 2) PEERS (90%, but temporary)
- 3) REPETITION (100% Permanent)

How are/can these principles
be incorporated into all learning?

The 4 Program Elements in Creating Effective Work Readiness Preparation

1. PROGRAM CULTURE

2. PROGRAM STRUCTURE

Does combined design of group orientations, intake interviews, and workshop structure maximize participant success?

3. WORKSHOP CONTENT

Do topics reflect local employer needs?
Does design and sequencing of content flow?

4. WORKSHOP DELIVERY

Is it based on experiential learning?

The Group Interview

1. Set Tone and Interview Expectations
2. Build Trust
3. Provide Employment Job Seeking Info
4. On-the-Job Behavior (Attitude)
5. Opportunity to “Pass” Interview
6. Questions and Outstanding Concerns

See Handout for more detail

Individual Welcome Interviews

1) Build Initial Trust

Build rapport with participant; Demonstrate empathy;
Make participant comfortable

2) Have *Conversation* around Career Interests (first) and Needs (second)

...BASED off of the info on the completed intake application

3) Overview of Program Benefits and Expectations

Purpose and Goal of Intake Interviews

4) **Resolve Any External Barriers**

(e.g. transportation, child care, professional clothing, medical, etc)

5) **Offer On-the-Spot Observational Info**

Any “attitudinal” behaviors, positive or negative, should also be addressed. Share any encouraging hints.

6) **Close Interview Strong**

Get **firm commitment** from interviewee and let them know that you will follow-up

Workshop Design: TRAINING

TRADITIONAL

- Classroom-based Setting
- Measures Knowledge
- Taught at a scheduled time
- Abstract Learning
- Uni-directional
- Staff-driven Agenda
- Creates Dependency

EXPERIENTIAL (Like the Job)

- Virtual Workplace Setting
- Measures Behavior
- Learned in “REAL TIME”
- Tangible Learning
- Interactive
- Participant-driven Agenda
- Creates Self-Sufficiency

Workshop Design: EMPLOYMENT TRAINING

TRADITIONAL

- Classroom-based Setting
- Measures Knowledge
- Taught at a scheduled time
- Abstract Learning
- Uni-directional
- Staff-driven Agenda
- Creates Dependency

EXPERIENTIAL (Like the Job)

- Virtual Workplace Setting
- Measures Behavior
- Learned in “REAL TIME”
- Tangible Learning
- Interactive
- Participant Driven Agenda
- Creates Self-Sufficiency