



**SELN Case Manager Employment Training
Curriculum**

Module 2: The Employment Conversation
October, 2017

1 – Importance of Employment

2 – The Employment Conversation

3 – Employment & the ISP

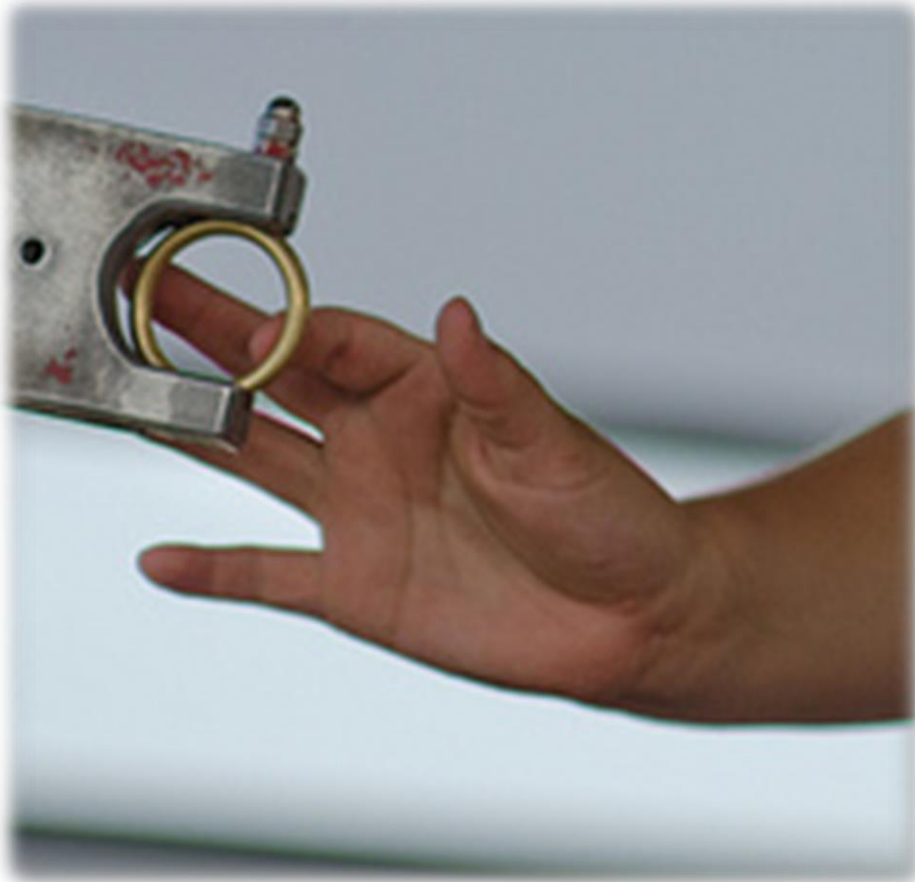
4 – The Employment Process

Module 2 Objectives



- Use guided conversations to:
 - identify an individual’s pathway to employment
 - ensure decision to work is based upon informed choice.
- Address common employment barriers and concerns to support employment next steps

The Employment Conversation



Employment = The Brass Ring

**But Someone has to start
engaging and exploring the
possibilities through
conversations...**

DDA Employment Principles

From DDA Employment principles....

All individuals have the right to explore the full range of employment options to empower **informed choice and foster self-determination.**

Lesson 1

Informed Choice and Supported Decision Making



Informed Choice and Supportive Decision Making

What is it?

- Working with the person to identify where help is needed and devising an approach for providing it.
- The solutions are different for each person and the possibilities are endless:
 - one-on-one support and discussion;
 - a team approach;
 - situations explained pictorially.

* Administration for Community Living, *“Preserving the Right to Self-determination: Supported Decision-Making”*





Using A Supported Decision Making Approach Means....

- People's right to choose is presumed
- They have full control of decisions impacting their life,
- Decisions are supported by services if needed and natural support networks;
- Assistance with decision making is available when needed
 - Balance need for support with autonomy and self-determination

*National Resource Center for Supported Decision-Making



Benefits of Informed Choice and Supportive Decision

People with greater decision making authority are:

- ❖ Healthier
- ❖ More independent
- ❖ More well-adjusted
- ❖ Better able to recognize and resist abuse



Video

<https://www.youtube.com/watch?v=u04mK-h-Tks&index=1&list=PLKdIRbjdmxgeDSVBZhEFyrzIli9zjO3Mc>



What It Boils Down To....

- Everyone has the Right to Make Informed Choices about employment;
- People can get help making informed choices about employment **WITHOUT** giving up that Right; and
- People will often need help in understanding, making, and communicating their choices

* Adapted from: National Resource Center for Supported Decision-Making **EVERYONE** has the Right to Make Choices

Lesson 2

Guided Conversations and the Pathways to Employment



The Facts.....

We know...

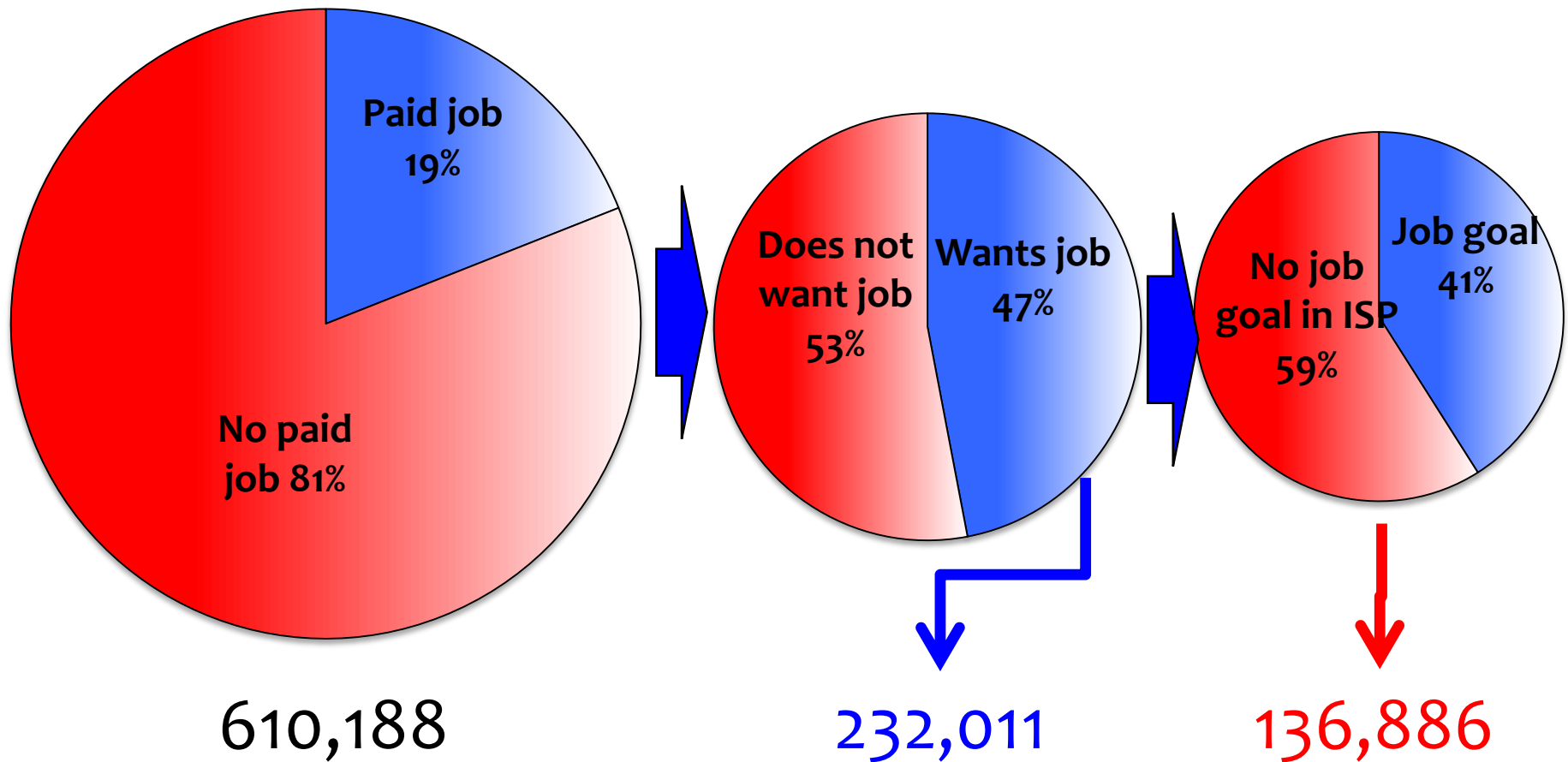
- People want to work
- You all believe that anyone can work

But,

- The majority of people are not working

We need to start having more substantive employment conversations beyond “Do you want to work?”

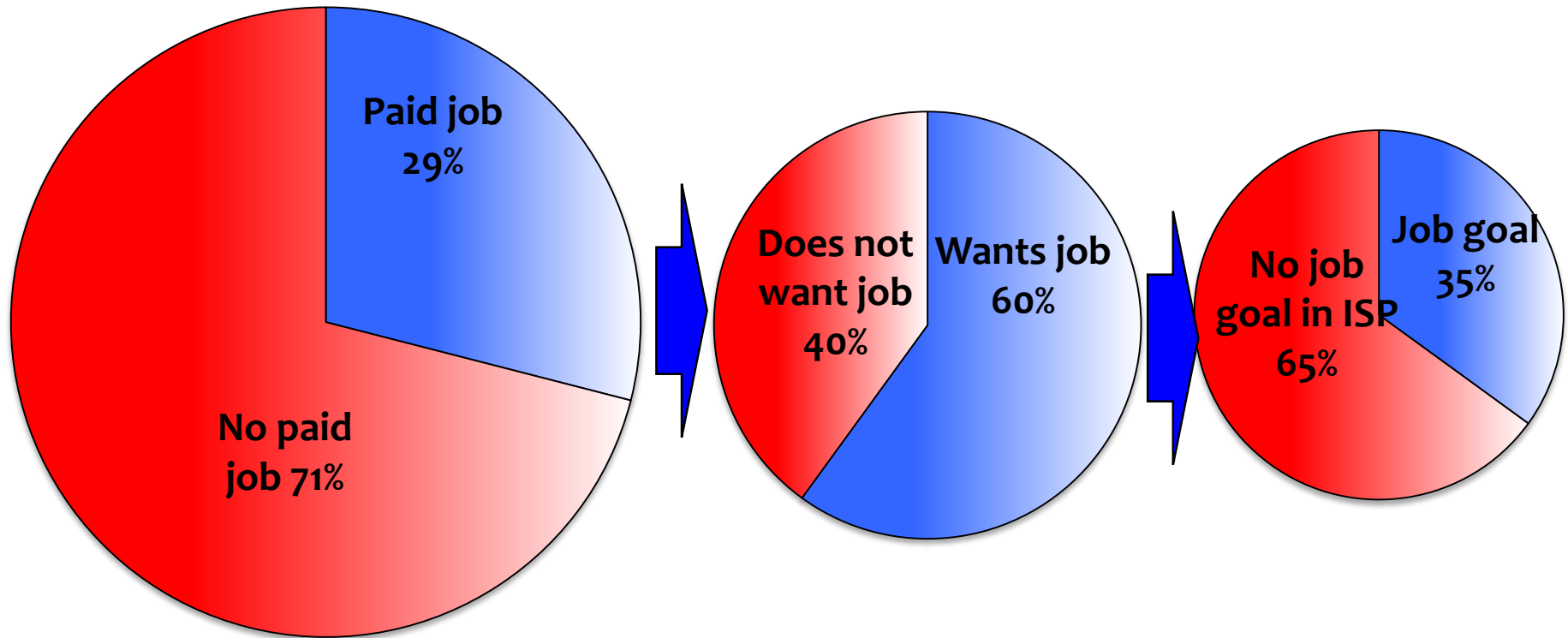
Supporting Choice



Source: National Core Indicators Project
2015-2016



Supporting Choice: Maryland



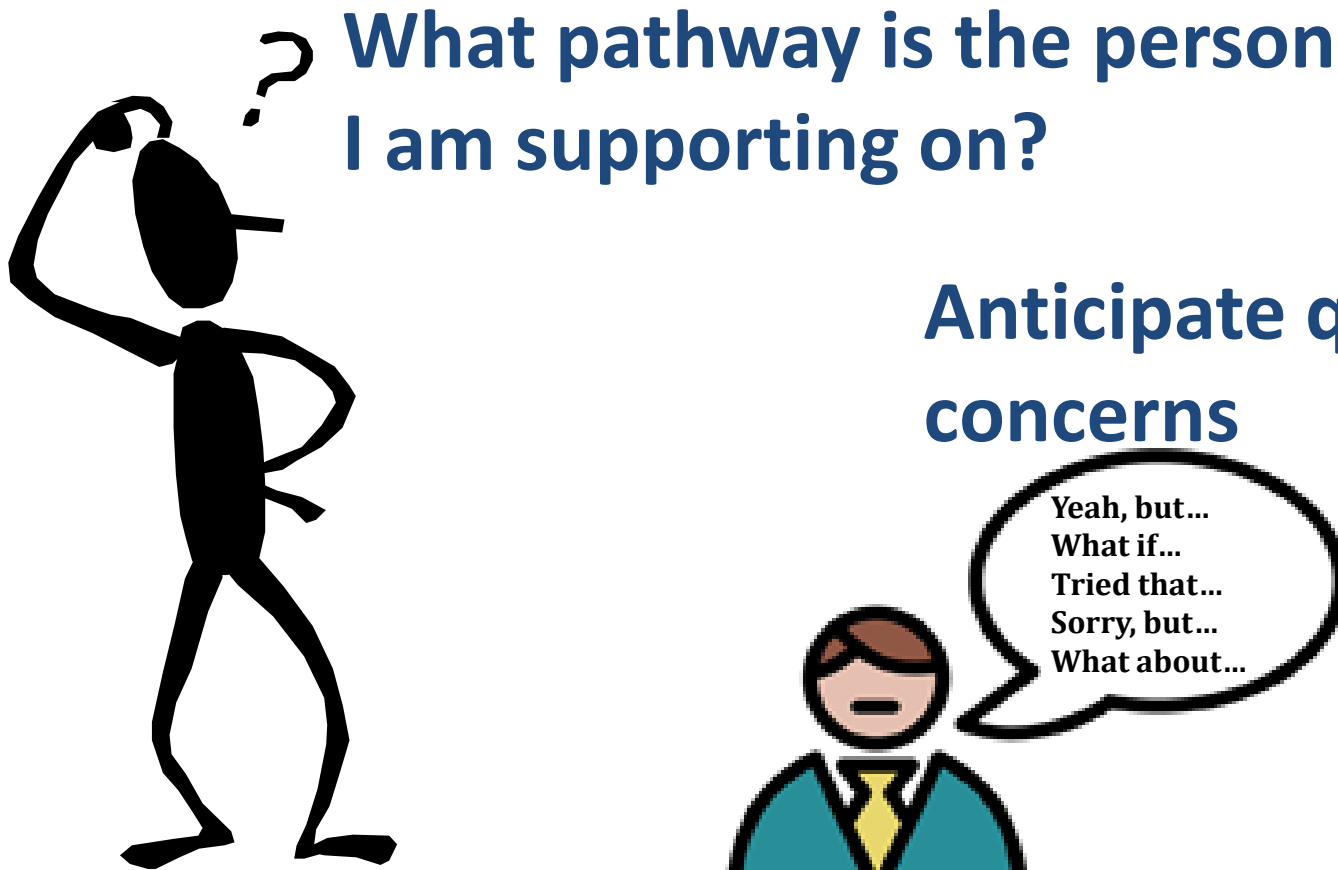
Source: National Core Indicators Project
2015-2016



Having Conversations Leads to.....

- Finding out “who the person is”
- Understanding interests and concerns
- Community-based experiences that support exploring skills, interests and talents
- Understanding critical information about what would make employment successful

Let's Start the Conversation...



Anticipate questions & concerns

Oregon

Paths to employment for working age adults



Conversation Starters... What is a good question?

- Open ended
 - Don't ask yes/no or single answer questions
- Seek to understand, not to be understood
 - Dig deeper
 - “Why do you think that?”
- Give time to think
 - Be comfortable with silence
- Start with understanding what a person thinks and likes ... let work build off of that



Conversation Starters...

Individual is not working but expresses an interest in working

Sample questions

- What activities do you enjoy doing?
- If you could have any job what would it be?
- What makes you feel most proud or important?
- Is there anything that worries you about getting a job?
- Are there things you would like to do that you are not doing now?

Action steps

- Explore interests/Identify criteria
 - Career planning
 - Discovery
 - Job trials/informational interviews
- Initiate job search
- Network with family, friends, neighbors and other contacts
- Identify any concerns or barriers and develop an action plan
- Develop plan for job supports

Polls:

What else might you ask?

What might be first action steps?



Conversation Starters...

Individual is not working and expresses they do not want to work

Sample questions

- What do you like most/least about your day?
- What activities do you enjoy?
- Where do you like to spend time? Why?
- What activities are you not doing now that you would like to do?
- Tell me about why you are not interested in a job right now?
- Is there anything about getting a job that worries you?

Action steps

- Identify concerns and potential solutions to them
- Explore interests
 - Volunteer work
 - Community experiences
 - Job tours
 - Visiting friends at work
- Encourage the idea of work (use success stories)
- Help the individual explore information about various jobs and careers

Polls:

What else might you ask?

What might be first action steps?



Conversation Starters...

Individual is working, explore career growth

Sample questions

- What's the best part of your job?
- What do you not like about your job?
- What new tasks or responsibilities you would like to try in your job if you could?
- Are there other types of jobs you have thought about trying, can you tell me about them?

Action steps

- **Happy at job:** Are there opportunities for progress?
 - Wages and/or hours,
 - Expanded job duties,
 - New or improved relationships
 - Increased independence if receiving paid supports.
- **Desire to change jobs:**
 - update interests, explore criteria
 - identify a new employment goal and a new referral to VR.

Polls:

What else might you ask?

What might be first action steps?

Action steps

- **Exploration:** Discovery, career planning, trial work experiences, volunteering, job tours, informational interviews, technical training, ...
- **Finding a job:** Networking, job negotiation and customization, job creation
- **Supports:** Employment consultant, coworkers, technology, checklists, ...
- **Transportation:** Public, vouchers, Uber, family, coworkers, state funded, ...
Plan early: Job criteria based on options and skills

Conversation Starter Tools...

- Can be used at any time
- The questions you ask do not have to be used sequentially
- Are not a prerequisite to supports, just help in meeting person where they are
- Guides the conversation
- Arms Support Coordinators with basic knowledge, tools and resources to inform, encourage & reassure



Lesson 3

Addressing Challenges and Concerns

POLL

- What concerns have you heard expressed?
- Lack of training
- Transportation
- Fear of losing benefits
- Risk
- Level of support need
- Other

Common Concerns about Employment

- Lack of skills or training
- Lack of transportation
- Safety at work
- Fear of losing benefits
- Losing contact with friends



Overcoming barrier techniques –

Don't "think within the box", explore other paths

Solutions have to be unique to a person, don't only use trusting solutions that worked before

- <https://www.youtube.com/watch?v=B2jAmMX-V8s>

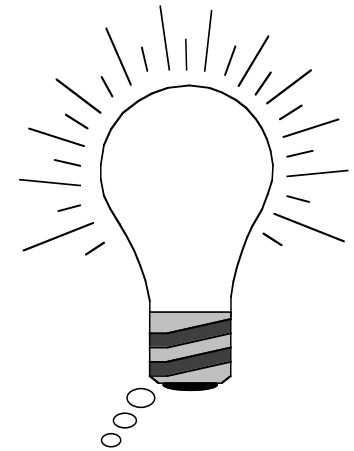
*The most dangerous
phrase in our language is,
"We've always done it this
way."*

- Grace Hopper

What's this



There is no right answer

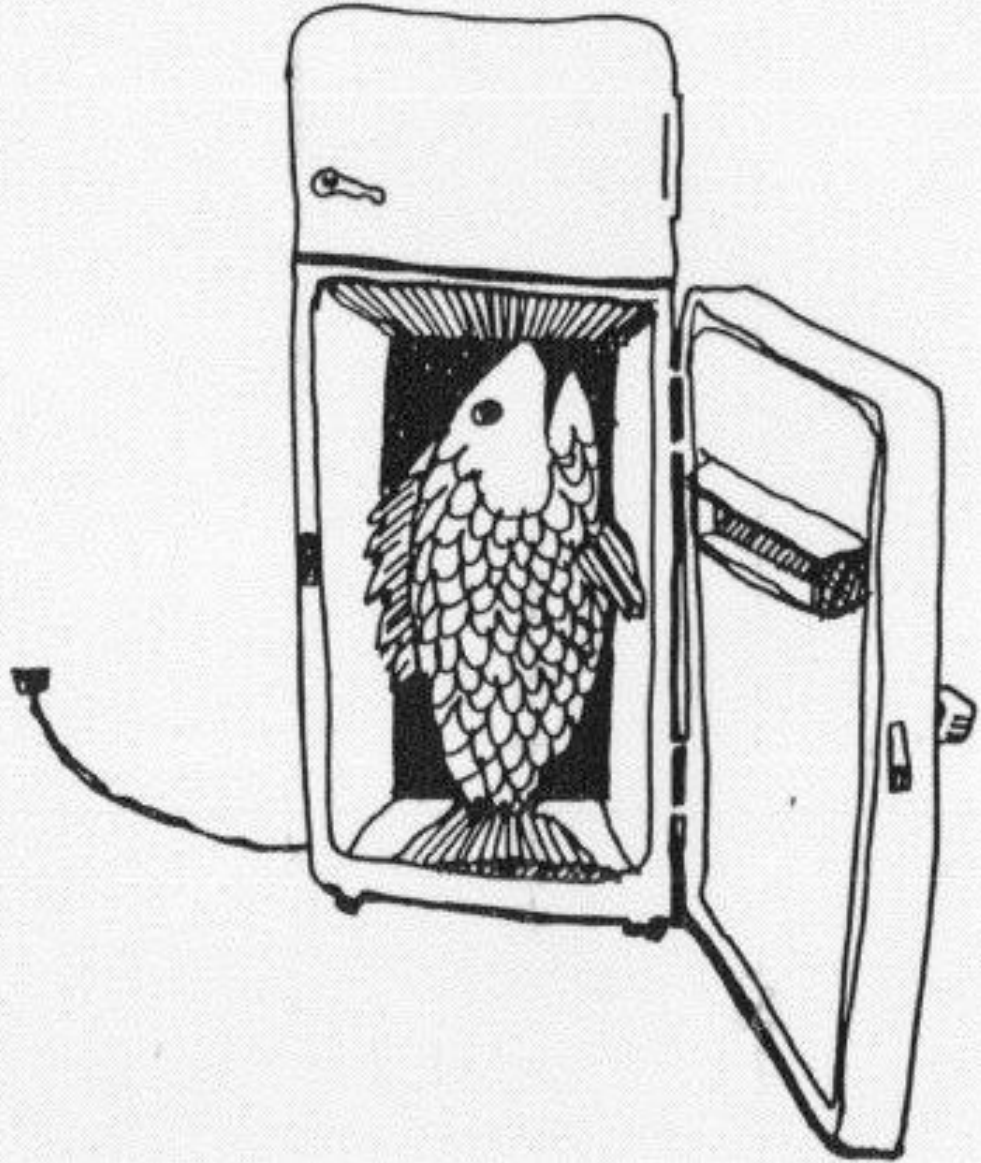
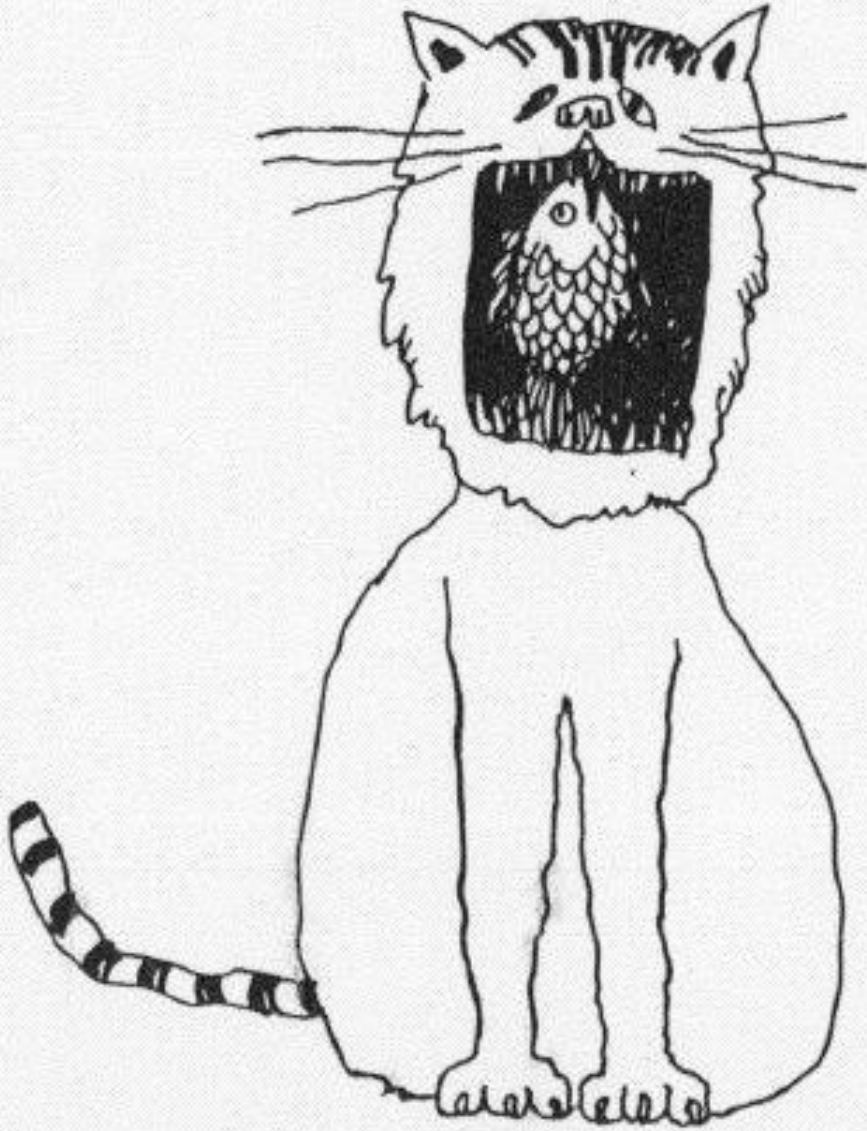


The amount a person uses his imagination is inversely proportional to the amount of punishment he receives for using it

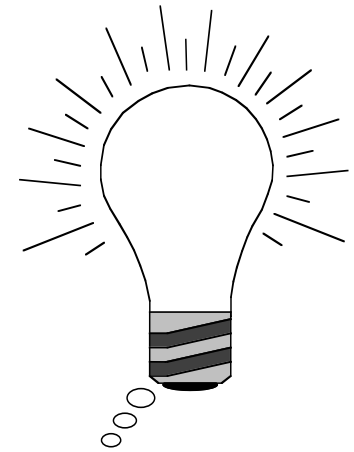
Roger Von Oech, 1983

How are a cat and a refrigerator the same?

NOTE: Don't distribute this slide



**Look for the second
right answer**



***Nothing is more dangerous than
an idea when it is the only one
you have***

Emile Chartier

Thinking Through Transportation Solutions

Start at past successes

- When transportation is NOT a barrier for the people you support, what are the elements that make it work well?
- When there are challenges for the people you support regarding transportation:
 - What are the barriers?
 - What are some of the things you (and others) have tried to overcome the barriers/challenges?
- Which of the things you have tried had a positive impact?
- What things still concern you regarding the barriers the people you support experience regarding transportation?

Thinking Through Any Solution



Use to organize perspectives about a specific Issue or to get a snapshot description of **NOW**

What's Working	What's Not Working/What Could Improve
What does the person say is working?	What does the person say is not working or could be better?
What does the family say is working?	What does the family say is not working or could be better?
What does the staff person/teacher/therapist (etc) say is working?	What do they say is not working or could be better?

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THANK YOU



for your participation today!

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