



EFFECTIVE JOB DEVELOPMENT & QUALITY WORK EXPERIENCES

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WHAT DO WE MEAN BY QUALITY WORK EXPERIENCES?

- Individualized, based on student's strengths, interests, and support needs
- Continuous discovery process (age-appropriate transition assessment)
- Realistic Expectations & Real Responsibilities
- Increased independence & paid employment prior to exiting school
- Provide opportunities to develop soft skills, community mobility, self-management, and self-determination skills



TYPICAL SEQUENCE

Discovery

Job Search Plan

Local Research

Negotiation

SUPPORTS

Siljohansen, M. (2013). TransCen, Inc.



Deficits vs. Assets



DISCOVERY AND ASSESSMENT

- Non traditional
- Observe in multiple settings
- Get feedback from all stakeholders
- Confirm skills
- **POSITIVE PERSONAL PROFILE**
 - Likes, dislikes, personality traits, values, strengths, support needs, skills, interests, talents, dreams and goals, learning styles, experiences, temperament, environmental preferences



BUILD A “POSITIVE PERSONAL PROFILE”

- Believe in your job seeker
- Focus on skills – not deficits
- No prerequisites
- Everyone is “job ready”
- Look for “rays of light”
- What will employer value about the job seeker?



GET TO KNOW STUDENTS: HOW PSE SETTINGS HELP

- Student groups
- Campus activities
- Extracurriculars
- Peer mentors
- Coursework

- MANY DIFFERENT ENVIRONMENTS



- Autism & significant verbal processing delay
- 22 – just completed h.s.
- Work experiences: stocking and cleaning
- 6th gr. reading & 8th grade math skills
- Impulsive & inflexible
- Inappropriate behaviors (aggressive)

ANDREW'S FILE SAID...



What we said...

- Passion is Music
- Plays the piano and saxophone
- Good clerical and computer skills
— fast typist
- Loves gardening and lifting weights
- Needs verbal information
presented slowly
- Likes clean, organized environments —
hates noisy, chaotic places
- Likes structured, consistent tasks
- Hates to be interrupted



JOB SEARCH PLAN

- Match Positive Personal Profile results to opportunities in the community
 - Geography
 - Accommodations
 - Brainstormed solutions to barriers
 - Schedule preferences
 - Resources



INITIAL TASK LIST FOR ANDREW

- Thrives on being around all types of music
- Very organized
- Solid basic clerical computer skills
- Can enter data into Excel spread sheets
- Variety of gardening/landscaping tasks
- Physically very strong
- Good basic reading and math skills
- Stock work



ANDREW'S JOB SEARCH PLAN

A position in the “Music Industry”

- An administrative or cataloging position
- No loud, rowdy retail environments, something a little more “conservative”
- Consistent job tasks or structure is important, (customer service would not be ideal)



POTENTIAL EMPLOYMENT SETTINGS FOR ANDREW IN MUSIC-RELATED INDUSTRY

- Duplication houses
- Musical performance groups
- Music schools
- Record labels/booking agencies
- Sheet music stores or stores that service and sell (rent) instruments
- Internet based music businesses



RESEARCH & MARKETING TO EMPLOYERS

- Explore the local market & match to job search plan
- NETWORK!!!
- Get your foot in the door - Elevator Speech
- Sell yourself and services
- Develop a rapport – OFTEN TAKES TIME
- Talk Business to Business
- Disability Disclosure options



APPROACHING EMPLOYERS: WHERE DO YOU START LOOKING?

- Career Center
- Colleges or Departments
- Work Study
- Campus internships
- Student groups
- Yellow Pages
- In your neighborhood
- Industrial parks; strip malls; office buildings
- Places where you are a customer
- Carpools/elevators/dinner parties
- Your own PERSONAL NETWORK

In PSE settings

In General



EMPLOYER AS CUSTOMER

- Employers host youth with disabilities in their workplace for three primary reasons:
 - To meet a specific company need, such as filling a job opening or addressing a production or service need;
 - To meet an industry-wide need, such as preparing potential new workers in a technology industry;
 - To meet a community need, such as helping youth become productive citizens



WHAT DO EMPLOYERS WANT TO HEAR FROM US?

- Hire the Handicapped
- Charity orientation
- Selling disability

We represent...

- Motivated employees who are excited about working
- Candidates with skills sets that add value to their workforce.
- Business solutions that improve the company's productivity and/or workflow.

Old Marketing

New Marketing



INFORMATIONAL INTERVIEWS

- Foot in the door
- Low pressure
- Chance to make a great first impression
- Start of working relationship
- Uncover possible opportunities



MAKE THE REQUEST EASY TO SAY “YES” TO!

“I work with job seekers interested in your industry. Would it be possible for me to come see what you do and talk to you about the skill sets needed to work in this field so I can better counsel the job seekers I serve?”



DURING YOUR VISIT, FIND OUT THESE THINGS ABOUT THE EMPLOYER...

- Known for; proud of
- Array of skill sets required
- Production/operations challenges
- Preferred approach



BE ON THE LOOKOUT...

- Possible ways to improve work flow
- Employees bogged down with important yet non-essential tasks
- Core staff who struggle to manage their work loads
- Customers unhappy
- Duties that might be performed in a different way – but will yield excellent outcomes
- Degree of flexibility of the workplace
- Seasonal fluctuations



WHAT WE LEARNED ON OUR VISIT TO ROCK RIVER

- Business is growing in leaps and bounds
- Used interns from Recording school- not very reliable, don't want to do the things they need done
- “The library is a mess- we pull things and never get them back in the right spot– or even in the room.”
- Categorize CD's by genre- but knowing label would help.”
- Business Development does large promotional mailings– whole team is pulled to stuff packets.
- Just developed an on-line song catalog- need to up-load songs.



YOUR NEXT STEPS...

- Acknowledgement and thank you
- Develop a refined task list that reflects needs you observed
- Possible scenarios
 - Dead end? Still retain connection for future
 - Some interest? Offer to remain in contact
 - Some real possibilities? Set second appointment



ROCK RIVER – REFINED TASK LIST

Clerical Support Position

- Sorting, color coding incoming CD's
- Organizing and maintaining CD library
 - removing doubles
 - sub- categorizing by label
- Pulling and downloading requested song lists onto database
- Copying, mailing and filing licensing agreements/project contracts
- Entering sales, mechanicals or other royalty into databases
- Collating media kits or business development materials



ROCK RIVER – REFINED TASK LIST (CONTINUED)

- Processing project mailings
- Sorting and posting mail/packages
- Updating Business Development or Talent databases
- Inventorying and re-ordering office supplies
- Cleaning office area and collecting recycling
- Organizing and archiving media, marketing materials or project artwork





THE PITCH (AKA THE EMPLOYMENT PROPOSAL)

Framing your ideas and presenting a candidate

ESSENTIAL

- Professional image
- Make appointment
- Frame discussion
 - Tailor to person you are meeting
 - Present candidate's skills that perfectly match the refined task list
 - Convey how your candidate would benefit the company
 - **TALK TO THEIR BOTTOM LINE!**



ANDREW IS EMPLOYED AT ROCK RIVER

- Registers CD's by genre and recording label
- Shelves CD's, maintains library
- Downloads songs into database
- Files prospecting letters and collates mailings for Business Development



CUSTOMIZE AND NEGOTIATE

- Identify tasks needed on a specific job
- Match those tasks with the skills of a student
- Present to Employer: *You have these needs; I have this solution.*
- Describe benefits of the hire
- Work out logistics – including your role
- ASK FOR THE SALE!



PROBLEM-SOLVE WITH STAKEHOLDERS

- Address the *Challenges* and *Solutions* parts of the Positive Personal Profile
- Bring all stakeholders together to brainstorm solutions: transportation, scheduling, etc.
- Create Implementation Plan – who does what and when



CUSTOMER SERVICE & FOLLOW-ALONG

- Who are your customers?
 - Student --Employer --Families --Colleagues
- Clear communication with everyone involved
- Basic Customer Service Strategies
 - Timely response -Check ins - Follow-through
- Be creative w/supports



STRATEGIES AND TOOLS

- Work Experience Agreement
 - Individual Support Plan Template
 - Worksite Visit Checklist
 - Work Experience Evaluation
 - Daily Work Report
- Way to Work (Luecking, 2010)





**QUESTIONS?
CONCERNS?
SUGGESTIONS?**

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