



Part II: Building Business Relationships

PROPOSING AND MAINTAINING

WHAT IS MY NEXT STEP?



Now that you have begun to develop a relationship with the business it is time to put your words into. **ACTION STEPS.**



INTRODUCTION OF THE BUSINESS AND APPLICANT/EMPLOYEE SUPPORT SYSTEM

WHAT THEY ARE
VERSES
WHAT THEY ARE NOT

It's time to educate!

THE CAREER ADVISOR/ EMPLOYMENT SPECIALIST/JOB DEVELOPER

Develops Professional
and Trusting

Listens and Learns
from the
Professional

Identifies possible
unmet needs of a
business

Increases
Efficiency in the
Hiring Process

Brings only VIABLE
applicants to the
business

Interview Supports

Assists with
Onboarding
Process

Helps resolve
Retention Issues

Assist in identifying
REASONABLE
Accommodations

CAREER ADVISOR/EMPLOYMENT SPECIALIST/ JOB DEVELOPER

Training Support

Ongoing Supports
for Employee

On Going Supports
for Business

Support Business in
facilitating
conversations with
employee as
needed.

Identifies supports
needed

Explains
expectations to
both the Job
Candidate and
Employer

Offer training to
Management
Team and Staff

Does NOT make
promises that they
can not keep

THE MOST IMPORTANT ROLE





The Job Coach/Retention Specialist: The Business Supports

- ▶ Supports the business to ensuring that the individual is completing the tasks as they were shown and trained.
- ▶ Supports the business to making sure that expectations are being met by employee.
- ▶ Supports the business in creating tools which will enable the individual in becoming independent. These tools are often used by other employees as well.
- ▶ Assists in implementing **REASONABLE** accommodations and identifying additional accommodations as needed.
- ▶ Assists in facilitating conversations between employee and employer.

Retention Specialist/ Job Coach and What they ARE and What they are NOT. Defining the Role

What a Job Coach is NOT	What a Job Coach IS
The Trainer	Provides supports during training
The Employee	Provides Support to the business to ensure that expectations of employee are being met
Supervisor	Assists Supervisor in addressing issues and creating solutions as needed.

NEXT STEP: HOW DO YOU KNOW IF YOU CAN BRING THE BUSINESS VIABLE APPLICANTS?

IT IS TIME TO DIG IN AND GET YOUR HANDS DIRTY



You can not bring a viable applicant unless you know the job.

COMPLETE A TASK ANALYSIS:



A task analysis is:

- the analysis of how a task is accomplished
- a detailed description of both manual and mental activities task
- element durations
- task frequency, task complexity
- environmental conditions
- necessary clothing and equipment, and any other unique factors involved in or required for one or more people to perform a given task.



GET YOUR HANDS
DIRTY!
ASK TO COMPLETE
A
WORK TRIAL!

- ❑ You don't necessarily need to spend a whole day or week with someone if you want to learn about a specific process. It may be a matter of a few hours.
- ❑ By being clear upfront about what you want out of the experience, you can identify the specific activity you want to learn about – and ask when it would make sense to observe them.
- ❑ If possible, wait until the person is out of the rush period. Or, if that rush period is exactly what you want to better understand – explain this to the person.

The best way to know a job is to do the job!



20/20 Vision:

NOW THAT YOU HAVE LEARNED ABOUT THE BUSINESS,
BUSINESS EXPECTATIONS, THE DIFFERENT POSITIONS
THEMSELVES, AND EVEN TRIED THEM OUT, IT IS TIME TO

.....



CLOSE THE DEAL

CLOSE THE DEAL!

By Now You Should Have Learned the following

- ❑ What are the hiring needs and process?
 - ❑ Have you discovered unmet needs of the business?
 - ❑ Ways to possibly cut labor costs by customizing?
 - ❑ Customizing a position to decrease labor cost and increase productivity
 - ❑ Job Descriptions
 - ❑ Basic Essential Functions of the Job
 - ❑ How you can partner with the business.
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CLOSING THE DEAL.....



IT NEEDS TO BE A WIN, WIN FOR ALL INVOLVED.

- THE PROPOSAL
- WRITING A JOB DESCRIPTION FOR A CUSTOMIZED POSITION
- SHOWING FINANCIAL GAINS
- IDENTIFYING THEIR EXPECTATIONS FOR PARTNERSHIP
- INCLUDE THE RESPONSIBILITIES OF ALL STAKEHOLDERS
- CREATING A SCHEDULE FOR FOLLOW-UP

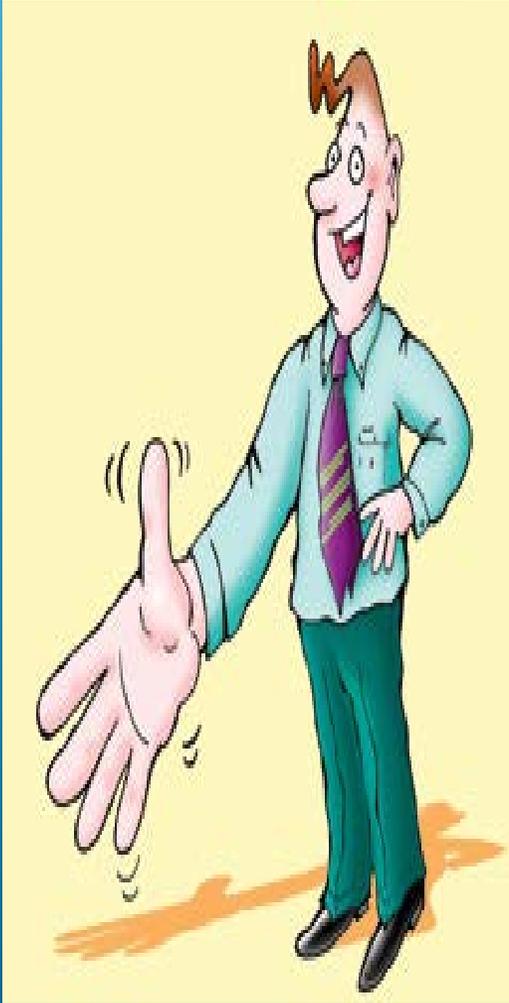
CLOSING THE DEAL..... INTRODUCING THE VIABLE APPLICANT

Who is the VIABLE APPLICANT?

- Individual meets the essential functions of the position with or without accommodations.
- Environment is an environment where individual will be most successful.
- Individual will fit the work culture of the organization.
- Strong natural supports have been identified and level of supports can be provided by other employees which meets the need of the individual.
- Individual with support can meet the set expectations of the employer.



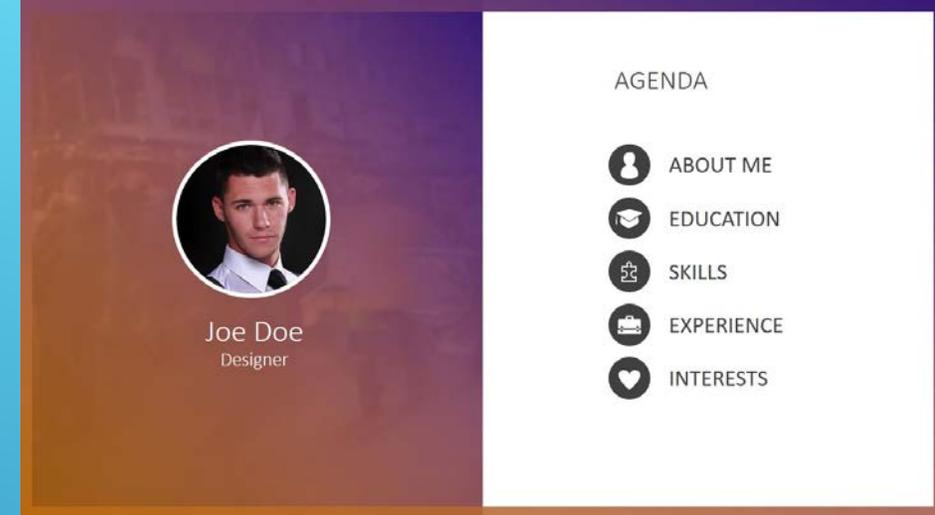
MEANS OF INTRODUCTION



1. Visual Resume
2. Video Resume
3. Interview

THE VISUAL RESUME

- ❑ Shows individuals Personal Brand.
- ❑ Great tool to use for those who may not necessarily interview well.
- ❑ Can be a means of introduction either during and interview or prior to the interview.
- ❑ Allows business to see the individual's education, paid and unpaid work experience, professional skills, career goal and interests.
- ❑ Allows business to **SEE** individuals' professional skills.
- ❑ For some clients it may replace the traditional interview and provide an interview that is more comfortable for both the interviewer and the interviewee.



THE VIDEO RESUME



- ❑ The video resume should be less than 2 minutes long and should highlight the applicant's skills.
- ❑ Add a code to the resume so business can instantly see the candidate's skills!

The Interview: Preparation is Key

- ❑ Before the interview, spend some real time on the employer's website with the job applicant so they understand the type of work the business does and the MVV's of the business.
- ❑ Dig into the job description making sure that the applicant understands the essential functions of the job.
- ❑ Write down the questions likely to be asked, and practice.
- ❑ Give the applicant ample practice time. **One or two times may not be enough.**
- ❑ Assist the applicant in creating answers which will be easy for them to remember with or without verbal prompts.
- ❑ Help the applicant create question which they can ask at the end of the interview.
- ❑ Don't be afraid to ask the business for the interview questions in advance.
- ❑ Ask the applicant if they want you to be present during the interview.

One important key to success is self-confidence. An important key to self-confidence is preparation.

QUOTEHD.COM

Arthur Ashe
American Athlete

WHAT IF I DO NOT HAVE A VIABLE APPLICANT TO PRESENT?



PARTNERSHIPS!! - Talk to your partners, maybe they will have an applicant you can refer

WAIT- Don't force this! If you & your partners do not have an applicant, wait until you do- do NOT refer someone just in case!

KEEP COMMUNICATION OPEN- tell them you don't know of any candidates but continue to meet with the business to be a resource- do they have any jobs they need to save?

BE THE GO-TO PERSON- Be the person they come to for questions! Be the person they can't be without!

MAINTAINING THE BUSINESS RELATIONSHIP: The Employment Specialist



There are many things you can do but these are some of my favorites:

- 1. Monthly check in phone call**
- 2. Lunch or coffee quarterly to check in**
- 3. Respond to their job postings with questions**



THE RETENTION SPECIALIST/JOB COACH



MOST IMPORTANT!!!!

DO NOT BREAK PROMISES!!!!!!

- Introduce the Job Coach to applicant and business prior to hire.
- Always provide current contact information.
- Follow the guidelines which were set into place by the Employment Specialist/Job Developer.
- Provide support to the natural supports on how to be support the new employee. This is your time to educate.
- Do weekly check-in's with supervisor.
- Before cutting back supports make sure that it is a mutual agreement between all stakeholders.
- Help facilitate conversations when necessary.
- Teach business how to address issues with employee. **TEACH! TEACH! TEACH!**
- Remember you are the face of your agency!

THE AGENCY



- Follow through on all promises made to the business.
- Engage the business with agency events and fundraisers
- Recognize the business for what they do in supporting Employment First.
- Remember that the business is your partner. They are a resource to help develop relationships with other businesses.
- Do not expect a business to understand about funding issues. That is the agencies issue not the businesses.
- Provide trainings to businesses which assist them in creating an all-inclusive workplace.
- Inform business of any staff changes that may impact the business.

End of PART II

Action steps

