

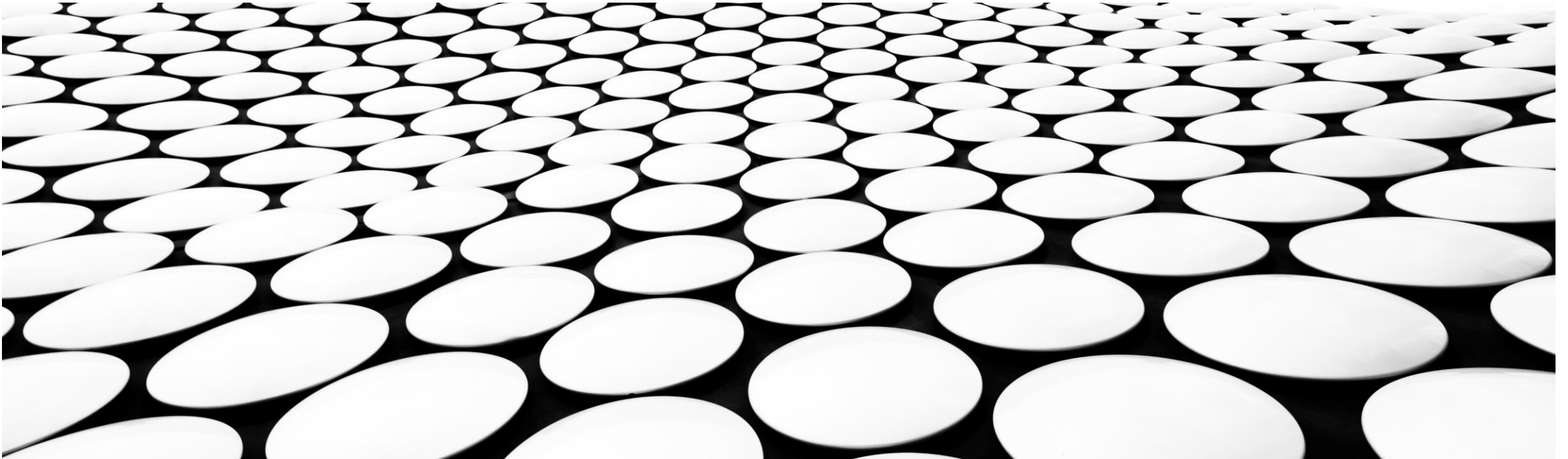
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# JOB COACHING | TOOLS FOR THE PROFESSIONAL

EMPLOYMENT FIRST CONFERENCE | MAY 19<sup>TH</sup>, 2020

WISCONSIN APSE

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## **SESSION CHECK IN:**

Please use your cell phone or browser and go to Menti.com – use the following code to access the survey – 10 23 12

- What do you see as the role of the Job Coach? (List 3)
- List 2 things you are hoping to get out of today's session.

# JOB COACH THE PROFESSIONAL



- Similar to a sports coach who helps athletes train for their sport, a **job coach** helps people prepare for employment.
- The role of the job coach involves helping people develop workplace skills and independently navigate the challenges of their working lives
- A job coach must have the ability to represent the job seeker as a valuable asset to businesses while also being able to identify and facilitate the necessary supports for the individual to become a successful employee

# SYSTEMATIC INSTRUCTION

- Systematic instruction is the process of breaking a skill down into individual components so for an individual and identify the appropriate teaching method or prompting strategy that allow for individuals to fully comprehend instruction about a new skill or learning objective.
- Systematic instruction is the team used to describe teaching in a structured and deliberate way

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## TASK AND JOB ANALYSIS

- Task/Job Analysis – involved breaking a task down into steps to be taught.
- Having this information in writing allow for teaching using systematic instruction.
- The task/job analysis provide consistency and structure that can help people learn job tasks thoroughly and more permanently.
- Developing and implementing a plan for teaching instruction can help both the job coach and the employee to do their job more effectively and ensure the right level of job coaching is provided.
- Tracking progress allow both the job coach and employee to figure out which parts of the job are going well, may require training or may require adaptations.

## PUTTING IT ALL TOGETHER

- Think about the steps it take to tying your shoe
- Create a task analysis by listing each step it would take for you to compete the task of tying your shoe.
- Teach this task to a peer and see how they do.
- Feedback....





# HOW DO WE JOB COACH VIRTUALLY?

- Use of Technology
  - iPad
  - Smart Phones
  - Timer
- Use of apps that are available
  - iMovie – video you or worker completing the task correctly for them to follow.
  - Notability- follow an employer, take pictures, make notes, highlight, and/or draw to capture and clarify a set of tasks
  - Notes page - create lists to follow
  - Facetime and Video call
- Off the Job Supports
  - Phone calls
  - Role playing situations
  - Task lists and visual schedules.



## INDIVIDUALIZED JOB SUPPORTS

Congratulation, YOU got the Job....Now What?

- Job Supports should be planned out vs. waiting to see if the worker has problems on the job.
- Include information on about past job history, strength, natural supports and current job to develop a “Job Support Plan” to help the worker be successful
- What do you see as different types of job supports that can be offered to an new worker?



# INDIVIDUALIZED JOB SUPPORTS

- Help with Transportation:
  - Rides to work to help with anxiety
  - Help with travel training – bus
  - Help with travel training – walking (safety)
  - Help navigating Lyft/Uber
  - Strategies to use while on the bus for anxiety
  - Help looking into alternative forms of transportation (senior ride program, bicycles, family assistance, paying gas money to a co-worker, getting a car fixed, etc.)
- Help with Social skills on the job
  - Working through job problems related to social skills
  - Coaching the person on how to start conversation with co-workers, how to deal with coworker going out for a beer, what to do when there is a part at work...
  - Social skills training
  - Create cue cards to help them remember social skills/strategies.
  - Role play conversation
- Interventions with employer's
  - Explaining symptoms or behaviors related to symptoms
  - Asking for accommodations, job carves, etc.
  - Asking for feedback about person performance (meeting with employer)
  - Help individual to advocate for their needs.

# INDIVIDUALIZED JOB SUPPORTS

- Dress and grooming
  - Helping someone find appropriate clothes for work
  - Verbal encouragement to adjust dress and grooming
  - Quick meeting before work to ensure person will meet standards of the workplace
  - Help ensure that person has clean clothes and grooming supplies on an ongoing basis.
- Assistance with job changes
  - Help to leave jobs based on client preference
  - Help find new jobs
  - Help with career development: thinking about new jobs, help obtain new job skills, technical schools, college, GED or other certificate bearing education programs.
- Support and Problem Solving
  - Regular meeting away from the job site
  - Observing the person at work (determine reasons for slow work, etc.)
  - Morning phone calls (to provide encouragement. To help the person get organized for the day...)
  - Phone call during work breaks (or meetings during lunch hour- could be at a location near the work site)
  - Groups for working people (peer support)

# INDIVIDUALIZED JOB SUPPORTS

- Helping managing benefits:
  - Help accessing benefit information prior to beginning a job
  - Monthly meetings to review earnings and changes in benefits
  - Verbal reminders to report earnings
  - Help accessing benefits counselor when earning change
- Job Coaching:
  - Support the person to do their job
  - Develop tools/strategies to learn their job.
- Onboarding:
  - Help reading/understanding orientation material
  - Helping set up accounts need to start job.
  - Assist with training required prior to starting the job.
- Family Support Educations
  - Assist with meeting with family to share information about the job.
- Help with Attendance:
  - Assistance setting up a calendar with the work schedule
  - Reminder to look at work schedule
  - Wake up Call

## LIST INDIVIDUALIZED SUPPORT FOR BOBBY:

- Bobby had been looking for work for some time. He has had several jobs in the past. Stocker at PNS, Merchandizer at TJ Maxx, Picker in a warehouse. He was fired from each job after about 5-6 months of employment. The reason he was provided was lack of production. When asked Bobby did not offer any additional information.
- Bobby does live at home with his mother and sisters. He has few friends and does not leave the house often due to anxiety. He shares his strength as being honest, dedicated and physically fit. He does have a high school diploma but not additional education. Bobby does always feel better when he is working and is motivated by work.
- Bobby does meet with his therapist regularly and follows through on what suggestion have been made. He is working with DVR who helped him gain interviewing clothing, bus pass and access to a job coach.
- Bobby worked on some social skills with his employment specialist and job prep before landing a position at Kohl's Department store as a backroom stocker. He's position is responsible for unloading the truck and getting the merchandise ready for the floor. At times he does take the items out to the floor when asked.
- What Individualized Supports may Bobby need:

## TOOLS TO USE



- Workplace Culture Assessment Tool
- Workplace Inclusion Check list
- Tips and Steps for the Job Coach
- Job Coaching Self Evaluation Tool

<https://employmentfirstma.org/pages/jc.html>

# QUESTIONS

