

;;;ECONSYS 180511

>>> WE'LL GO AHEAD AND GET  
STARTED.

[ BREAKING UP ].

>> SHALL WE GET STARTED?

>> THIS WILL BE A TWO-PART  
WEBINAR SERIES.

>> DWAYNE, IT LOOKS LIKE YOU'RE  
TALKING, BUT I DON'T THINK THAT  
WE'RE GETTING ANY SOUND OR I  
DON'T HEAR YOU.

TODAY WILL BE THE SECOND PART IN  
OUR SERIES OF "DISCOVERY PART  
1."

ARE Y'ALL ABLE TO HEAR ME?

>> DWAYNE, I CAN'T HEAR YOU.  
IT SHOWS FROM MY SIDE THAT  
YOU'RE MUTED.

>> NOW CAN YOU HEAR ME?

>> YES.

>> OKAY.

YOU CAN HEAR ME NOW?

>> YES.

>> YES.

>> ALL RIGHT.

I'M GOING TO ASSUME THAT  
EVERYBODY CAN HEAR ME.

IF I BREAK UP AGAIN, I WILL JUST

BACK OUT.

JANET CAN THEN JUST GO AHEAD AND  
GO FORWARD.

THAT WILL BE GREAT.

AGAIN, THIS IS DWAYNE.

I APOLOGIZE FOR THE TECHNICAL  
DIFFICULTIES.

I'M ACTUALLY DOING THIS TODAY  
FROM MY HOME.

KENNETH IS ACTUALLY IN OREGON.

HIKA, WHO IS MANNING THE Q&A IN  
CHAT, SHE IS IN JEFFERSON CITY.

JUST A COUPLE OF HOUSEKEEPING  
ITEMS.

PARTICIPANTS ARE VIEWED UPON  
ENTERING.

IT IS SUGGESTED THAT YOU MUTE  
YOUR OWN LINE AS WELL.

IF YOU'RE USING A HEADSET WITH  
YOUR COMPUTER AND DO NOT HAVE  
SOUND, YOU MAY NEED TO CHECK  
YOU'RE CONNECTED TO YOUR CORRECT  
AUDIO SOURCE AS YOUR DEFAULT MAY  
BE SET TO SOMETHING OTHER THAN  
YOUR HEADSET.

THE RESOURCE MATERIALS FOR TODAY  
HAVE BEEN UPLOADED TO THE  
RESOURCE WEBSITE.

THAT WEBSITE SHOULD HAVE BEEN

SENT TO ALL PARTICIPANTS ON  
TUESDAY.

WE DO HAVE ARCHIVED RECORDINGS  
AS WELL AS TRANSCRIPTS OF EACH  
OF THE WEBINARS.

THAT WEBSITE TO ACCESS ARCHIVED  
RECORDINGS AS WELL AS THE  
TRANSCRIPT SHOULD HAVE BEEN  
SHARED ON TUESDAY AS WELL.

NEXT WEEK'S REGISTRATION WILL BE  
SENT ON EITHER MONDAY OR  
TUESDAY, AND NEXT WEEK WE'LL  
ALSO REVIEW THE ONSITE TRAINING  
AND ENSURE THAT WE HAVE  
EVERYBODY CONNECTED TO THE  
APPROPRIATE ONSITE TRAINING  
VENUE.

WITH THAT, JUST A FEW REMINDERS.

IF YOU ACTUALLY HAVE QUESTIONS  
OF JANET, PLEASE PUT THOSE IN  
THE QUESTION AND ANSWER BOX.

IF YOU'RE HAVING TECHNICAL  
DIFFICULTIES, PLEASE ENTER THOSE  
ON THE CHAT SCREEN.

WITH THAT, I'LL TURN IT OVER TO  
JANET STEVELEY, SENIOR  
CONSULTANT, TO BEGIN TODAY'S  
WEBINAR.

>> OKAY.

THANK YOU, DWAYNE.

CAN EVERYBODY HEAR ME?

A QUICK CHECK.

CAN YOU HEAR ME?

OKAY.

PEOPLE ARE HEARING.

THANKS.

WELL, GOOD MORNING.

AGAIN, WELCOME TO THE SECOND  
WEBINAR.

JUST AS WE GET STARTED, I

THOUGHT I'D JUST DO A QUICK

RECAP OF WEBINAR 1 BECAUSE IN

WEBINAR 1 WE DID AN OVERVIEW OF  
CUSTOMIZED EMPLOYMENT.

REMEMBER, CUSTOMIZED EMPLOYMENT

IS AN EMPLOYMENT SITUATION THAT

BENEFITS BOTH THE EMPLOYEE AND

THE EMPLOYER, SO IT REALLY GETS

AT THAT WIN-WIN IDEA IN THE

SENSE THAT IT REALLY MATCHES THE

JOB SEEKERS' INTERESTS, SKILLS,

AND IDEAL CONDITIONS OF

EMPLOYMENT, BUT IT ALSO MEETS

ONE OR MORE OF THE IDENTIFIED

NEEDS OF THE EMPLOYER.

CUSTOMIZED EMPLOYMENT IS ALSO

VERY INDIVIDUALIZED.

IT'S ONE PERSON, ONE JOB.

WE'RE NOT LOOKING AT GROUPS OR  
GROUP PLACEMENTS IN ANY WAY, AND  
IT IS ALSO NEGOTIATED.

MEANING THAT SOME NEGOTIATION  
HAS OCCURRED TO MAKE IT FIT THE  
PERSON'S IDEAL CONDITIONS OF  
EMPLOYMENT.

IF IT IS NOT INDIVIDUALLY  
NEGOTIATED, IT'S LIKELY NOT  
CUSTOMIZED EMPLOYMENT.

IT MIGHT BE COMPETITIVE  
EMPLOYMENT IF PEOPLE ARE FITTING  
INTO THE EXISTING JOB  
DESCRIPTION, BUT IT IS PROBABLY  
NOT CUSTOMIZED AND MAYBE IT  
DOESN'T NEED TO BE.

CUSTOMIZED EMPLOYMENT IS REALLY  
FOR THOSE PEOPLE WHO DON'T FIT  
INTO THE EXISTING JOB  
DESCRIPTION AND NEED SORT OF A  
DIFFERENT APPROACH TO MAKE  
EMPLOYMENT WORK FOR THEM.

IN WEBINAR 1, WE ALSO TALKED  
ABOUT POOR POTENTIAL OUTCOMES OF  
CUSTOMIZED EMPLOYMENT.

ONE THING NEGOTIATED JOBS, WHICH  
COULD BE -- NEGOTIATING JOBS MAY  
BE CARVING THE JOB AROUND  
EXISTING JOB DESCRIPTIONS.

FIGURING OUT WHICH PIECES PEOPLE  
CAN DO.

IT CAN ALSO BE JOB CREATION,  
LOOKING FOR OPPORTUNITIES TO  
CREATE NEW JOBS BASED ON  
EMPLOYER NEEDS.

WE ALSO TALKED ABOUT RESOURCE  
OWNERSHIP AS ANOTHER POTENTIAL  
OUTCOME OF CUSTOMIZED  
EMPLOYMENT, WHICH AGAIN IS A  
NEGOTIATED JOB WITH THE TWIST  
THAT THE JOB SEEKER IS BRINGING  
SOMETHING TO THAT EMPLOYMENT  
SITUATION THAT MIGHT CREATE THE  
WORK FOR THEM.

SOMETHING USUALLY LIKE A PIECE  
OF EQUIPMENT OR MAYBE IT IS SOME  
SPECIALIZED TRAINING.

WE ALSO TALKED ABOUT A COUPLE OF  
DIFFERENT SELF-EMPLOYMENT  
OPTIONS, INCLUDING  
MICRO-ENTERPRISE OR THE IDEA OF  
A BUSINESS WITHIN A BUSINESS  
WHERE THERE'S A SMALL BUSINESS  
THAT ACTUALLY IS BASED IN A HOST  
BUSINESS THAT AGAIN HELPS THAT  
BUSINESS BY SHARING A COMMON  
CUSTOMER BASE AND OFFERING KIND  
OF COMPLIMENTARY PRODUCTS AND

SERVICES.

IT IS THOSE THREE RESOURCES THAT  
ARE PROBABLY LESS COMMON.

MOST OF THE WORK WE DO AROUND  
CUSTOMIZED EMPLOYMENT IS AROUND  
NEGOTIATED JOBS.

WHILE THEY ARE LESS COMMON, I  
OFTEN FIND THAT WHEN EMPLOYMENT  
SPECIALISTS FEEL STUCK, THAT'S  
KIND OF WHAT GETS THEM OVER THE  
HUMP AND GETS THEM THINKING  
ABOUT DIFFERENT STRATEGIES THAT  
WILL GET TO THAT WIN-WIN.

WITH SELF-EMPLOYMENT, AGAIN  
WE'RE NOT SO MUCH LOOKING AT A  
BUSINESS' NEED OR AN EMPLOYER'S  
NEED, BUT WE'RE LOOKING AT  
COMMUNITY NEEDS.

COMMUNITY NEEDS THAT MIGHT BE  
MET THAT ALSO MATCH THAT  
PERSON'S IDEAL CONDITIONS OF  
EMPLOYMENT.

AGAIN, THAT WAS JUST A QUICK  
RECAP OF WEBINAR 1.

TODAY ON WEBINAR 2 -- LET'S GET  
THE SLIDE ADVANCED HERE -- WHAT  
WE'D LIKE TO COVER -- AND

ACTUALLY, WE'RE GOING TO FOCUS  
ON DISCOVERY TODAY OR THAT FIRST

STEP IN CUSTOMIZED EMPLOYMENT.

REALLY, WE'RE GOING TO BE

COVERING THAT THE NEXT TWO

WEBINARS.

TODAY IS DISCOVERY PART 1.

NEXT WEEK WILL BE DISCOVERY PART

2.

WHAT WE'RE GOING TO BE COVERING

ARE SOME OF THE KEY ELEMENTS OF

DISCOVERY, AN OVERVIEW OF THE

STEPS IN DISCOVERY, AND THEN GET

INTO A LITTLE MORE DETAIL ON

SOME OF THE INITIAL STEPS, BEING

HOME AND NEIGHBORHOOD

OBSERVATIONS, INTERVIEWING

OTHERS, AND WHAT I'LL CALL

DISCOVERY ACTIVITIES OR AN

ECOLOGICAL FIT.

OUR OBJECTIVES TODAY ARE THAT

PARTICIPANTS WILL BE ABLE TO

DESCRIBE KEY ELEMENTS OF

DISCOVERY, DESCRIBE INITIAL

STEPS INVOLVED IN DISCOVERY, AND

BE ABLE TO CONDUCT A HOME AND

NEIGHBORHOOD OBSERVATION AS WELL

AS INTERVIEW RELEVANT PEOPLE IN

THE JOB SEEKERS' LIFE AND ALSO

TO IDENTIFY DISCOVERY ACTIVITIES

THAT REALITY TO A JOB SEEKER'S

INTEREST, SKILLS, AND CONDITIONS  
OF EMPLOYMENT.

WE'RE FOCUSING ON THE FIRST  
STEPS OF DISCOVERY TODAY.

SOME OF THE KEY ELEMENTS OF THIS  
DISCOVERY PROCESS ARE -- LET ME  
SAY FIRST TRADITIONAL ASSESSMENT  
PROCESSES SOMETIMES HAVE FOCUSED  
ON POINT IN TIME DATA.

WE'RE ACCEPTING THE PERSON AT  
ONE PARTICULAR POINT IN TIME.

MAYBE IT IS ON TEST DAY OR ON  
EVALUATION DAY WHICH, AS WE ALL  
KNOW, WE ALL HAVE GOOD DAYS AND  
BAD DAYS.

HOW WE PERFORM ON ONE PARTICULAR  
DAY MAY NOT REALLY  
REPRESENTATIVE OF HOW WE PERFORM  
OVERALL.

TRADITIONAL ASSESSMENT PROCESSES  
ALSO HAVE TENDED TO BE  
COMPARATIVE IN THE SENSE THAT  
THEY COMPARE PEOPLE AGAINST ONE  
ANOTHER OR AGAINST SOME NORM.

HOW WE DO IN COMPARISON TO THE  
GENERAL POPULATION HAS BEEN ONE  
OF THE FOCUSES OF TRADITIONAL  
JOB ASSESSMENTS.

BUT WITH DISCOVERY, WE'RE USING

MORE OF A QUALITATIVE APPROACH.  
SIMILAR TO QUALITATIVE RESEARCH,  
WE'RE FOCUSING MORE ON THINGS  
LIKE INTERVIEWS AND OBSERVATIONS  
AND PARTICIPATION WITH THE  
EMPLOYMENT SEEKER IN A NUMBER OF  
DIFFERENT SETTINGS.

ALSO REVIEW OF RECORDS -- EXCUSE  
ME, THAT RINGING WILL STOP IN  
JUST A SECOND.

I THOUGHT I HAD THAT FIXED, BUT  
I APPARENTLY DIDN'T.

LOOKING AT THINGS LIKE  
INTERVIEWING PEOPLE.

THAT CAN PROVIDE INFORMATION ON  
PEOPLE'S INTERESTS AND WHEN  
PEOPLE ARE AT THEIR BEST.

OBSERVING PEOPLE IN DIFFERENT  
SETTINGS.

THAT CAN GET AT WHAT'S IMPORTANT  
TO PEOPLE AND WHAT SKILLS THEY  
HAVE AND WHAT THEY NEED TO  
LEARN.

THAT'S THE KIND OF ACTIVITIES  
THAT WE DO IN DISCOVERY TO  
FIGURE OUT PEOPLE'S INTEREST,  
SKILLS, AND CONDITIONS OF  
EMPLOYMENT.

IT'S ALSO IN DISCOVERY WHEN

WE'RE RECORDING THAT INFORMATION  
THAT WE WANT TO BE DESCRIPTIVE  
RATHER THAN EVALUATIVE.

WE'RE RECORDING WHAT WE'RE  
ACTUALLY OBSERVING PEOPLE DOING  
WITHOUT ADDING A LOT OF OUR OWN  
OPINIONS ABOUT WHAT THAT MEANS  
OR HOW THEY'RE DOING, SO WE'RE  
REALLY JUST DESCRIBING WHAT WE  
SEE.

IT'S ALSO VERY OPTIMISTICALLY  
FOCUSED.

I DON'T MEAN TO SAY YOU HAVE TO  
BE REALLY POLLYANNA OR ANYTHING,  
BUT WE WANT THE INFORMATION THAT  
WE COLLECT TO BE VERY FOCUSED ON  
WHAT WOULD MAKE THAT PERSON  
SUCCESSFUL IN AN EMPLOYMENT  
SITUATION.

DISCOVERY SHOULD NEVER RESULT IN  
A DECISION THAT PEOPLE ARE  
UNEMPLOYABLE BUT RATHER WE WANT  
TO DESCRIBE THE SITUATION THAT  
WOULD MAKE THEM THE MOST  
EMPLOYABLE, RIGHT?

THE SITUATION THAT WOULD MAKE  
THEM MOST SUCCESSFUL.

INFORMATION IS COLLECTED OVER  
TIME, SO IT IS NOT POINT IN

TIME.

IT'S COLLECTED OVER TIME, SO WE  
GET A GENERAL SENSE OF WHO THAT  
PERSON IS OVER TIME.

THE GOAL OF DISCOVERY, WHEN WE  
THINK ABOUT CUSTOMIZED  
EMPLOYMENT IN THE PURPOSE OF  
WE'RE SEEKING TO FIND EMPLOYMENT  
OPPORTUNITIES THAT REALLY FIT  
THE PERSON, THEN THE QUESTION  
IS, WHO IS THIS PERSON.

WHO IS THIS PERSON RIGHT NOW?  
NOT WHO IS THIS PERSON ONCE THEY  
GAIN MORE SKILLS OR WHO IS THIS  
PERSON ONCE THEY FIGURE OUT  
THEIR HYGIENE PROBLEMS.

WE'RE JUST GOING TO TAKE WHERE  
THE PERSON IS RIGHT NOW AND WORK  
THINGS AROUND THAT.

THE GOAL OF DISCOVERY THEN WILL  
BE TO DEVELOP A PROFILE THAT  
WILL GUIDE JOB DEVELOPMENT.

OFTENTIMES THAT PROFILE IS  
CALLED VOCATIONAL PROFILE.

IN THE EXAMPLE THAT I PUT INTO  
THE MATERIALS TODAY IT'S CALLED  
THE DISCOVERY STAGING RECORD,  
BUT I'LL TEND TO GENERICALLY  
REFER TO IT AS A PROFILE OR

VOCATIONAL PROFILE.

THAT'S USED TO -- FOR THE INFORMATION THAT'S GLEANED FROM DISCOVERY, IT IS USED TO COLLECT THAT INFORMATION WHICH THEN WILL INFORM JOB SEARCH.

AS WE DOCUMENT DISCOVERY, THE VOCATIONAL PROFILE OR THE STAGING RECORD IS THAT DOCUMENT THAT'S GOING TO BE THE PLACE WHERE WE COLLECT THE INFORMATION, BUT IT ALSO HELPS US GUIDE THE PROCESS.

IF YOU REALLY ARE LOOKING AT THE FORM AND THE FORMAT, IT KIND OF WALKS YOU THROUGH THE STEPS SO YOU KNOW WHAT NEEDS TO HAPPEN NEXT.

LIKE I SAY, THERE'S DIFFERENT VERSIONS OF VOCATIONAL PROFILES. THE GRIFFIN-HAMMIS VERSION, WHICH I SHARED WITH YOU TODAY, IS CALLED DISCOVERY STAGING RECORD.

WE TEND TO REFER TO DISCOVERY AS DISCOVERING PERSONAL GENIUS, BUT MARKELL AND ASSOCIATES HAS A SLIGHTLY DIFFERENT FORMAT.

JUST KNOW THAT THERE'S DIFFERENT

FORMATS FOR IT, BUT IT'S A PLACE  
WHERE THE INFORMATION FROM  
DISCOVERY IS MEANT TO BE  
COLLECTED.

GENERALLY SPEAKING WITH THE FORM  
I PROVIDED AND PROBABLY MOST  
FORMS THEY'RE MEANT TO BE  
COMPLETED ELECTRONICALLY.

SOMETIMES YOU MIGHT SEE A VERY  
SMALL SPACE.

IT'S WHY I DON'T REALLY LIKE TO  
PRINT OUT THESE FORMS BECAUSE  
SOMETIMES PEOPLE SEE A SMALL  
SPACE AND THEY EXPECT IT IS  
SUPPOSED TO BE A SHORT ANSWER  
WHEN REALLY IT IS NOT.

IT IS MEANT TO BE A PLACE WHERE  
YOU GATHER A LOT OF RICH  
INFORMATION THAT CAN BE USED TO  
HELP WITH JOB SEARCH.

THE THING I FIND A LOT OF TIMES  
IS THAT IF PEOPLE WALK THROUGH  
THE STEPS IN DISCOVERY, THEY  
SCHEDULE TIME FOR THE DIFFERENT  
PIECES AND DIFFERENT ACTIVITIES,  
BUT OFTEN THEY DON'T SCHEDULE  
TIME TO ACTUALLY COMPLETE THE  
STAGING RECORD.

IF YOU'RE LIKE ME, IF I DON'T

WRITE STUFF DOWN FAST, IT GETS FORGOTTEN.

AS WE'RE GOING THROUGH THIS, REMEMBER TO MAKE TIME IN YOUR SCHEDULE TO ACTUALLY RECORD THE INFORMATION THAT YOU'RE GATHERING.

IT'S SUPER IMPORTANT.

LET'S PAUSE FOR A SECOND FOR A COUPLE OF POLLING QUESTIONS.

WE DECIDED AFTER LAST TIME WE'RE GOING TO MAKE THESE QUICK.

WE'RE GOING TO GIVE YOU LIKE 20 SECONDS TO RESPOND.

THE FIRST POLLING QUESTION IS ABOUT WHAT IS THE GOAL OF DISCOVERY.

YOU'LL SEE OVER TO YOUR RIGHT YOU CAN CHECK THE BOXES.

A IS TO DISCERN THE ONE BEST POSSIBLE JOB FOR THAT INDIVIDUAL, B, TO IDENTIFY WHETHER THE PERSON IS EMPLOYABLE, C, TO EXPLORE WHO THE PERSON IS RIGHT NOW, OR, D, ALL OF THE ABOVE.

I'LL GIVE YOU A COUPLE OF SECONDS TO RESPOND.

WE'RE GOING TO GO FAIRLY

QUICKLY.

WHILE YOU'RE RESPONDING TO THAT,  
I'M GOING TO GO ON TO ANOTHER  
QUESTION.

THE POLLING QUESTION 2 IS  
DISCOVERY MIGHT INCLUDE, A,  
PARTICIPATION AND ACTIVITIES  
WITH JOB SEEKERS, B, INTERVIEWS  
AND DIRECT OBSERVATION, C,  
INTEREST INVENTORIES, D, LABOR  
MARKET RESEARCH.

IT GETS TRICKY NOW.

E, A AND C OR F, A AND B.

I'LL JUST GIVE 20 SECONDS TO DO  
THAT.

OKAY.

I'M GOING TO GO BACK FOR A  
SECOND.

POLLING QUESTION 1, I SEE THE  
BAR GRAPHS COMING UP.

I SEE GENERALLY SPEAKING WHAT  
YOU GUYS SAID WAS C, TO EXPLORE  
WHO THE PERSON IS RIGHT NOW.

EXACTLY.

EXACTLY.

THE REASON THAT WE SAY -- I KNOW  
IT SEEMS LIKE A LOT OF THESE  
WOULD BE APPROPRIATE ANSWERS,  
BUT LET'S TAKE THEM ONE AT A

TIME.

THE FIRST ONE ABOUT THE ONE BEST  
JOB, ACTUALLY WHAT WE HOPE TO  
GET FROM DISCOVERY IS A WHOLE  
ARRAY OF JOBS THAT MIGHT BE --  
THAT MIGHT BE GOOD STARTING  
PLACES FOR THIS PERSON.

I THINK WHEN WE START  
PERSON-CENTERED PLANNING WE  
REALLY FOCUSED EFFORTS ON  
FIGURING OUT WHAT THE PERSON'S  
DREAM JOB IS.

NOTHING WRONG WITH DREAM JOBS,  
BUT WE'VE PROBABLY ALL HAD THIS  
EXPERIENCE.

SOMETIMES THE DREAM JOB MAYBE  
ISN'T REALLY ATTAINABLE FOR THE  
PERSON OR ATTAINABLE RIGHT NOW.

I ALWAYS TELL PEOPLE IF YOU ASK  
ME WHAT MY DREAM JOB IS, I WOULD  
TELL YOU IT WOULD BE SITTING AT  
A PIANO BAR PLAYING PIANO WITH A  
GROUP OF PEOPLE AROUND ME  
SINGING, BUT THERE'S ONE LITTLE  
PROBLEM WITH THAT.

I DON'T REALLY PLAY THE PIANO.

I DON'T REALLY HAVE THE SKILLS I  
NEED FOR THAT JOB.

WHILE THERE'S CERTAINLY PIECES

OF THAT THAT I GET OUT OF MY  
CURRENT JOB -- FOR INSTANCE, I  
DO A LOT OF PRESENTING.  
IT IS SORT OF SIMILAR IN THE WAY  
I FEEL IT IS KIND OF A  
PERFORMANCE THING AND PEOPLE ARE  
STANDING AROUND LOOKING AT ME.  
THEY DON'T NECESSARILY SING, BUT  
IT KIND OF MEETS THAT PIECE, SO  
WE'RE NOT LOOKING FOR ONE BEST  
POSSIBLE JOB, BUT WE'RE LOOKING  
FOR JUST A WHOLE GROUP OF IDEAS,  
LOTS OF IDEAS, ABOUT WHERE  
PEOPLE CAN GET INTO EMPLOYMENT  
FAIRLY QUICKLY AND THEN KIND OF  
SCULPT A CAREER FROM THAT.  
CUSTOMIZED EMPLOYMENT REALLY  
FOCUSES ON -- OR ONE OF THE KEY  
COMPONENTS IS THAT EVERYONE IS  
EMPLOYABLE.

WE JUST HAVE TO FIGURE OUT WHAT  
SITUATION IS GOING TO FIT THEM

BEST.

GIVEN THE RIGHT SITUATION,  
THAT'S GOING TO WORK.

ONE TIME I WAS SELLING A HOUSE.

I HAD SOMEBODY COME OVER TO DO

A -- WHAT DO YOU CALL IT?

EN -- AN APPRAISAL.

THE APPRAISER SAID TO ME YOU  
KNOW WHAT THE DEFINITION OF FAIR  
MARKET VALUE IS, DON'T YOU?

I SAID, NO, I DON'T.

HE SAID FAIR MARKET VALUE IS  
WHAT A WILLING SELLER WILL  
ACCEPT FROM A WILLING BUYER.

I STRIKES ME AS THE SAME IS TRUE  
FOR EMPLOYMENT.

IF SOMEBODY IS WILLING TO EMPLOY  
SOMEBODY AND THAT PERSON IS  
WILLING TO ACCEPT THE JOB, THAT  
PERSON IS EMPLOYABLE, SO WE  
DON'T KNOW UNTIL WE CAN REALLY  
GET OUT THERE AND EXPLORE THAT  
AND FIGURE OUT WHAT THAT  
SITUATION IS, BUT IT ASSUMES  
THAT EVERYBODY IS EMPLOYABLE.  
C IS WHAT WE'RE LOOKING AT FOR  
DISCOVERY.

IT IS WHO THAT PERSON IS RIGHT  
NOW AND WHAT'S GOING TO MAKE  
THAT WORK FOR THEM.

LET'S SEE.

DO WE GOT THE POLL UP FROM THE  
SECOND QUESTION?

I DON'T SEE THE POLLS YET, BUT  
LET'S JUST GO AHEAD AND TALK

ABOUT THEM AS THEY'RE COMING UP.

>> JANET -- [ TALKING

SIMULTANEOUSLY ].

>> OH, OKAY.

SUPER.

LISTEN LEARNED IS PUTTING TWO  
POLLING QUESTIONS RIGHT TOGETHER  
MAYBE DOESN'T WORK.

WE'LL GIVE PEOPLE JUST A COUPLE  
MINUTES TO CHIME IN HERE.

THERE WE GO.

A AND B, RIGHT.

YES, A AND B, PARTICIPATION AND  
ACTIVITIES WITH JOB SEEKERS,  
INTERVIEWS AND DIRECT  
OBSERVATION ARE DEFINITELY PART  
OF DISCOVERY.

THOSE WHO SAID A AND B, RIGHT ON  
THERE.

NOT TO SAY THAT INTEREST  
INVENTORIES MIGHT NOT BE HELPFUL  
AT GETTING AT SOME PEOPLE'S  
INTERESTS, BUT IT IS GENERALLY  
NOT SOMETHING THAT IS CONSIDERED  
A CUSTOMIZED APPROACH.

JUST KNOW THAT BOTH A AND B ARE  
THINGS THAT ARE MORE THAT  
QUALITATIVE PIECE.

AS WE GO THROUGH STEPS IN

DISCOVERY, THESE ARE KIND OF  
SOME OF THE GENERIC STEPS.  
THIS IS JUST AN OVERVIEW HERE,  
SO WE'LL COME BACK AND TALK  
ABOUT MAINLY THE FIRST THREE OF  
THEM TODAY.

THE LAST THREE WE'LL TALK ABOUT  
MORE NEXT WEEK WHEN WE MEET  
AGAIN.

THE BASIC STEPS ARE KIND OF THE  
HOME AND NEIGHBORHOOD  
OBSERVATION, INTERVIEWING  
OTHERS, DOING SOME DISCOVERY  
ACTIVITIES WHICH REALLY ARE  
ABOUT FIGURING OUT WHAT PEOPLE'S  
SKILLS ARE AND HOW THEY MIGHT  
FIT INTO THE EMPLOYMENT  
SITUATION.

WE'LL ALSO DO SOME INFORMATIONAL  
INTERVIEWS OR GO OUT AND TALK TO  
EMPLOYERS AND PEOPLE IN THE  
FIELD TO GET IDEAS AND ADVICE  
AND LEARN FROM THEM WHERE THERE  
MIGHT BE OPPORTUNITIES.

IT ALSO INCLUDES SOME REVIEW OF  
RECORDS OR INFORMATION THAT MAY  
HAVE BEEN GATHERED FROM A  
VARIETY OF SOURCES OVER TIME.

END WITH THAT DESCRIPTIVE

NARRATIVE OF WHAT THE PERSON'S  
IDEAL CONDITIONS OF EMPLOYMENT  
ARE.

THAT FIRST PART -- THIS IS  
USUALLY THE STARTING POINT -- IS  
A HOME VISIT.

OBVIOUSLY, IF THE PERSON IS NEW  
TO YOU, THERE MIGHT BE SOME  
PRELIMINARY STEPS.

YOU MIGHT HAVE DONE SOME INTAKE  
OR SOME GETTING TO KNOW PEOPLE,  
GETTING THROUGH SOME PAPERWORK,  
BUT THE HOME VISIT IS TYPICALLY  
CONDUCTED AT THE PERSON'S HOME.

THINK ABOUT A PLACE WHERE PEOPLE  
ARE REALLY COMFORTABLE,  
INCLUDING PEOPLE WHO KNOW THE  
PERSON WELL, WHICH MIGHT INCLUDE  
FAMILY, ROOMMATES, STAFF THAT  
ARE CLOSE TO THE PERSON.

WE'RE GATHERING THOSE PEOPLE IN  
THE FAMILY'S HOME AND USING A  
VERY SORT OF UNSTRUCTURED  
INTERVIEWING PROCESS.

THE WHOLE IDEA HERE IS THAT WE  
WANT TO HAVE A CONVERSATION WITH  
PEOPLE, AND WE DON'T WANT IT TO  
BE SEEN AS EVALUATIVE IN ANY  
WAY.

WE DON'T WANT TO WALK IN WITH A  
CHECKLIST OR SOMETHING THAT  
MAKES PEOPLE FEEL UNCOMFORTABLE  
OR FEEL LIKE THEY'RE BEING  
EVALUATED.

WE USE SMOOTH LISTENING

TECHNIQUES, WHICH IS REALLY JUST  
ASKING VERY OPEN-ENDED QUESTIONS  
OR PHRASING THINGS IN A WAY THAT  
JUST GET PEOPLE TALKING.

RATHER THAN ASKING A QUESTION,  
I'LL SAY, TELL ME ABOUT  
DA DA DA.

TELL ME ABOUT WHAT GEORGE DOES  
IN HIS FREE TIME.

I'M PUTTING IT OUT THERE IN A  
WAY THAT GETS PEOPLE TALKING AND  
THEN TRYING TO BE QUIET BECAUSE  
LOTS OF US FEEL LIKE WHEN WE'RE  
IN A SITUATION WE HAVE TO BE IN  
CONTROL AND WE HAVE TO BE READY  
TO JUMP IN WITH THE NEXT  
QUESTION, BUT IN THIS PROCESS WE  
REALLY WANT TO GIVE PEOPLE THE  
OPPORTUNITY TO TALK.

IF I JUMP IN WITH A SECOND  
QUESTION REAL FAST, I MIGHT BE  
CUTTING PEOPLE OFF.

RATHER I JUST WANT TO SORT OF  
PAUSE AND BE COMFORTABLE WITH A  
LITTLE SILENCE TO SEE WHERE  
PEOPLE GO.

BECAUSE OFTENTIMES IF YOU WRITE  
SOMETHING DOWN OR IF YOU RESPOND  
VERBALLY TO WHAT THEY'RE SAYING,  
THAT'S WHAT THEY THINK YOU WANT  
THEM TO KEEP TALKING ABOUT.

I WANT THEM TO TALK ABOUT WHAT  
THEY WANT TO TALK ABOUT AND WHAT  
THEY THINK IS IMPORTANT.

WE TRY TO KEEP THE CHECKLIST IN  
THE OFFICE AND MAKE IT VERY MUCH  
A CONVERSATION BECAUSE LISTENING  
IN THIS CASE EQUALS LEARNING.

IF I'M TALKING, I'M NOT LEARNING  
ANYTHING ABOUT THE PERSON.

I NEED TO BE LISTENING TO THE  
OTHER PEOPLE WHO KNOW THAT  
PERSON WELL TO BE LEARNING ABOUT  
WHAT I NEED TO KNOW.

I SAY IT IS JUST A CONVERSATION,  
AND WE'RE GOING TO DO MORE  
LISTENING THAN TALKING, BUT  
OBVIOUSLY YOU DO NEED TO GUIDE  
THE DISCUSSION A LITTLE BIT.

THE KIND OF INFORMATION THAT  
WE'RE HOPING TO GET AT THROUGH

THE HOME VISITS ARE THINGS LIKE INTERESTS, FIELDS AND TASKS, CONDITIONS OF EMPLOYMENT, AND WHO ARE ARE THE PEOPLE IN THE JOB SEEKER'S LIFE.

WITH INTERESTS, I MIGHT ASK OPEN-ENDED QUESTIONS ABOUT PEOPLE'S HOBBIES OR ACTIVITIES.

I MIGHT SAY, WELL, TELL ME ABOUT WHAT GEORGE DOES IN HIS FREE TIME.

THINGS LIKE THAT THAT GET PEOPLE TALKING ABOUT WHAT'S IMPORTANT TO GEORGE, BUT I'M ALSO OBSERVING AS I GO.

WHAT KINDS OF THINGS ARE AROUND THE HOUSE THAT MIGHT GIVE ME AN INDICATION OF WHAT GEORGE IS ABOUT.

OFTENTIMES, ESPECIALLY IF PEOPLE ARE LIVING IN FAMILY SITUATIONS, THE THINGS THAT ARE IN THE LIVING AREA ARE KIND OF GENERIC WHEREAS THINGS THAT PEOPLE MIGHT KEEP IN THEIR BEDROOM ARE MORE PERSONALIZED.

THIS SOUNDS KIND OF WEIRD, A BEDROOM VISIT, BUT OFTEN WHAT WE DO IS TRY TO SEE THE PERSON'S

BEDROOM BECAUSE THAT'S WHERE PEOPLE TEND TO KEEP THINGS LIKE PICTURES OR THINGS THAT DEAL WITH HOBBIES OR THINGS LIKE THAT, ESPECIALLY IN A FAMILY SITUATION.

I MIGHT SAY SOMETHING LIKE, OH, SHOW ME AROUND YOUR HOUSE. IT MIGHT JUST BE KIND OF A NATURAL PART OF THE TOUR OF THE HOUSE OR PEOPLE MIGHT KEEP THINGS IN OTHER AREAS OF THE HOUSE TOO, BUT WHAT WE'RE LOOKING FOR ARE THINGS LIKE COLLECTIONS, THINGS THAT INDICATE INTERESTS.

IF YOU WERE TO GO INTO MY BEDROOM, YOU WOULD SEE THINGS LIKE COOKING MAGAZINES AND CROSSWORD PUZZLES AND THINGS THAT GIVE YOU A LITTLE BIT OF AN IDEA OF THINGS I LIKE TO DO.

IF YOU HAVE KIDS, THINK ABOUT YOUR KIDS' BEDROOMS.

WHAT ARE THINGS THEY MIGHT KEEP IN THEIR BEDROOM THAT INDICATE KIND OF WHO THEY ARE, WHAT'S IMPORTANT TO THEM?

WE ALSO TRY TO GET AT SKILLS AND

TASKS.

MAYBE ASKING SOME OPEN-ENDED  
QUESTIONS AROUND CHORES PEOPLE  
DO AT HOME OR RESPONSIBILITIES.  
AS PART OF THAT, TOO, WE'RE NOT  
ONLY LOOKING AT WHAT THEY DO BUT  
KIND OF WHAT SUPPORT IS NEEDED  
TO PERFORM THOSE TASKS OR HOW  
PEOPLE LEARN THOSE TASKS OR  
WHAT'S HELPFUL FOR THEM.

DO THEY LEARN BEST BY  
DEMONSTRATION?

DO THEY LEARN BEST WITH SOME  
PICTURES?

WHAT MIGHT BE REALLY HELPFUL?

WE ALSO TRY TO GET AT CONDITIONS  
OF EMPLOYMENT.

THOSE ARE THOSE THINGS THAT WE  
REALLY NEED FOR PEOPLE TO BE  
SUCCESSFUL, WHAT KIND OF  
SUPPORTS MIGHT NEED TO BE IN  
PLACE, AND WHAT THINGS MIGHT  
NEED TO BE VOIDED.

FOR INSTANCE, IF FLUORESCENT  
LIGHTS TRIGGER SEIZURES OR  
PEOPLE HAVE ALLERGIES, WE NEED  
TO KNOW THAT SO WE'RE NOT  
LOOKING IN THOSE AREAS FOR JOBS.

A FOURTH AREA WE REALLY LOOK AT

DURING THE HOME VISIT IS  
PEOPLE'S SOCIAL CAPITAL OR WHO  
THEY KNOW, WHO'S IMPORTANT TO  
THEM.

SOMETIMES THIS INFORMATION IS  
REALLY HELPFUL IN FIGURING OUT  
SOME OF THE NEXT STEPS.

FOR INSTANCE, ONE OF THE NEXT  
STEPS IS INTERVIEWING OTHERS, SO  
WE NEED TO KNOW WHO ARE THOSE  
PEOPLE WE ARE GOING TO BE  
INTERVIEWING.

WE ALSO WANT TO KNOW WHO THE JOB  
SEEKER AND THEIR FAMILIES ARE  
CONNECTED TO BECAUSE AGAIN  
SOCIAL CONNECTIONS ARE THE WAY  
THAT LOTS OF US GET OUR JOBS.

KNOWING WHO THOSE PEOPLE ARE AND  
HOW WE MIGHT TAP INTO THEM IS  
GOING TO BE REALLY IMPORTANT.  
CAPTURING INFORMATION.

LIKE I SAID, WE TRY NOT TO TAKE  
NOTES DURING THE HOME VISIT  
BECAUSE IF YOU START TAKING  
NOTES -- IF YOU START WRITING  
DOWN WHAT THEY'RE TALKING ABOUT,  
THEY THINK YOU WANT THEM TO KEEP  
TALKING ABOUT THAT.

WE WANT THE CONVERSATION TO GO

WHERE THEY WANT IT TO GO.

TRY TO NOT TAKE NOTES.

WHAT THAT MEANS THEN IS AFTER  
THE HOME VISIT YOU DO WANT TO  
GET SOME OF THAT DOWN ON PAPER.

IF YOU CAN, I THINK IT MIGHT BE  
BEST TO, SAY, TAKE A LAPTOP  
WHERE YOU CAN GET OUT TO THE CAR  
AND START FILLING OUT THE  
STAGING RECORD COMPLETELY OR AT  
LEAST WHAT I DO SOMETIMES IS  
JUST DO SOME BULLET NOTES TO  
MYSELF.

I CAN KIND OF SKETCH IT OUT MORE  
LATER BUT AT LEAST BULLET OUT  
THE THINGS I REALLY WANT TO  
REMEMBER.

AGAIN, SCHEDULING TIME AHEAD TO  
DO THAT IS GOING TO BE IMPORTANT  
BECAUSE SOMETIMES A HOME VISIT  
MIGHT HAPPEN AT THE END OF THE  
DAY WHEN PEOPLE ARE OFF WORK OR  
EVEN IN THE EVENING.

LET'S THINK ABOUT IT.

YOU'RE PROBABLY READY TO GO HOME  
TOO.

BUT IF YOU DON'T WRITE IT DOWN  
RIGHT AWAY, IT PROBABLY GETS  
FORGOTTEN.

MAKE SURE YOU'RE CAPTURING IT SO  
IT CAN GET IN THE VOCATIONAL  
PROFILE IN SOME WAY.

AGAIN, THAT DESCRIPTIVE VERSUS  
EVALUATIVE.

WE WANT TO REALLY JUST DESCRIBE  
WHAT WE SAW.

FOR INSTANCE, INSTEAD OF SAYING  
FAMILY IS IMPORTANT TO JOHN, I  
MIGHT SAY JOHN SHOWED ME SEVERAL  
PICTURES OF HIS FAMILY WHICH  
WERE AROUND THE HOUSE.

MAKE SURE WE COME BACK TO THAT.

AGAIN, USE SOME OF THAT  
INFORMATION IN NEXT STEPS.

AS WE GO INTO THE NEXT STEPS,  
WHICH IS INTERVIEWING OTHERS AND  
DISCOVERY ACTIVITIES, WE'RE  
CAPTURING INFORMATION THAT WILL  
HELP WITH THAT.

THIS MIGHT BE A GREAT TIME FOR  
QUESTIONS.

IF YOU HAVE ANY QUESTIONS, GO  
AHEAD AND PUT THEM IN THE Q&A.

LET'S SEE IF I GOT ANY IN THERE  
YET.

OKAY.

I WANTED TO SAY, TOO, PEOPLE ASK  
A LOT ABOUT WHAT IF YOU CAN'T DO

A HOME VISIT.

THERE MIGHT BE SITUATIONS WHERE  
YOU CAN'T.

I KNOW I'VE HAD, FOR INSTANCE,  
THIS ONE GENTLEMAN WHOSE MOM  
WORKED FOR THE SUPPORT AGENCY.  
SHE REALLY DIDN'T JUST FEEL  
COMFORTABLE HAVING HER COWORKERS  
COME INTO THE HOUSE AND DOING A  
HOME VISIT.

LET'S SAY SOMEBODY IS JUST NOT  
COMFORTABLE WITH PEOPLE COMING  
INTO THEIR HOME.

ALL I CAN SAY IS DO THE BEST YOU  
CAN DO.

IF THE HOME ISN'T A COMFORTABLE  
ENVIRONMENT, IS THERE ANOTHER  
COMFORTABLE ENVIRONMENT WHERE  
YOU CAN HAVE THAT SAME KIND OF  
CONVERSATION WITH PEOPLE WHO ARE  
CLOSE TO THE PERSON, EVEN IF IT  
IS NOT IN THEIR HOME?

FOR INSTANCE, RECENTLY WE  
COULDN'T DO A HOME VISIT FOR A  
YOUNG MAN WHO WAS ABOUT TO LEAVE  
SCHOOL, BUT IT TURNED OUT THEY  
LIVED RIGHT NEXT TO THEIR  
CHURCH.

THEY WERE ALL VERY INVOLVED IN

THE CHURCH.

DAD WORKED AT THE CHURCH, SO WE  
HAD THE HOME VISIT AT THE  
CHURCH.

NOW THERE'S OBVIOUSLY CERTAINLY  
THINGS WE COULDN'T DO.

WE COULDN'T SEE THE BEDROOM, FOR  
INSTANCE, BUT WE COULD ASK  
QUESTIONS LIKE, TELL ME ABOUT  
THINGS JOHN KEEPS IN HIS BEDROOM  
THAT MIGHT INDICATE HIS  
INTERESTS.

DO THE BEST YOU CAN.

SOMETIMES IT'S HARD TO GET THE  
PEOPLE WHO KNOW PERSON BEST  
THERE.

IF WE CAN'T DO THAT, THEN WE  
SORT OF PICK UP IN THE NEXT  
STEPS AROUND INTERVIEWING  
OTHERS.

BUT HOME VISITS CAN BE REALLY,  
REALLY POWERFUL.

I'LL TELL YOU ABOUT ONE THAT  
ALWAYS STICKS OUT IN MY MIND.

IT WAS JUST A YOUNG MAN AND HIS  
MOTHER.

HIS NAME IS SHANE.

I DIDN'T THINK THE HOME VISIT  
WAS GOING VERY WELL AT ALL.

MOM WAS TALKING, BUT SHE WAS  
TALKING A LOT ABOUT HERSELF.  
I DIDN'T FEEL LIKE IT WAS REALLY  
GIVING ME MUCH INFORMATION ABOUT  
SHANE.

SHANE WAS IN THE CORNER NOT  
SAYING A WORD.

WE PROBABLY WENT ON FOR AN HOUR  
OR MORE.

I REALLY FELT LIKE IT WASN'T  
GETTING ANY USEFUL INFORMATION.

ALL OF A SUDDEN, SHE KIND OF  
DROPPED THIS COMMENT.

SHE SAID, YEAH, AND HE'S KIND OF  
A LITTER BUG.

LITTER BUG?

TELL ME ABOUT THAT.

HE'LL GO DOWN TO THE LOCAL DAIRY  
QUEEN AND PICK UP THE PARKING  
LOT.

OH, YEAH?

DOES HE GET PAID FOR THAT?

NO.

SOMETIMES THEY GIVE HIM AN ICE  
CREAM CONE, BUT HE JUST LIKES TO  
DO THAT.

THIS IS A YOUNG MAN WHO ALL THE  
INFORMATION I'D GOTTEN ABOUT HIM  
TO THAT POINT WAS THAT HE WAS

NONCOMPLIANT.

HE WOULD SAY NO TO ANYTHING THAT HE WAS ASKED TO DO AND THAT HE WAS -- HIS HYGIENE WAS VERY POOR.

I'M THE JOB DEVELOPER RESPONSIBLE FOR FINDING HIM A JOB.

EVEN THOUGH HE HAS SOME GOOD SKILLS, I'M THINKING WHAT AM I GOING TO DO WITH SOMEBODY WHO SAYS NO TO ANY QUESTION OR ANYTHING THAT HE IS ASKED TO DO.

BUT WHEN SHE TOLD ME THAT, IT REALLY KIND OF HELPED FLIP MY THINKING.

NOT TO SAY THAT HE'S NOT COMPLIANT, BUT TO SAY HE NEEDS A WORK SITUATION WHERE HE KNOWS WHAT TO DO AND HE CAN DO IT FAIRLY INDEPENDENTLY.

IT REALLY CHANGED MY WHOLE VIEW OF HOW TO GO ABOUT WORKING WITH SHANE.

I DON'T SEE ANY QUESTIONS IN THE CHAT BOX, SO I'M GOING TO KEEP MOVING ON HERE.

HERE'S ANOTHER POLLING QUESTION.

POLLING QUESTION 3, HOME VISITS

SEEK TO GET INFORMATION ON --  
INTERESTS, IDEAL CONDITIONS OF  
EMPLOYMENT, SKILLS, COMMUNITY  
CONNECTIONS, OR ALL OF THE  
ABOVE?

REAL FAST.

I'LL GIVE YOU TEN MORE SECONDS.

WHILE YOU'RE POLLING, WE'LL GO  
ON TO THE NEXT SLIDE, WHICH IS  
THE NEIGHBORHOOD OBSERVATION.

THIS STEP IS FREQUENTLY DONE IN  
CONJUNCTION WITH THE HOME VISIT  
BECAUSE YOU'RE ALREADY THERE IN  
THE NEIGHBORHOOD, BUT THE  
CONSCIOUS THINGS THAT YOU'RE  
LOOKING FOR IN EXPLORING  
SOMEONE'S COMMUNITY IS THINGS  
LIKE ARE THERE PEOPLE OF  
INTEREST OR INTERACTIONS WITH  
NEIGHBORS THAT YOU MAY NOT KNOW  
ABOUT.

FOR INSTANCE, RECENTLY WE WERE  
OLDER GENTLEMAN.

ONE THING WE FOUND OUT IS HE  
GOES OVER AND SHOVELS THE SNOW  
OFF HIS NEIGHBOR'S STEPS.

HE DOES IT AS A FRIENDLY THING,  
BUT IT WAS REALLY HELPFUL IN  
FINDING OUT SOME NEXT

DIRECTIONS.

ALL OF THE ABOVE, SUPER.

EXACTLY.

HOME VISITS ARE MEANT TO GET AT

ALL OF THOSE THINGS --

INTERESTS, IDEAL CONDITIONS,

SKILLS, AND COMMUNITY

CONNECTIONS.

VERY GOOD.

NEXT, AS YOU'RE GOING THROUGH

THE NEIGHBORHOOD OBSERVATION,

YOU MIGHT ALSO KIND OF TRY TO

PROBE AROUND WHERE PEOPLE SPEND

THEIR TIME AND MONEY BECAUSE

THAT KIND OF TELLS YOU HOW

THEY'RE CONNECTED TO THE

COMMUNITY.

IF SOMEBODY FREQUENTS THE LOCAL

COFFEE SHOP A LOT, IT SAYS

SOMETHING ABOUT WHO THEY'RE

CONNECTED WITH BUT ALSO ABOUT

WHAT'S IMPORTANT TO THEM.

IT MIGHT BE NEARBY BUSINESSES.

YOU MIGHT BE LOOKING AT

RESOURCES IN THE NEIGHBORHOOD

AND CERTAINLY LOOKING AT THINGS

LIKE TRANSPORTATION OPTIONS.

WHAT RESOURCES ARE AVAILABLE FOR

TRANSPORTATION AND HOW PEOPLE

GET AROUND.

BECAUSE IF SOMEBODY DOESN'T --  
IF THEIR ONLY TRANSPORTATION  
MODE IS WALKING, WE NEED TO BE  
REALLY FOCUSING ON WHAT'S CLOSE  
AND WHAT'S NEARBY.

BUT JUST GETTING A FEEL FOR THE  
NEIGHBORHOOD IF YOU DON'T KNOW  
THE NEIGHBORHOOD ALREADY.

THE NEXT STEP THEN, TOO, IS  
INTERVIEWING OTHERS.

THIS IS DURING THE HOME VISIT.

YOU'RE PROBABLY KIND OF PROBING  
ABOUT PEOPLE WHO ARE IMPORTANT  
IN THE PERSON'S LIFE AND PEOPLE  
WHO WOULD HAVE GOOD INFORMATION  
ABOUT THEM, WHO COULD BE HELPFUL  
IN JOB CREATION.

OFTENTIMES, THE PEOPLE THAT  
YOU'RE INTERVIEWING IN THIS STEP  
ARE PEOPLE WHO COULD NOT BE AT  
THE HOME VISIT.

IT MIGHT BE PEOPLE LIKE FORMER  
TEACHERS, FORMER EMPLOYERS OR  
STAFF THAT HAVE WORKED WITH THE  
PERSON.

IT MIGHT BE SIBLINGS THAT LIVE  
AWAY FROM HOME, ADULT SIBLINGS.

IT COULD BE A VARIETY OF PEOPLE,

BUT JUST KNOWING WHO MIGHT HAVE  
SOME GOOD INFORMATION.

THEN ON THE PHONE INTERVIEW --  
IT COULD BE DONE IN PERSON, BUT  
TYPICALLY THEY'RE DONE OVER THE  
PHONE JUST BECAUSE OF DISTANCE  
OR JUST FOR TIME'S SAKE EVEN.

WE'RE GETTING AT THE SAME KIND  
OF THINGS.

WE'RE STILL LOOKING AT  
INTERESTS, SKILLS, AND TASKS,  
CONDITIONS OF EMPLOYMENT AND  
SOCIAL CONNECTIONS, BUT WE'RE  
ASKING PEOPLE OVER THE PHONE TO  
GET MORE INPUT.

AGAIN, TRYING TO USE SMOOTH  
LISTENING AS A WAY TO REALLY GET  
PEOPLE TALKING BECAUSE SOMETIMES  
YOU GET REALLY VAIED  
PERSPECTIVES.

I WAS RECENTLY WORKING WITH SOME  
STAFF THAT WERE SUPPORTING A  
YOUNG MAN NAMED DARYL.

WHEN WE DID THE HOME VISIT WITH  
DARYL -- HE LIVES ON HIS HOME.

THERE WERE SOME STAFF PEOPLE  
THERE.

WE LATER DID PHONE INTERVIEWS  
WITH BOTH THE MOTHER AND THE

BROTHER.

IT WAS INTERESTING BECAUSE THE  
STAFF KNEW DARYL REALLY WELL.

THEY'VE KNOWN HIM FOR A LONG  
TIME.

THEY WERE THINKING, WELL,

THERE'S NOT MUCH WE CAN LEARN  
ABOUT HIM THAT WE DON'T ALREADY  
KNOW, BUT THE ONE THING THAT THE  
MOTHER SAID THAT WE DIDN'T THINK  
ABOUT BEFORE FOR DARYL IS SHE  
SAID AT ONE POINT HE HAD A WORK  
EXPERIENCE WHERE HE DID SOME  
PHOTO COPYING.

AS SHE SAID IT, WE WERE THINKING  
HE REALLY DOES KIND OF LIKE  
ORGANIZING STUFF.

MAYBE THIS IDEA OF OFFICE WORK  
DOES MAKE SOME SENSE FOR HIM.  
THE OTHER THING SHE SAID IN THE  
INTERVIEW IS -- WE'D ASKED HER A  
QUESTION ABOUT HOW MUCH SHE SAW  
HIM WORKING DURING THE WEEK.  
SHE SAID ABOUT SIX HOURS A WEEK.  
HE HAS MEDICAL ISSUES.

SHE SAW HIM WORKING VERY PART  
TIME.

WHEN WE TALKED TO HIS BROTHER,  
HIS BROTHER [ BREAKING UP ]

ORGANIZATIONAL WORK HIS MOTHER  
HAD MENTIONED.

HIS BROTHER WORKED IN THE OIL  
INDUSTRY.

IN MY INDUSTRY, I CAN SEE ALL  
KINDS OF THINGS THAT DARYL MIGHT  
HELP ME WITH.

WE'RE ALWAYS NEEDING TO PHOTO  
COPY, THINGS LIKE SAFETY  
INFORMATION, THAT KIND OF THING,  
AND GET IT OUT TO PEOPLE.

I CAN SEE HIM DOING THAT KIND OF  
WORK, COPYING AND DISTRIBUTING  
THAT AS WELL.

WHEN WE ASKED HIS BROTHER HOW  
MUCH DO YOU CEDAR -- SEE DARYL  
WORKING, HE SAID AT LEAST HALF  
THE TIME.

I REALLY LIKE INTERVIEWING ADULT  
SIBLINGS, IF PEOPLE HAVE THEM,  
BECAUSE THEY SEE THE PERSON IN A  
REALLY DIFFERENT LIGHT.

SOMETIMES HAVE MUCH HIGHER  
EXPECTATIONS.

THAT'S SOMETIMES A REALLY SIMPLE  
BUT A REALLY IMPORTANT STEP.

>> JANET?

>> THE NEXT STEP IS THE  
DISCOVERY ACTIVITIES.

>> JANET, I DID HAVE A QUESTION  
THAT CAME IN PRIVATELY.

IF YOU COULD -- LET ME SEE WHAT  
IT SAYS.

DO YOU HAVE ANY EXAMPLES OF  
VOCATIONAL PROFILES THAT YOU  
COULD SHARE?

>> I DO.

I ACTUALLY PUT IT IN THE --  
THAT'S A GOOD QUESTION.

THANK YOU.

I PUT A BLANK DISCOVERY STAGING  
RECORD IN THE WEBINAR MATERIALS,  
BUT IN THE WEBINAR 3 MATERIALS I  
PUT ONE THAT'S BEEN FILLED OUT.  
TAKE A LOOK AT THAT ONE WE GET  
TO NEXT WEEK.

YOU'LL SEE THAT IT IS FILLED  
OUT.

THEY'RE ALL GOING TO LOOK A  
LITTLE DIFFERENT, BUT WE TRY TO  
SHOW IS SORT OF IT BEING  
DESCRIPTIVE RATHER THAN  
EVALUATIVE.

IN THE SAMPLE THAT I PUT IN  
THERE, IT IS FOR A MAN NAMED  
WAYNE.

IT IS KIND OF A COOL EXAMPLE.

IT WAS A PROJECT IN CANADA WHERE

WE WERE WORKING ON CUSTOMIZED  
EMPLOYMENT WITH A NUMBER OF  
AGENCIES IN CANADA OVER A  
THREE-YEAR PERIOD.

IN THE FIRST YEAR, WITH THIS  
PARTICULAR AGENCY, WE ASKED EACH  
OF THE PEOPLE INVOLVED IN THE  
PROJECT TO PICK ONE PERSON TO  
REALLY WALK THROUGH ALL THE  
STEPS WITH.

SARAH, THE EMPLOYMENT  
SPECIALIST, HAD TARGETED THIS  
MAN NAMED WAYNE.

THE REASON SHE PICKED WAYNE, SHE  
SAID, WAS BECAUSE WAYNE ALWAYS  
GOT OVERLOOKED.

HE DIDN'T HAVE A LOT OF FAMILY  
CLOSE BY.

HE LIVED WITH ROOMMATES IN A  
HOUSE.

BUT SHE JUST FELT LIKE HE KIND  
OF GOT OVERLOOKED.

HE'S A PRETTY COOL GUY.

YOU'LL SEE THROUGH DISCOVERY WE  
FOUND OUT SOME REALLY  
INTERESTING THINGS ABOUT HIM.

SARAH WAS VERY CREATIVE.

WAYNE, HE WAS VERBAL BUT NOT  
VERY TALKATIVE.

WAS HARD TO GET INFORMATION  
ABOUT INTERESTS FROM HIM  
VERBALLY, BUT SHE KNEW THAT HE  
LOVED MOVIES.

HE HAD QUITE A COLLECTION OF  
MOVIES.

HE HAD THEM ALL ORGANIZED IN A  
SPECIFIC WAY, SO SHE ASKED HIM  
TO KIND OF PULL OUT TEN OF HIS  
MOVIES AND TALK ABOUT WHY HE  
LIKED THOSE PARTICULAR MOVIES.

THERE WERE SOME THINGS THAT CAME  
OUT.

HE LIKED ANIMALS.

A LOT OF THEM WERE ANIMAL  
MOVIES, BUT ONE OF THE THINGS HE  
CAME OUT -- I THINK HE SAID HOT  
CHICKS IN A COUPLE OF THEM, BUT  
ONE OF THE THINGS THAT CAME OUT  
IS HE SEEMED TO REALLY LIKE  
ADRENALINE.

HE DIDN'T USE THAT WORD BUT JUST  
SORT OF THE RUSH FROM CERTAIN  
MOVIES THAT EXCITED HIM.

WE GOT ON THIS THING ABOUT  
ADRENALINE.

HE ALSO REALLY LIKED HELPING  
PEOPLE.

THAT CAME NOT ONLY FROM THE

MOVIES BUT JUST WHAT PEOPLE KNEW ABOUT HIM.

IT GOT US EXPLORING IN DIFFERENT FIELDS THAN WE PROBABLY WOULD HAVE EXPLORED.

FOR INSTANCE, WE STARTED EXPLORING IN EMERGENCY SERVICES.

WE WENT TO THE EMTs.

WE WENT TO THE FIRE DEPARTMENT.

KIND OF GETTING HIM OUT AND

DOING SOME THINGS LIKE THAT.

HE ACTUALLY -- ONE OF THINGS

THAT YOU'LL NOTICE ON THIS

PARTICULAR STAGING RECORD IS IT

GOES THROUGH THE DISCOVERY

PROCESS, BUT THEN THERE'S ALSO

ROOM AS YOU GET INTO JOB

DEVELOPMENT TO RECORD

INFORMATION ON THAT.

YOU WON'T SEE A LOT IN WAYNE'S

BECAUSE HE GOT A JOB OFFER BASED

ON DOING SOME DISCOVERY

ACTIVITIES AND INFORMATIONAL

INTERVIEWS.

IT WAS A REALLY COOL JOB.

HE ACTUALLY WORKED AT THE FIRE

DEPARTMENT IN HIS SMALL

COMMUNITY, SO IT WAS A REALLY,

REALLY COOL EXAMPLE.

YOU'LL SEE THAT IN NEXT WEEK'S MATERIALS.

WITH DISCOVERY ACTIVITIES, THE PURPOSE OF THIS IS TO REALLY GET PEOPLE OUT AND DOING STUFF FOR A COUPLE OF REASONS.

FIRST OF ALL, IT JUST KIND OF VERIFIES INTERESTS.

SOMETIMES PEOPLE THINK THEY'RE INTERESTED IN THINGS THAT THEY'RE NOT REALLY INTERESTED IN MANY WHEN THEY GO OUT AND DO THEM, BUT REALLY THE MAIN PURPOSE IS TO OBSERVE PEOPLE'S SKILLS AND TASKS AND HOW THEY LEARN.

BECAUSE AS THE EMPLOYMENT SPECIALIST, YOU'RE REPRESENTING THAT PERSON TO AN EMPLOYER.

SOMETIMES EMPLOYERS WILL ASK ABOUT -- WELL, CAN THE PERSON DO THIS OR CAN THEY DO THAT.

YOU NEED TO BE ABLE TO KNOW HOW TO RESPOND TO THAT.

YOU HAVE TO HAVE SOME FIRSHAND EXPERIENCE WITH HOW PEOPLE CAN DO THAT.

DURING THE DISCOVERY ACTIVITIES, WE LOOK FOR REALLY ACTIVE

PARTICIPATION IN THE SENSE THAT  
THE PERSON HAS TO BE DOING  
SOMETHING.

THEY'RE NOT JUST OBSERVING BUT  
DOING SOMETHING.

IT'S OFTEN SOMETHING THAT YOU  
COULD TAKE A PHOTO OF THEM  
DOING.

IT REQUIRES A VERB, THAT PEOPLE  
ARE ACTIVELY PARTICIPATING.

I WAS REVIEWING DISCOVERY  
STAGING RECORDS FOR SOMEBODY.

THE PERSON OBVIOUSLY HAD A REAL  
INTEREST IN ART, BUT THE  
DISCOVERY ACTIVITY THEY WENT TO  
THE ART MUSEUM.

BUT THEY WEREN'T DOING ANYTHING  
THERE.

THEY ALREADY KNEW THEY WERE  
INTERESTED IN THE ART.

WE WANT TO SEE PEOPLE DOING  
STUFF BOTH IN FAMILIAR  
ENVIRONMENTS AND UNFAMILIAR  
ENVIRONMENTS.

WE START WITH FAMILIAR  
ENVIRONMENTS BECAUSE THAT'S  
WHERE PEOPLE ARE COMFORTABLE AND  
WHERE THEY KIND OF PRACTICE  
MAYBE.

IF SOMEBODY SAYS ONE OF MY HOME  
CHORES IS I MOW THE LAWN EVERY  
SATURDAY, WELL, THAT WOULD BE A  
REALLY COOL DISCOVERY ACTIVITY,  
TO SEE THEM ACTUALLY MOWING THE  
LAWN BECAUSE THERE'S A LOT OF  
SKILLS INVOLVED IN THAT.

SEEING WHERE THE SKILLS ARE,  
SEEING WHERE SUPPORT IS NEEDED.

THEN WE MIGHT ALSO LOOK IN  
UNFAMILIAR ENVIRONMENTS BECAUSE  
THAT GIVES US DIFFERENT  
INFORMATION.

IT REALLY SHOWS US MORE ABOUT

HOW THEY LEARN, HOW THEY  
GENERALIZE SKILLS, HOW THEY  
DON'T GENERALIZE SKILLS, AND IT  
CONNECTS PEOPLE WITH SIMILAR  
INTERESTS.

THAT HELPS GIVE ADVICE AND INTO  
SOME NEXT STEPS.

LET ME GIVE YOU SOME EXAMPLES OF  
SOME DISCOVERY ACTIVITIES.

THIS IS JENNIFER.

WHEN I MET JENNIFER, SHE TOLD ME  
THAT SHE WAS VERY INTERESTED IN  
WORKING WITH YOUNG CHILDREN.

SHE'D ACTUALLY JUST ENROLLED IN

AN EARLY CHILDHOOD CLASS AT THE  
COMMUNITY COLLEGE.

HER GOAL WAS TO WORK WITH YOUNG  
CHILDREN AND MAYBE EVEN ONE DAY  
START A DAY CARE CENTER WITH HER  
SISTER.

I'M THINKING, OKAY, WELL,  
JENNIFER HAS A PRETTY SPECIFIC  
GOAL ALREADY.

THERE'S REALLY NO NEED TO DO  
DISCOVERY BECAUSE SHE'S ALREADY  
ON A CAREER PATH HERE, BUT WE  
JUST SORT OF BACKED UP AND SAID  
MAYBE IT WOULDN'T HURT TO GET  
HER OUT AND SEE HOW SHE IS  
AROUND KIDS, SEE WHAT SKILLS SHE  
HAS.

WE SET UP A DISCOVERY ACTIVITY  
AT A LOCAL Y.M.C.A. WITH A CLASS  
OF KIDS THAT WERE 4 OR 5 YEARS  
OLD.

WHAT JENNIFER LEARNED IS SHE  
DIDN'T WANT TO BE AROUND KIDS AT  
ALL.

JENNIFER HAS BRITTLE BONE  
DISEASE.

HER BONES BREAK EASILY.

SHE GETS SICK EASILY.

OF COURSE, THE KIDS WERE VERY

INTERESTED IN HER WHEELCHAIR AND  
WERE KIND OF COMING UP TO HER  
AND ALL OVER HER.

SHE WENT ICK.

I DON'T WANT TO GET SICK.

I DON'T WANT TO END UP IN THE  
HOSPITAL.

I DON'T WANT TO HAVE ANYTHING TO  
DO WITH THESE KIDS, SO SOMETIMES  
DISCOVERY ACTIVITIES CAN JUST  
KIND OF VERIFY INTEREST OR  
NONINTEREST IN THIS CASE.

HERE'S ANOTHER EXAMPLE OF HEIDI.

THE EMPLOYMENT SPECIALIST  
WORKING WITH HEIDI HAD LEARNED  
FROM THE HOME VISIT AND THE  
INTERVIEWS THAT SHE WAS  
INTERESTED IN -- SHE LIKED  
TAKING PICTURES.

SHE THOUGHT AS A DISCOVERY  
ACTIVITY SHE JUST MIGHT TAKE HER  
OUT TO THE PARK AND TAKE SOME  
PICTURES AND SEE WHAT HAPPENED.

SOMETIMES THE STAGE FEELS A  
LITTLE WEIRD TO PEOPLE BECAUSE  
IT JUST SEEMS LIKE HANGING OUT,  
HANGING OUT WITH PEOPLE, BUT IT  
IS HANGING OUT WITH INTENT.

WE'RE REALLY LOOKING FOR SKILLS

THAT PEOPLE HAVE.

HEIDI WAS ON THE AUTISM  
SPECTRUM.

ONE OF THE THINGS SHE DID ALL  
THE TIME WAS FLAP HER HANDS, A  
LOT OF HAND FLAPPING BEHAVIOR.

BUT WHEN SHE GOT TO THE PARK  
THAT DAY WITH THE EMPLOYMENT  
SPECIALIST TO TAKE THE PICTURES,  
ALL THE HAND FLAPPING STOPPED.

THE EMPLOYMENT SPECIALIST  
THOUGHT, WELL, THAT'S REALLY  
INTERESTING.

SHE JUST STOPPED.

SHE SEEMED CALMER.

SHE GOT AN IDEA ABOUT HER SKILLS  
TAKING THE PICTURES.

BUT AS SOON AS SHE SAID, OKAY,  
WE NEED TO GET BACK IN THE CAR  
AND GO BACK NOW, ALL THE HAND  
FLAPPING STARTED AGAIN.

WHAT SHE REALIZED IS THAT IT  
WASN'T REALLY ABOUT THE PICTURE  
TAKING.

IT WAS ABOUT BEING OUTSIDE.

WHEN SHE WAS OUTSIDE, SHE WAS  
CALM.

SHE WASN'T HAND FLAPPING.

WHAT SHE SAID LATER IS I WORKED

WITH HER IN THIS CHILDHOOD  
WORKSHOP.

I NEVER SEE HER OUTSIDE, SO THIS  
WAS LIKE DISCOVERING SOMETHING  
TOTALLY KNEW ABOUT HEIDI EVEN  
THOUGH SHE KNEW HEIDI FAIRLY  
WELL.

AS THEY WENT INTO JOB  
DEVELOPMENT, THEY DEVELOPED A  
JOB FOR HER OUTSIDE IN A  
NURSERY, WHICH WAS SOMETHING  
THEY HADN'T EVEN THOUGHT OF  
BEFORE.

AS YOU'RE THINKING ABOUT  
DISCOVERY ACTIVITIES OR EVEN  
PRIOR TO DISCOVERY ACTIVITIES,  
AS YOU'RE GOING THROUGH THE HOME  
VISITS AND ARE INTERVIEWING  
OTHERS, SOME OF THE THINGS THAT  
YOU'RE LOOKING AT ARE KIND OF  
EMERGING INTERESTS OR THINGS.

WHEN I SAY THEMES, WHAT I MEAN  
IS BROAD AREAS THAT MIGHT  
INCLUDE TONS OF JOB  
DESCRIPTIONS.

IF SOMEBODY IS INTERESTED IN  
DOGS, THE BROADER THEME MIGHT BE  
ANIMALS.

BECAUSE IF SOMEBODY HAS THE

SKILLS AND INTEREST IN WORKING WITH DOGS, LIKELY THEY HAVE KIND OF THOSE SAME SKILLS THAT MIGHT BE APPLIED TO CATS OR HORSES OR OTHER ANIMALS.

WHEN I SAY THEMES, THAT'S WHAT I MEAN.

IN THIS CASE, THIS PERSON HAD EMERGING INTERESTS AND THEMES AROUND, FIRST OF ALL, SORT OF FISH, FISHING AQUARIUMS.

THEY LIKED FISH, AND THEY ALSO LIKED HAMMERS AND TOOLS.

THEY ALSO SEEMED TO HAVE SOME INTEREST IN TRAVEL, MAPS, AND BROCHURES.

THOSE WERE JUST KIND OF SOME THINGS THAT WERE POPPING UP.

WHEN WE THINK ABOUT WHERE MIGHT WE SCHEDULE DISCOVERY

ACTIVITIES, WHAT MIGHT THAT LOOK LIKE FOR THAT PERSON -- I'M

SHOWING A CHART HERE NOW THAT SHOWS ON THE LEFT-HAND SIDE EACH OF THOSE EMERGING THEMES.

FISH, FISHING, AQUARIUMS,

HAMMERING, TOOLS, TRAVEL, AND

WHAT THAT MIGHT LOOK LIKE IN

FAMILIAR AND UNFAMILIAR  
ENVIRONMENTS.

WHEN I THINK OF FISH, I FIRST OF  
ALL SAY TO MYSELF WHAT DO PEOPLE  
DO WITH FISH IN TERMS OF WORK.

WHAT DO PEOPLE DO WITH FISH?

PEOPLE CATCH FISH.

THEY CLEAN FISH.

THEY FEED FISH.

THEY CLEAN FISH TANKS.

THEY TANK FISH.

THEY MIGHT TIE FLIES FOR  
FISHING.

THEY MIGHT TAKE FISHING POLES.

THEY MIGHT DO THE FISH PONG  
THING.

THEY MIGHT COOK FISH.

THERE ARE ALL KINDS OF THINGS  
THAT PEOPLE DO WITH FISH.

WHAT COULD I OBSERVE IN A  
FAMILIAR ENVIRONMENT?

IF THE PERSON HAS AN AQUARIUM AT  
HOME, MAYBE SEEING THEM CLEAN  
THE ENVIRONMENT.

THAT'S A FAMILIAR SETTING.

IN AN UNFAMILIAR SETTING, I  
MIGHT SAY FEEDING THE COY AT THE  
LOCAL POND SUPPLY.

MAYBE THERE'S SOMETHING I CAN DO

OUT IN THE COMMUNITY IN AN  
UNFAMILIAR ENVIRONMENT TO SEE  
THAT PERSON IN A DIFFERENT LIGHT  
AND HOW THEY LEARN SKILLS IN A  
DIFFERENT WAY.

I SEE A QUESTION IN THE CHAT BOX  
THAT SAYS DO YOU GET EMPLOYERS  
THAT LET YOU SET UP PLACES FOR  
THEM TO DO TASKS WHERE YOU CAN  
OBSERVE.

YES, WE DO.

WE MIGHT ASK THE LOCAL POND  
SUPPLY STORE -- I MIGHT SAY,  
HEY, I'M WORKING WITH THIS MAN.  
WE'RE DEVELOPING A CAREER PLAN.  
WE NEED SOME HELP.

HE'S GOT SOME INTEREST IN FISH.

I'M JUST TRYING TO GET AN IDEA  
WHAT SOME OF HER SKILLS ARE.

WOULD YOU MIND IF WE CAME IN AND  
HAD -- I MIGHT ASK FOR A  
SPECIFIC TASK OR I MIGHT ASK FOR  
THEIR INPUT.

WHAT ARE THINGS THAT HAPPEN  
THERE THAT WE MIGHT BE ABLE TO  
ASSESS SKILLS ON?

I APPROACH IT LIKE THIS IS PART  
OF AN ASSESSMENT.

WE'RE JUST TRYING TO GET AN IDEA

OF WHAT HIS SKILLS ARE AND  
REALLY AN OPPORTUNITY TO JUST  
SEE HOW INTERESTED HE OR SHE  
MIGHT BE IN THIS PARTICULAR  
FIELD.

YOU'LL SEE SOME EXAMPLES THERE  
ON THE HAMMER AND TOOL USE.  
HERE I MIGHT SAY IF SOMEBODY  
LIKES TO HAMMER OR USE TOOLS, I  
KNOW EVERY SPRING I HAVE TO GO  
AROUND ON MY FENCE AND HAMMER IN  
THE NAILS THAT HAVE BEEN POKING  
OUT.

THAT MIGHT BE AN EASY FAMILIAR  
TASK THAT'S EASY TO SET UP, BUT  
ON THE OTHER SIDE, MAYBE USING  
AN ELECTRIC SANDER OR SOME OTHER  
KIND OF TOOL AT A LOCAL  
BUSINESS.

IN MY COMMUNITY, THERE'S THIS  
PLACE CALLED SAWYER'S OARS AND  
PADDLES WHERE THEY MAKE BOARDS  
AND PADDLES OUT OF WOOD.

I IMAGINE THEY USE ELECTRIC  
SANDERS THERE.

I HAPPEN TO KNOW THE OWNER.

I MIGHT SET THAT UP THERE.

USING YOUR OWN SOCIAL CAPITAL OR  
USING THE PERSON'S SOCIAL

CAPITAL TO SET UP THOSE KINDS OF  
ACTIVITIES.

ALSO USING TEAM MEMBER SOCIAL  
CAPITALS.

IF THERE IS SOMEBODY ON THE TEAM  
THAT MIGHT BE ABLE TO HELP YOU  
SET THAT UP IS A REALLY GOOD  
THING TO GET TEAM MEMBERS  
INVOLVED IN THE PROCESS.

POLLING QUESTION 4, DISCOVERY  
ACTIVITIES MIGHT INCLUDE -- A,  
OBSERVING SOMEONE IN A SETTING  
OF INTEREST TO THEM, B, DOING  
SOMETHING ACTIVE THAT YOU COULD  
TAKE A PICTURE OF, C, GOING TO A  
MUSEUM, OR, D, NONE OF THE  
ABOVE.

FOUR MORE SECONDS.

WE'LL SEE WHAT COMES UP IN THE  
POLL HERE.

I LIKE THESE POLLING QUESTIONS.

I LIKE THE IDEA OF PEOPLE  
GETTING TO DO SOMETHING ACTIVE  
BECAUSE IT IS HARD TO SIT IN A  
WEBINAR FOR LONG PERIODS OF  
TIME.

YEAH.

OKAY.

LET'S LOOK AT THIS ONE.

WE WANT TO OBSERVE PEOPLE IN  
SETTINGS OF INTEREST TO THEM FOR  
SURE.

I'M SORRY.

THIS PROBABLY DOESN'T LET YOU  
MARK TWO THINGS, BUT WE DO WANT  
TO SEE THEM DOING SOMETHING  
ACTIVE.

SAY IF SOMEBODY IS INTERESTED IN  
SPORTS, WE DON'T JUST WANT TO  
SEE THEM SITTING AT A FOOTBALL  
GAME.

WE WANT TO SEE THEM DOING  
SOMETHING AT THE FOOTBALL GAME.

WHEN YOU THINK ABOUT IT, IF  
PEOPLE WORK IN THE AREA OF  
SPORTS, WHAT MIGHT THEY DO AT A  
FOOTBALL GAME?

GEE, THEY MIGHT TAKE TICKETS.

THEY MIGHT WORK THE CONCESSION  
STAND.

THEY MIGHT PICK UP LITTER AFTER  
THE GAME.

THEY MIGHT SUPPORT THE TEAM IN  
SOME WAY, BRINGING WATER, THINGS  
LIKE THAT.

A IS TRUE.

WE DO WANT TO OBSERVE PEOPLE IN  
SETTINGS OF INTEREST IN THEM,

BUT B IS REALLY WHAT WE NEED.  
WE NEED THEM TO BE DOING  
SOMETHING ACTIVE THAT WE CAN  
TAKE A PICTURE OF.  
PART OF THE REASON THAT IT IS  
SOMETHING WE CAN TAKE A PICTURE  
OF IS BECAUSE, AS PART OF  
DISCOVERY, YOU MIGHT PUT  
TOGETHER A REPRESENTATIONAL  
PORTFOLIO THAT ACTUALLY WOULD  
SHOW PEOPLE WHAT PEOPLE CAN DO.  
OOPS.  
I'M RUNNING OUT OF TIME.  
I'M GOING TO GO AHEAD HERE.  
LET ME JUST TELL YOU ABOUT  
DARYL.  
THIS WAS DARYL I TALKED TO YOU  
ABOUT BEFORE.  
WHEN WE TALKED TO THE BROTHER  
AND HE INDICATED THAT IN THE  
BUSINESS HE WAS IN THERE WERE  
THINGS HE COULD SEE DARYL DOING,  
WE ASKED THE BROTHER COULD WE  
SET UP A DISCOVERY ACTIVITY IN  
YOUR BUSINESS.  
IT WAS DOING OFFICE KIND OF  
STUFF.  
WHAT WE EXPECTED TO SEE WAS KIND  
OF PHOTOCOPYING, STAPLING,

THINGS LIKE THAT.

BUT WHAT HE ACTUALLY HAD HIM DO  
WAS WORKING ON SPREADSHEETS.

IN THE OIL INDUSTRY, PEOPLE HAVE  
TO HAVE ALL KINDS OF  
CERTIFICATIONS THAT HAVE TO BE  
UPDATED FREQUENTLY.

THE BROTHER HAD SET UP THE TASK  
WHERE DARYL WAS GOING THROUGH  
AND WORKING ON AN EXCEL  
SPREADSHEET TO IDENTIFY WHEN  
PEOPLE NEEDED TO HAVE CERTAIN  
CERTIFICATIONS UPDATED.

I'VE GOT TO TELL YOU THE STAFF  
WAS BLOWN AWAY WITH THE SKILLS  
THAT HE HAD ON THE COMPUTER AND  
WHAT HE WAS ABLE TO DO.

IT KIND OF RAISED THE BAR  
COMPLETELY FOR THINGS THAT HE  
MIGHT BE DOING.

HE ALSO DID SOME OTHER DISCOVERY  
ACTIVITIES LIKE IN THE PUBLIC  
LIBRARY AND AT THE RECREATION  
CENTER BECAUSE HE HAD AN  
INTEREST IN WORKING WITH  
CHILDREN, BUT IT WAS REALLY  
COOL.

THESE WERE STAFF THAT THOUGHT  
THEY KNEW HIM REALLY WELL, BUT

THEY SAW A WHOLE NEW SIDE OF  
HIM.

WITH DISCOVERY ACTIVITIES, MAKE  
SURE YOU'RE OBSERVING SKILLS AND  
TASKS.

SOMETIMES THE QUESTION COMES UP,  
HOW MANY DISCOVERY ACTIVITIES DO  
WE DO?

I WOULD JUST SAY ENOUGH.

ENOUGH TO UNDERSTAND THE  
PERSON'S SKILLS AND ABILITIES.

IF THEY HAVE A FEW DIFFERENT  
THINGS, WHICH WE ENCOURAGE  
PEOPLE TO LOOK AT A FEW

DIFFERENT THEMES, TRY TO DO SOME  
IN EACH CATEGORY, BUT ALSO DON'T  
MAKE IT SO DIFFICULT THAT IT  
WON'T GET DONE.

IF YOU SAY, WELL, WE'RE GOING TO  
SET UP A DISCOVERY ACTIVITY THAT  
IS GOING TO TAKE FOUR MONTHS TO  
SET UP AND INVOLVE GOING THROUGH  
A WHOLE BUNCH OF CLEARANCES WITH  
DIFFERENT DEPARTMENT HEAD  
PEOPLE, YOU'LL NEVER GET IT  
DONE.

DON'T MAKE IT TOO HARD EITHER.

AGAIN, TAKE PHOTOS AS YOU GO  
BECAUSE THOSE PHOTOS MIGHT BE

VERY USEFUL LATER IN PUTTING  
TOGETHER A PORTFOLIO AND/OR  
DEMONSTRATING TO PEOPLE ON THE  
TEAM WHAT PEOPLE -- IT MIGHT BE  
THE REHAB COUNSELOR.

IT MIGHT BE FAMILY MEMBERS THAT  
YOU NEED TO SHOW OR IT MAY BE A  
FUTURE EMPLOYER THAT YOU'RE  
TRYING TO HIGHLIGHT PEOPLE'S  
DISCOVERIES.

JUST ONE CLOSING THOUGHT.

IF YOU DIDN'T LEARN ANYTHING NEW  
IN DISCOVERY, THEN YOU REALLY  
DIDN'T DO DISCOVERY, DID YOU?

YOU WANT TO GET THERE AND DO  
SOME THINGS WHERE YOU'RE GOING  
TO LEARN SOMETHING NEW.

I'M SORRY WE DIDN'T GET TO  
QUESTIONS HERE, BUT YOU'LL HAVE  
SOME EVALUATION QUESTIONS THAT  
POP UP.

JUST QUICKLY, LET ME TELL YOU  
THE ASSIGNMENT.

I PUT A BLANK DISCOVERY STAGING  
RECORD IN YOUR MATERIALS FOR  
TODAY.

LOOK THAT OVER IF YOU CAN, BUT  
ALSO THERE'S AN ASSIGNMENT.

THERE'S A PRINTOUT THAT IS A  
CHEAT SHEET.

WHAT IT ASKS YOU TO DO IS TO  
EITHER CONDUCT A HOME INTERVIEW  
OR TO INTERVIEW SOMEONE ELSE  
OVER THE PHONE ABOUT A SPECIFIC  
PERSON THAT YOU'RE HELPING TO  
FIND A JOB.

NOW I UNDERSTAND THAT SOME OF  
YOU MAY NOT BE AN EMPLOYMENT  
SPECIALIST OR DOING DIRECT  
SERVICES.

IF YOU CAN'T TEAM TOGETHER WITH  
SOMEBODY -- IN FACT, I THINK  
THAT IS REALLY PREFERRED.

IT IS KIND OF FUN TO WORK  
TOGETHER.

YOU GET DIFFERENT RESPONSES.

IF YOU'RE A SUPERVISOR, TEAM  
WITH ONE OF YOUR EMPLOYMENT  
SPECIALISTS.

REALLY TRY TO LEARN SOMETHING  
NEW.

IF YOU CAN, TRY TO RECORD IT IN  
THE DISCOVERY STAGING RECORD.

REMEMBER TO USE SMOOTH LISTENING  
AND RECORD WHAT YOU OBSERVE.

THAT IS THE ASSIGNMENT.

IF THERE'S ANY QUESTIONS, AGAIN

I'LL STAY ON FOR A MOMENT.

I UNDERSTAND IF PEOPLE HAVE TO  
SIGN OFF, BUT THANK YOU AGAIN.

WE'LL TALK NEXT WEEK.

THERE'S SOME MATERIALS FOR NEXT  
WEEK IN THE LINK AS WELL.

I'LL HANG ON IF PEOPLE HAVE  
QUESTIONS.

THANK YOU SO MUCH.

>> THANK YOU, JANET.

THIS CONCLUDES OUR SECOND  
WEBINAR ON CUSTOMIZED  
EMPLOYMENT.

PLEASE REMEMBER TO COMPLETE THE  
SURVEY AT THE END.

THERE WILL ALSO BE A LINK THAT  
YOU RECEIVE FOR WEBINAR 3 AND AN  
EMAIL THAT SHOULD BE COMING OUT  
SHORTLY IN ORDER FOR YOU TO  
REGISTER FOR THE LIVE TRAINING,  
WHICH WILL BE OFFERED IN  
JEFFERSON CITY, ST. LOUIS, AND  
KANSAS CITY.

THANK YOU ALL FOR JOINING US  
TODAY.

AND WE LOOK FORWARD TO YOUR  
PARTICIPATION NEXT WEEK.