

; 05/17/18 12:43 AM

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>>> DOING JUST A QUICK SOUND  
CHECK.

IF SOMEONE WOULD PLEASE REPLY IN  
THE CHAT BOX TO CONFIRM THAT THE  
MICROPHONE IS WORKING, IT WOULD  
BE APPRECIATED.

THANK YOU.

[ BREAKING UP ].

THIS IS OUR THIRD WEBINAR IN OUR  
WEBINAR SERIES.

PARTICIPANTS ARE MUTED UPON  
ENTRY.

HOWEVER, IT IS SUGGESTED THAT  
YOU MUTE YOUR LINE AS WELL.

IF YOU ARE USING A HEADSET AND  
DO NOT HAVE SOUND, YOU MAY NEED  
TO CHECK [ INAUDIBLE ].

WE JUST ASK THAT INDIVIDUALS  
REVIEW THE RESOURCES SO THEY  
HAVE A GREATER CONTEXT OF  
UNDERSTANDING GOING THROUGH THE  
WEBINAR.

YOU DO HAVE THE ABILITY FOR FULL  
VIEWING OF THE DOCUMENTS ON THE  
TOP RIGHT-HAND SIDE OF YOUR

SCREEN.

IF YOU HAVE TECHNICAL ISSUES,  
PLEASE POST THOSE IN THE CHAT  
BOX.

FOR QUESTIONS AND ANSWERED  
RELATED TO THE CONTENT, PLEASE  
POST THOSE IN THE Q&A SECTION.

IF YOU DO NEED CAPTIONING  
SERVICES, AT THE BOTTOM OF YOUR  
SCREEN IT IS THE MULTIMEDIA  
VIEWER UNDER CAPTIONING.

WITH THAT, I WILL TURN IT OVER  
TO JANET STEVELEY.

[ BREAKING UP ].

JANET, IF YOU'RE TALKING, WE'RE  
NOT HEARING YOU.

>> GOOD MORNING, EVERYONE.

WELCOME TO WEBINAR 3, WHICH IS  
THE THIRD ONE IN THE FIVE-PART  
SERIES.

AS WE GOT STARTED TODAY, I  
THOUGHT WE WOULD DO A VERY QUICK  
REVIEW.

IN WEBINAR 1, IT WAS AN OVERVIEW  
OF CUSTOMIZED EMPLOYMENT.

IN THAT WEBINAR, WE TALKED ABOUT  
SOME DEFINITIONS OF CUSTOMIZED  
EMPLOYMENT THAT REALLY FOCUSED  
ON THE WIN-WIN NATURE OF

CUSTOMIZED EMPLOYMENT BECAUSE IT IS MEANT TO VERY MUCH FIT THE INDIVIDUAL, THE JOB SEEKER, IN TERMS OF THEIR INTEREST AND SKILLS.

IT WILL ALSO REALLY BENEFIT THE EMPLOYER BY MEETING ONE OF MORE OF THEIR IDENTIFIED NEEDS.

CUSTOMIZED EMPLOYMENT, TOO, ALWAYS INVOLVES NEGOTIATION AROUND JOB DUTIES.

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

TWO OF THOSE BEING WAGE EMPLOYMENT OUTCOMES, NEGOTIATED JOBS OR POSSIBLY RESOURCE OWNERSHIP.

WE ALSO TALKED ABOUT TWO SELF-EMPLOYMENT OUTCOMES -- MICROENTERPRISE OR BUSINESS WITHIN A BUSINESS.

IN WEBINAR LAST WEEK, WE STARTED TO TALK ABOUT DISCOVERY, WHICH IS ABOUT GETTING TO KNOW PEOPLE AND GETTING TO KNOW ABOUT THEIR INTERESTS AND THEIR SKILLS AND THE CONTRIBUTIONS THEY COULD BRING TO THE WORKPLACE AND THEIR

IDEAL CONDITIONS OF EMPLOYMENT.  
DISCOVERY IS MEANT TO ANSWER THE  
QUESTION WHO IS THIS PERSON.  
SOME OF THE TOOLS THAT WE USED  
IN DISCOVERY REALLY COME FROM  
QUALITATIVE RESEARCH, THINGS  
LIKE OBSERVATION AND INTERVIEWS  
WITH PEOPLE WHO KNOW THAT PERSON  
WELL RATHER THAN MORE  
POINT-IN-TIME DATA THAT MIGHT BE  
INVOLVED WITH TESTING OR HOW  
SOMEBODY DOES ON A PARTICULAR  
DAY.  
WITH THAT, LET'S GO TO THE FIRST  
POLLING QUESTION.  
THIS IS KIND OF A HARD ONE.  
WHAT I WOULD LIKE YOU TO DO IS  
JUST -- AS THE POLL COMES UP,  
LOOK AND SEE WHICH OF THESE ARE  
REALLY MORE INDICATIVE OF  
CUSTOMIZED EMPLOYMENT.  
THEY ALL MIGHT BE GREAT  
STRATEGIES, BUT WHICH ONES ARE  
THE MOST -- KIND OF HIT YOU ON  
THE HEAD AS FAR AS CUSTOMIZED  
EMPLOYMENT.  
THERE'S TWO I WOULD SAY.  
WHILE PEOPLE ARE DOING THAT, I'M  
JUST GOING TO KEEP TALKING.

WELL, LET ME GO BACK.

LET ME READ IT TO YOU.

THE ANSWERS ARE COMPLETING AN INTEREST INVENTORY, INTERVIEWING PEOPLE WHO KNOW THE JOB SEEKER WELL, PARTICIPATING IN ACTIVITIES WITH THE JOB SEEKER THAT DISCERN THEIR SKILLS AND INTERESTS, HAVING THE JOB SEEKER GAIN EXPERIENCE BY ROTATING THROUGH PRE-ESTABLISHED WORK SITES, AND E IS DEVELOPING A RESUME.

WHILE YOU'RE DOING THE POLLING QUESTION, I'M JUST GOING TO KEEP TALKING A LITTLE BIT ABOUT WHERE WE'RE GOING TODAY.

THIS IS "DISCOVERY PART 2."

WE'RE GOING TO COMPLETE DISCOVERY BY TALKING ABOUT HOW TO SET UP AND CONDUCT INFORMATIONAL INTERVIEWS.

PART OF THE PURPOSE FOR THAT IS TO GET AT WHAT WE CALL VOCATIONAL THEMES OR BROAD AREAS THAT SORT OF INDICATE PEOPLE'S INTEREST AND THEIR SKILLS AND CAN HELP US WITH GUIDED JOB DEVELOPMENT.

WE'RE ALSO GOING TO BE TALKING ABOUT SUMMARIZING INFORMATION GLEANED IN DISCOVERY AND TO A SHORT NARRATIVE SO THAT YOU'RE TAKING THE INFORMATION THAT YOU LEARNED AND REALLY SUMMARIZING IT IN A WAY THAT IS USEFUL FOR JOB DEVELOPMENT.

THEN HOW DO WE TAKE THAT INFORMATION AND PUT IT INTO A CAREER PLAN.

JUST AS A REVIEW, AGAIN, TO LAST WEBINAR, THE STEPS WE TALKED ABOUT LAST TIME WERE THE HOME AND NEIGHBORHOOD OBSERVATION, WHICH AGAIN IS A MEETING THAT OCCURS IN THE INDIVIDUAL'S HOME TYPICALLY AND BRINGS TOGETHER PEOPLE WHO KNOW THAT PERSON WELL TO HAVE A CONVERSATION USING SMOOTH LISTENING AND REALLY MAKING PEOPLE FEEL COMFORTABLE ABOUT TALKING AND SHARING INFORMATION THAT IS TENDED TO GET AT SKILLS, INTERESTS, PEOPLE'S SOCIAL CONNECTIONS, AND THOSE CONDITIONS OF EMPLOYMENT. WE ALSO TALKED ABOUT A SECOND STEP OF INTERVIEWING OTHERS.

MAYBE PEOPLE THAT COULDN'T BE AT THE HOME VISIT THAT WOULD HAVE IMPORTANT INFORMATION, PEOPLE LIKE, SAY, SIBLINGS THAT LIVE AWAY FROM HOME OR OTHER FAMILY MEMBERS, FORMER TEACHERS, FORMER EMPLOYERS, PEOPLE LIKE THAT.

ALSO, WE TALKED ABOUT DISCOVERY ACTIVITIES OR THAT SKILLS OF ECOLOGICAL FIT OR HOW YOU MIGHT START GETTING PEOPLE OUT INTO THE COMMUNITY AND SEEING THE TASKS THAT THEY CAN DO AND THE SKILLS THAT THEY HAVE AND LEARNING ABOUT HOW THEY LEARN.

THAT HAPPENS BOTH IN FAMILIAR ENVIRONMENTS AND UNFAMILIAR ENVIRONMENTS.

LAST WEBINAR, WE REALLY COVERED THESE FIRST THREE STEPS IN DISCOVERY.

WHAT I WANT TO FOCUS ON TODAY IS THESE LAST THREE STEPS -- THE INFORMATIONAL INTERVIEWS, REVIEWING RECORDS, AND DEVELOPING THAT DESCRIPTIVE NARRATIVE AS A PERSON'S IDEAL CONDITIONS OF EMPLOYMENT.

LET'S GO BACK TO THE POLLING FOR

A SECOND.

LIKE I SAID, ALL OF THESE ARE  
PROBABLY GREAT STRATEGIES TO  
USE, BUT THE ONES THAT ARE MOST  
INDICATIVE OF CUSTOMIZED  
EMPLOYMENT ARE B AND C, THAT  
INTERVIEWING PEOPLE AND  
PARTICIPATING IN ACTIVITIES WITH  
PEOPLE.

THOSE ARE AGAIN KIND OF THE MORE  
QUALITATIVE RESEARCH KINDS OF  
THINGS, INTERVIEWING AND  
PARTICIPATING AND GETTING TO  
KNOW PEOPLE OVER TIME OR THROUGH  
TALKING TO PEOPLE WHO KNOW THEM  
WELL.

INTEREST INVENTORIES, THEY MIGHT  
BE HELPFUL,

BUT PROBABLY -- WHAT  
WE FIND IN CUSTOMIZED EMPLOYMENT  
IS PEOPLE ARE GENERALLY AWARE OF  
THEIR INTERESTS, SO WE'RE KIND  
OF PULLING OUT THOSE INTERESTS  
IN DIFFERENT WAYS BY LOOKING AT  
THEIR HOBBIES, BY TALKING TO  
PEOPLE.

AGAIN, IF THOSE OTHER TOOLS ARE  
HELPFUL, IT IS FINE TO DO THEM,  
BUT IT IS JUST PROBABLY WHAT WE

DON'T CALL CUSTOMIZED  
EMPLOYMENT.

D, HAVING A JOB SEEKER GO  
THROUGH PRE-ESTABLISHED WORK  
SITES.

AGAIN, NOT A BAD STRATEGY, BUT  
WITH CUSTOMIZED EMPLOYMENT WHAT  
WE'RE LOOKING AT IS STARTING  
WITH SOME INTERESTS THAT THE  
INDIVIDUAL HAS.

I KNOW THIS HAPPENS A LOT IN  
SCHOOLS TYPICALLY BECAUSE YOU'RE  
WORKING WITH PEOPLE THAT MAYBE  
DON'T HAVE A LOT OF EXPERIENCE  
AND JUST LOGISTICALLY HAVING  
SOME PRE-ESTABLISHED WORK SITES  
IS A WAY TO GET PEOPLE OUT AND  
DOING STUFF AND LEARNING ABOUT  
THEIR INTERESTS.

BUT FROM A CUSTOMIZED  
EMPLOYMENT, IF PEOPLE ARE  
ARTICULATING INTEREST IN SOME  
WAY OR WE KNOW THAT THEY HAVE AN  
INTEREST, RATHER THAN STARTING  
WITH SOME PRE-ESTABLISHED SITES  
THAT MAY NOT HAVE ANYTHING TO DO  
WITH THEIR INTERESTS, WE MIGHT  
BE STARTING WHERE THEY ARE.  
PRE-ESTABLISHED SITES DOING

JANITORIAL WORK AND  
MANUFACTURING WORK AND MAYBE  
WORKING WITH CHILDREN, LET'S  
SAY.

THIS PARTICULAR PERSON IS  
REALLY, REALLY INTERESTED IN  
HORTICULTURE.

WE'RE GOING TO START THERE WITH  
THEM.

DEVELOPING A RESUME.

AGAIN, CUSTOMIZED EMPLOYMENT IS  
OFTEN -- IS FOR PEOPLE WHO DON'T  
COMPETE WELL.

OFTEN WHAT RESUMES DO IS HELP  
PEOPLE COMPETE.

WE'LL TALK ABOUT THIS MORE IN A  
FUTURE SESSION, BUT OFTEN WHAT  
WE DO IS SOMETHING THAT'S A  
LITTLE BIT OF AN ALTERNATIVE TO  
A RESUME THAT HIGHLIGHTS SOME OF  
THEIR SKILLS AND COMPETENCE  
WITHOUT BEING THAT MORE  
TRADITIONAL RESUME.

HOWEVER, I WILL SAY IF YOU'VE  
GOT PEOPLE THAT DO HAVE WORK  
EXPERIENCE AND DO HAVE A GOOD  
RESUME, BY ALL MEANS, GO AHEAD  
AND DO THAT.

FOR THE PURPOSES OF THIS, B AND

C ARE THE ONES THAT ARE REALLY MOST INDICATIVE OF CUSTOMIZED EMPLOYMENT.

LET'S GO ON WITH INFORMATIONAL INTERVIEWS.

AGAIN, THIS IS ONE OF THE STEPS IN DISCOVERY.

FROM THE EARLIER STEPS THAT YOU'VE COMPLETED, THE HOME VISIT, INTERVIEWING OTHERS, DISCOVERY ACTIVITIES, YOU'VE ALREADY STARTED LEARNING ABOUT THE PERSON'S INTERESTS AND POTENTIAL THEMES ARE BEGINNING TO EMERGE.

YOU MIGHT BE UNDERSTANDING THAT THIS PERSON IS REALLY INTERESTED IN PLANTS OR THIS PERSON REALLY LIKES ANIMALS OR THEY'RE REALLY MECHANICAL, THINGS LIKE THAT.

THE GOAL AT THIS STAGE IS TO REALLY KIND OF HELP VERIFY THOSE THINGS WHILE LEARNING MORE ABOUT THE INDUSTRY BECAUSE SOMETIMES AS EMPLOYMENT SPECIALISTS WE DON'T KNOW VERY MUCH ABOUT THE THINGS SOMEONE ELSE IS INTERESTED IN, SO IT PROVIDES AN OPPORTUNITY FOR BOTH THE

EMPLOYMENT SPECIALIST AND THE  
JOB SEEKER TO GO OUT AND  
INTERACT WITH PEOPLE WHO HAVE  
SIMILAR INTERESTS AND SIMILAR  
VOCATIONAL THEMES.

WHEN I TALK ABOUT VOCATIONAL  
THEMES, I'M TALKING ABOUT THE  
SORT OF BIG, BROAD AREAS.

THEY'RE NOT JOB DESCRIPTIONS,  
BUT RATHER THEY'RE BROAD AREAS  
THAT WILL LEAD US TO THINKING  
ABOUT LOTS AND LOTS OF POTENTIAL  
JOBS.

WE LIKE TO ENCOURAGE PEOPLE TO  
TRY TO GET THREE MINIMALLY.

WE'RE NOT LOOKING FOR THE DREAM  
JOB.

THE DREAM JOB IS VERY NARROW.

IT USUALLY MEANS THERE'S ONE  
JOB.

FOR THOSE OF YOU WHO HAVE DONE  
JOB DEVELOPMENT, IT CAN BE  
FRUSTRATING SOMETIMES IF YOU  
HAVE PEOPLE REALLY STUCK ON JUST  
ONE PARTICULAR JOB.

IF IT DOESN'T WORK OUT, YOU  
DON'T REALLY HAVE ANYWHERE TO  
GO.

ON THE FLIP SIDE OF THAT, I HATE

IT WHEN PEOPLE SAY I'LL DO  
ANYTHING BECAUSE THAT DOESN'T  
GIVE ME ANY DIRECTION EITHER.

IT IS JUST ALL OVER THE BOARD.  
YOU CAN APPRECIATE THAT THEY'RE  
WILLING TO TRY ANYTHING, BUT IT  
DOESN'T REALLY HELP NARROW THE  
JOB SEARCH AT ALL.

WITH THIS, WE'RE TRYING TO GET  
AT THREE DIFFERENT AREAS THAT  
CAN GIVE SOME GUIDANCE AND SOME  
AREAS TO EXPLORE, BUT NOT JUST  
FOCUSING ON ONE PARTICULAR JOB  
OR ON PARTICULAR JOB  
DESCRIPTIONS.

AS AN EXAMPLE, IF SOMEBODY  
REALLY HAS AN INTEREST IN LET'S  
SAY TRUCKS, THE VOCATIONAL THEME  
MIGHT BE BLOWN UP TO  
TRANSPORTATION.

BECAUSE IF SOMEBODY LIKES TRUCKS  
AND HAS SKILLS TO WORK ON TRUCKS  
AND LIKES THAT KIND OF  
ENVIRONMENT, MAYBE WORKING ON  
MOTORCYCLES OR CARS OR TRAINS OR  
OTHER THINGS KIND OF FALL WITHIN  
THAT SAME SKILL SET.

SIMILARLY, IF SOMEBODY REALLY  
LIKES KNITTING, I MIGHT BLOW

THAT VOCATIONAL THEME UP TO  
CRAFTS OR TEXTILES.

LET'S SAY SOMEBODY HAS A  
PARTICULAR INTEREST IN TATTOOS.

IT MAY BE A LITTLE HARD TO  
DEFINE THE THEME SOMETIMES.

MAYBE IT'S BECAUSE THEY'RE  
INTERESTED IN ART AND ARTWORK.

MAYBE IT HAS TO DO MORE WITH  
ALTERNATE LIFESTYLES.

SOMETIMES THE THEMES AREN'T REAL  
CLEAR, AND WE NEED TO GET OUT  
AND EXPLORE THEM A LITTLE BIT TO  
HELP DEFINE WHAT THOSE THEMES  
ARE.

HERE'S JUST A LITTLE PRACTICE.

AND I'M THINKING MAYBE PEOPLE --

LET'S TRY -- IF YOU JUST TYPE

YOUR ANSWERS IN THE Q&A BOX,

LET'S TRY THAT.

IF I WERE TO SAY I'M WORKING

WITH SOMEBODY WHO IS INTERESTED

IN PICKING UP LITTER, WHAT MIGHT

A VOCATIONAL THEME BE?

I'M GOING TO PAUSE FOR A SECOND

AND LET YOU TYPE INTO THE Q&A

BOX.

I SEE ECOLOGY.

ANIMAL CARE, SANITATION CAREERS,

CLEANING, HOUSEKEEPING,  
ENVIRONMENTAL INTERESTS, BEING  
OUTDOORS.

YEAH, YOU GOT IT.

THIS WAS ACTUALLY SOMEBODY I  
WORKED WITH.

BASED ON WHAT I KNEW ABOUT THIS  
PERSON, IT REALLY WAS KIND OF A  
MORE ENVIRONMENTAL THEME.

LET'S TRY THAT AGAIN.

WHAT ABOUT BASEBALL CAPS?  
SOMEBODY WHO IS TOTALLY INTO  
BASEBALL CAPS.

WHAT COULD BE A BROADER THEME?  
SPORTS, ATHLETIC APPAREL,  
SPORTSWEAR, FASHION, CLOTHING  
RETAIL.

EXACTLY.

RATHER THAN JUST FOCUSING ON THE  
BASEBALL CAPS, IF WE CAN BLOW IT  
UP TO SPORTSWEAR OR ATHLETIC  
APPAREL OR SPORTS, THAT GIVES  
MORE POTENTIAL JOBS THAT MIGHT  
FALL IN THERE.

SIMILARLY KITTENS COULD BE BLOWN  
UP TO ANIMALS.

HERE'S A HARD ONE.

LET'S TRY THIS ONE.

CIVIL WAR MEMORABILIA.

WHAT KIND OF THEME WOULD YOU  
THINK THAT MIGHT BE?

I'M SEEING HISTORY.

YEAH.

STATE PARKS, MUSEUMS.

HISTORY MIGHT BE THE BIGGER  
THEME, BUT THEN YOU START  
THINKING ABOUT, WELL, WHERE DO  
PEOPLE WITH THOSE KIND OF THEMES  
WORK.

WELL, THEY WORK AT MUSEUMS.

THEY MIGHT BE COLLECTORS, ALL  
THAT KIND OF STUFF.

AGAIN, SOME OF THEM ARE A LITTLE  
HARDER TO COME BY.

WHAT WOULD YOU SAY SCRAPBOOKING  
WOULD BE?

CRAFTS.

ARTS, CRAFTS.

YEAH, THAT WOULD BE MY THINKING  
WAS CRAFTS, BUT THEN I THINK  
SOMETIMES WHEN YOU START PLAYING  
WITH PEOPLE WITH THIS AND DOING  
SOME DISCOVERY ACTIVITIES -- I  
SEE GENEALOGY.

IT MIGHT BE THE HISTORY PART  
THAT'S KIND OF INTERESTING TO  
THEM OR THE GENEALOGY PART.

CRAFTS SEEM LIKE THE OBVIOUS

ANSWER.

WHEN YOU START DOING DISCOVERY  
ACTIVITIES AND INFORMATIONAL  
INTERVIEWS, YOU MIGHT FIND IT IS  
SOMETHING FOR SPECIFIC ABOUT  
THAT PARTICULAR ACTIVITY THAT  
LEADS TO A DIFFERENT THEME.

CROCHET MIGHT BE CRAFTS.

COLLECTING GUNS IS A REALLY HARD  
ONE.

MAYBE OUTDOORS OR SOMETHING LIKE  
THAT.

FISHING MIGHT ALSO BE OUTDOORS.

AGAIN, THE MORE YOU PARTICIPATE  
WITH PEOPLE IN THOSE ACTIVITIES,  
THE MORE YOU'LL KIND OF SEE WHAT  
IT LOOKS LIKE.

POLLING QUESTION 2.

HERE'S SOMEBODY -- HERE'S SOME  
CLUES THAT WE'VE LEARNED ABOUT  
THEM.

THEY'RE INTERESTED IN SHOPPING  
AND STACKING WOOD.

THEY LOVE MAINTAINING THEIR  
WOODPILE AT THEIR HOUSE.

THEY LOOK BEING OUTSIDE, AND

THEY'RE SKILLED AT VERY LAWN  
TASKS, LIKE MOWING THE LAWN AND

STUFF LIKE THAT.

WHAT DO YOU THINK THE THEME  
MIGHT BE?

A, SPORTS, B, OUTDOORS, C,  
CARPENTRY, D, WOODCUTTER.

AGAIN, REMEMBER THAT WE'RE  
LOOKING FOR THE LARGER THEMES,  
NOT A JOB DESCRIPTION, BUT  
LARGER THEMES THAT MIGHT INCLUDE  
MANY, MANY JOB DESCRIPTIONS.

WHILE YOU'RE DOING THAT, WE'VE  
GOT ANOTHER EXAMPLE, POLLING  
QUESTION 3, WHICH IS ALSO PULLED  
UP.

WE'VE LEARNED TO PULL THESE UP  
TOGETHER SO WE DON'T HAVE TO  
PAUSE SO LONG IN BETWEEN.

THE CLUES FOR THIS PERSON ARE  
THAT THEY'RE VERY OUTGOING.  
THEY'RE SOCIAL.

THEY'RE THE LIFE OF THE PARTY.  
THEY ENJOY COOKING AND GETTING  
COMPLIMENTS ON THEIR COOKING.  
SHE LOVES HOLIDAYS.

IN HER FREE TIME, SHE ENJOYS  
MOVIES AND "PEOPLE MAGAZINE."

AGAIN, WHAT WOULD THE THEME BE  
HERE?

A, ENTERTAINMENT, B, PARTY

PLANNER, C, CULINARY, OR D,  
CUSTOMER SERVICE.

WHILE YOU'RE DOING THE POLLS,  
I'M GOING TO MOVE ON.

WE'LL COME BACK TO THE ANSWERS.

INFORMATIONAL INTERVIEWS, IT'S  
SOMETHING THAT ALLOWS THE JOB  
SEEKER AND EMPLOYMENT SPECIALIST  
TO GAIN INFORMATION BOTH ABOUT  
THE BUSINESS, THAT PARTICULAR  
BUSINESS, BUT ALSO ABOUT THE  
BROADER INDUSTRY THAT THE PERSON  
MIGHT BE INTERESTED IN.

THE MAIN PURPOSES FOR DOING  
INFORMATIONAL INTERVIEWS ARE  
FIRST OF ALL TO SEEK ADVICE FROM  
THE PEOPLE WHO OWN OR MANAGE  
THOSE BUSINESSES, WHO HAVE  
SIMILAR THEMES.

THE REASON THEY'RE IN THAT  
BUSINESS IS BECAUSE THEY LIKE  
THAT STUFF TOO.

IT'S ALSO TO START TO IDENTIFY  
SOME BUSINESS NEEDS AND TO  
CONNECT JOB SEEKERS TO PEOPLE  
WITH THOSE SIMILAR INTERESTS.

THEY'RE SUPPOSED TO LEARN AND  
GET THEM INVOLVED IN THINGS  
WHERE THEY CAN EXPAND THEIR

SOCIAL CONNECTIONS.

PARTICULARLY DURING DISCOVERY,  
THE PRIMARY PURPOSE IS ON  
ADVICE.

NOW, I'LL JUST SAY THIS UP  
FRONT.

WHEN WE GET INTO THE JOB  
DEVELOPMENT STAGE, WE TEND TO  
CONTINUE USING INFORMATIONAL  
INTERVIEWS AS A STRATEGY FOR JOB  
DEVELOPMENT.

AT THAT PHASE, WHEN YOU'RE IN  
JOB DEVELOPMENT, YOU MAY BE  
PRIMARILY LOOKING FOR NEEDS.

BUT IN THIS STAGE OF THE GAME,  
IN DISCOVERY, WHEN YOU'RE STILL  
FIGURING OUT WHAT WORKS FOR A  
PERSON, YOU'RE REALLY MOSTLY IN  
THIS CASE SEEKING ADVICE FROM  
THE PERSON THAT YOU'RE DOING THE  
INTERVIEWS WITH.

JUST KEEP THAT IN MIND.

I THINK THAT MIGHT COME UP ON  
THE POST-TEST.

DURING DISCOVERY, INFORMATIONAL  
INTERVIEWS ARE PRIMARILY ABOUT  
SEEKING ADVICE.

I SEE OVER HERE IN THE POLLING  
QUESTIONS WE'VE GOT POLLING

QUESTION 2.

MOST OF YOU SAID OUTDOORS.

I WOULD AGREE THAT OUTDOORS IS  
KIND OF THE BROADER THEME.

WOODCUTTER MIGHT BE MORE OF A  
JOB DESCRIPTION.

WHILE WE CAN UNDERSTAND IT IS  
PROBABLY A JOB THAT THE PERSON  
MIGHT ENJOY VERY MUCH, BY  
STICKING TO OUTDOORS AS THE  
BROADER THEME, WE MIGHT COME UP  
WITH LOTS MORE POSSIBILITIES  
THAT MIGHT WORK FOR THAT PERSON.

I SEE CARPENTRY IN THE SAME  
MANNER.

IT'S MAYBE SOMETHING THAT THEY  
WOULD ENJOY DOING BECAUSE IT IS  
WORKING WITH WOOD AND THAT SORT  
OF THING, BUT AGAIN CARPENTRY  
MIGHT BE MORE OF A JOB  
DESCRIPTION WHERE OUTDOORS  
CAPTURES THAT BROADER THEME.

I KNOW WE SEE SOME PEOPLE  
HAVEN'T ANSWERED.

I THINK SOME PEOPLE ARE JOINING  
BY PHONE AS WELL.

LET'S GO ON WITH INFORMATIONAL  
INTERVIEWS.

WHEN I DO AN INFORMATIONAL

INTERVIEW, I LIKE TO HAVE SOME  
QUESTIONS PREPARED FIRST, BUT  
AGAIN YOU WANT TO KEEP IT VERY  
CONVERSATIONAL.

WHILE I PREPARE QUESTIONS, I  
ALSO -- I'M SORRY.

I'M BUMBLING AROUND.

YOU CAN SEE ALSO POLLING  
QUESTION 3 IS COMPLETE.

LET'S GO BACK TO THAT FOR A  
SECOND.

THIS WAS THE GAL WHO WAS VERY  
SOCIAL AND LIKES COOKING AND  
ENTERTAINING AND PEOPLE  
MAGAZINE.

MOST OF YOU SAID ENTERTAINMENT.

I WOULD AGREE ENTERTAINMENT IS  
THE BROADER THEME.

PARTY PLANNER MIGHT BE MORE OF A  
JOB DESCRIPTION.

AGAIN, IT WOULD PROBABLY BE A  
JOB SHE WOULD ENJOY VERY MUCH  
BASED ON WHAT WE KNOW ABOUT HER.

SHE PROBABLY WOULD BE GOOD IN  
CUSTOMER SERVICE, BUT WE'RE  
LOOKING FOR THAT BROADER THEME.

ENTERTAINMENT IS PROBABLY THE  
ONE I WOULD HAVE PICKED TOO.

I TEND TO THINK ABOUT QUESTIONS

IN THREE DIFFERENT CATEGORIES.

THE FIRST CATEGORY JUST BEING  
OPENERS, JUST TRYING TO GET THE  
CONVERSATION GOING.

THE SECOND KIND OF GROUP OF  
QUESTIONS I THINK ABOUT ARE  
QUESTIONS THAT GET AT ADVICE.

DURING DISCOVERY, PRIMARILY,  
WHAT WE WANT IS ADVICE.

ALSO THE THIRD KIND OF GROUP OF  
QUESTIONS GET AT NEEDS, EMPLOYER  
NEEDS, BECAUSE AGAIN WE WANT TO  
BE MATCHING PEOPLE TO JOBS THAT  
FIT EMPLOYERS' NEEDS AS WELL.

FOR OPENING QUESTIONS, I MIGHT  
ASK QUESTIONS LIKE THIS.

TELL ME ABOUT HOW YOU GOT  
STARTED IN THIS LINE OF WORK.

I PARTICULARLY LIKE THAT

QUESTION BECAUSE IT KIND OF  
MAKES PEOPLE THINK BACK TO HOW  
THEY ENTERED THE FIELD INTO

ENTRY-LEVEL POSITIONS AND WHAT  
KINDS OF THINGS THEY THOUGHT  
ABOUT, WHAT KINDS OF TRAINING OR  
EXPERIENCE THEY NEEDED, OR YOU

MIGHT JUST ASK QUESTIONS KIND OF  
GENERALLY ABOUT THE BUSINESS.

WHAT DOES YOUR BUSINESS DO?

WHAT KINDS OF PRODUCTS AND SERVICES DO YOU MAKE?  
EVEN IF YOU KNOW WHAT THEY DO, YOU WANT THEM TO TELL YOU.  
YOU WANT TO HEAR IT FROM THEM.  
YOU WANT THE JOB SEEKER TO HEAR IT FROM THEM.

DURING THE INFORMATIONAL INTERVIEWS, THE JOB SEEKER IS WITH YOU, AND YOU WANT TO GO THROUGH THESE QUESTIONS TOGETHER.

HOPEFULLY, AS MUCH AS THEY'RE ABLE TO, THEY'RE ASKING SOME OF THESE QUESTIONS THEMSELVES, BUT YOU CAN BOTH BE ASKING THESE QUESTIONS.

YOU CAN ASK WHAT DOES A TYPICAL DAY LOOK LIKE.

YOU LOOK AT CORE AND METHODOLOGICAL ROUTINES THAT HAPPEN IN THE BUSINESS.

THESE ARE JUST SOME SAMPLES TO GIVE YOU AN IDEA.

OPENING QUESTIONS ARE TO GET PEOPLE TALKING AND LOOSENED UP.

THE SECOND SET OF QUESTIONS REALLY GETS MORE AT ADVICE.

SOMETIMES I THINK THAT FIRST

QUESTION I SAID, TELL ME ABOUT  
HOW YOU GOT STARTED IN THIS  
FIELD, DOES GET AT ADVICE AS  
WELL AS BEING A GOOD OPENER, BUT  
YOU MIGHT ASK PEOPLE ABOUT  
DIFFERENT POSITIONS THAT HAPPEN  
WITHIN THE BUSINESS, MAYBE WHAT  
THEY LOOK FOR IN POTENTIAL  
EMPLOYEES.

I ACTUALLY LOVE THAT QUESTION  
BECAUSE SOMETIMES LATER, IF I GO  
BACK WITH A PROPOSAL FOR THEM TO  
EMPLOY THAT PERSON, THAT  
CONVERSATION GETS AT WHO THEY'RE  
LOOKING FOR.

I CAN USE THAT TO BUILD INTO THE  
PROPOSAL.

WHAT SKILLS ARE NEEDED?  
WHAT TRAINING REQUIREMENTS  
EMPLOYERS HAVE?

[ BREAKING UP ].

THIS IS A GOOD QUESTION TO WRAP  
UP THE INTERVIEW.

WHAT WOULD YOU RECOMMEND TO  
GEORGE WHO IS INTERESTED IN THIS  
FIELD?

WHERE WOULD YOU RECOMMEND HE  
START?

THAT'S A GOOD QUESTION TO GO

BACK ON.

SOME OF THE QUESTIONS GET AT  
BUSINESS NEEDS.

THEY DON'T HAVE TO BE IN THIS  
ORDER.

YOU CAN CERTAINLY MIX THEM UP.

THE QUESTIONS THAT MIGHT GET AT  
NEEDS MIGHT BE THINGS LIKE, WHAT  
ARE NEW TRENDS IN YOUR FIELD.

IF YOU'RE TALKING TO PEOPLE IN  
THE MEDICAL FIELD, MAYBE  
ELECTRONIC MEDICAL RECORDS IS  
SOMETHING THAT'S BEEN NOT BRAND  
NEW BUT KIND OF CHANGING THE WAY  
PEOPLE DO BUSINESS.

SOMETIMES THAT CREATES NEW NEEDS  
FOR PEOPLE.

WHAT ARE THINGS THAT CUSTOMERS  
ASK FOR OR COMPLAIN ABOUT THAT  
THE BUSINESS CAN'T PROVIDE?

MAYBE THE BUSINESS CAN'T WORK  
WITH CUSTOMERS THAT HAVE -- LIKE  
FOR INSTANCE, I WORKED WITH  
SOMEBODY ON DEVELOPING A SMALL  
BUSINESS DOING LAWN MOWING.

INITIALLY, WE THOUGHT THAT THE  
LARGER LAWN CARE COMPANY IN THIS  
COMMUNITY WOULD BE A COMPETITOR  
AND THAT IT MIGHT BE VERY HARD

FOR THIS YOUNG MAN TO GET CUSTOMERS BECAUSE A LOT OF PEOPLE USE THEM.

BUT WHEN WE TALKED TO THEM, THEY ACTUALLY SAID THEY DIDN'T REALLY LIKE DOING THE VERY SMALL HOMEOWNER JOBS.

THEY LIKED THE BIG CONTRACTS.

THEY WERE ACTUALLY VERY HAPPY TO REFER THOSE SMALLER CONTRACTS TO HIM.

SOMETIMES THAT'S THE KIND OF THING YOU'RE LOOKING FOR.

THIS THIRD QUESTION IS AN INTERESTING ONE.

IF YOU HAD \$10,000 TO INVEST IN YOUR BUSINESS, WHAT WOULD YOU DO WITH IT?

WE GET ALL KINDS OF INTERESTING RESPONSES TO THIS ONE.

IF YOU ASK THIS QUESTION TO A VERY LARGE BUSINESS, THEY PROBABLY WOULDN'T REALLY CARE.

\$10,000 IS PROBABLY A DROP IN THE BUCKET TO THEM, AND THEY PROBABLY DON'T NEED IT.

BUT IF YOU ASK THIS QUESTION TO A SMALL BUSINESS OWNER, IT IS REALLY INTERESTING WHAT COMES

UP.

A COUPLE YEARS AGO, I WAS DOING  
A TRAINING FOR EMPLOYMENT  
SPECIALISTS IN KANSAS.

WE WERE IN A VERY, VERY SMALL  
COMMUNITY IN KANSAS.

I HAD SENT PEOPLE OUT TO DO SOME  
INFORMATIONAL INTERVIEWS AND TO  
HAVE LUNCH.

THEN THEY WERE GOING TO COME  
BACK AND REPORT.

WHILE THEY WERE OUT, I WENT TO  
THIS SMALL BAKERY TO HAVE LUNCH.

I JUST GOT TALKING TO THE  
BUSINESS OWNERS.

THEY WERE ASKING ME ABOUT WHAT I  
WAS DOING IN TOWN.

I WAS EXPLAINING WHAT WE WERE  
DOING AND THAT PEOPLE WERE OUT  
DOING INFORMATIONAL INTERVIEWS  
WITH DIFFERENT BUSINESSES.

WE WERE TRYING TO GET AT WHAT  
NEEDS BUSINESSES HAVE.

THE MAN SHOT HIS HAND UP.

HE WAS LIKE AN EXCITED STUDENT  
GOING, PICK ME, PICK ME.

I WANT TO ANSWER THAT QUESTION.

WELL, YEAH.

THAT'S GREAT.

WHAT WOULD YOU DO IF YOU HAD  
MONEY TO INVEST IN YOUR BUSINESS  
OR WHAT ARE NEEDS THAT YOU HAVE?  
HE RIGHT AWAY IDENTIFIED THREE  
THINGS.

ONE WAS BECAUSE THEY HAD A  
BAKERY, HE AND HIS WIFE WERE  
THERE FROM LIKE 2:00 IN THE  
MORNING UNTIL ABOUT 2:00 IN THE  
AFTERNOON.

HE SAID THE PLACE IS EMPTY AFTER  
THAT.

I WOULD LOVE TO SEE SOMEBODY  
COME IN AND USE MY OVEN TO MAYBE  
MAKE PIZZA OR SOMETHING IN THE  
EVENINGS.

IT WOULD BE SOME INCOME TO HIM,  
BUT HE SAID IT WOULD ALSO GIVE  
THE ONE AWFUL PIZZA PLACE IN  
TOWN A RUN FOR THEIR MONEY.

THE OTHER THING HE SAID IS I  
WOULD LOVE IT IF WE HAD SOMEBODY  
WHO COULD DELIVER OUR BREAD TO  
SURROUNDING COMMUNITIES.

HE SAID IT IS SOMETHING WE'VE  
BEEN WANTING TO DO.

IT WOULD INCREASE OUR BUSINESS.  
WE JUST HAVEN'T HAD TIME TO DO  
IT.

THE THIRD THING HE SAID WAS  
THERE WAS A SMALL COLLEGE IN  
THAT SMALL TOWN.

HE SAID IF WE COULD HAVE A  
LITTLE CART AND MAYBE GET  
SOMEBODY OUT THERE SELLING OUR  
BREADS AND PASTRIES IN THE  
MORNING BEFORE THE COLLEGE FOOD  
SERVICE STARTS, THAT WOULD JUST  
EXPAND OUR BUSINESS, GIVE US  
MORE EXPOSURE.

PEOPLE HAVE ALL KINDS OF  
INTERESTING RESPONSES TO THAT  
QUESTION.

YOU MIGHT BE THINKING, YEAH, BUT  
WHERE DOES THAT \$10,000 COME  
FROM.

WE'RE NOT GOING TO REALLY COVER  
IT IN THIS ONE, BUT IN THE  
SOCIAL SECURITY SESSION THAT'S  
COMING UP, WE'RE GOING TO TALK  
ABOUT PATH PLANS.

THAT'S A PRETTY TYPICAL AMOUNT  
FOR A PATH PLAN.

ANOTHER QUESTION IS IF YOU HAD  
AN ADDITIONAL EMPLOYEE TEN HOURS  
A WEEK OR 20 HOURS A WEEK, WHAT  
WOULD YOU HAVE THEM DO?

I WAS ONE TIME WORKING WITH A

WOMAN WITH A MENTAL HEALTH  
DISABILITY WHO HAD SAID SHE  
WANTED TO WORK ABOUT TEN HOURS A  
WEEK.

SHE WANTED TO WORK EVERY DAY BUT  
FOR A SHORT PERIOD EVERY DAY.

SHE WAS VERY INTERESTED IN  
WORKING WITH ELDERLY PEOPLE.

SHE ALSO LIKED CRAFTS AND IN  
PARTICULAR HAD AN INTEREST IN  
PUTTING TOGETHER GIFT BASKETS.

THAT WAS KIND OF THE INFORMATION  
WE WERE STARTING WITH.

WHEN WE WENT OUT AND TALKED TO  
AN ASSISTIVE LIVING PLACE, WE  
ASKED THE QUESTION.

THE WOMAN SAID IT IS SO FUNNY  
YOU ASKED THAT.

JUST THE OTHER DAY, WE WERE  
SAYING WOULDN'T IT BE NICE IF WE  
HAD SOMEBODY HERE BETWEEN 4:00  
AND 6:00 EVERY DAY WHEN PEOPLE  
ARE COMING BACK FROM ACTIVITIES  
AND GETTING READY FOR DINNER.

IT IS JUST KIND OF A BUSY TIME,  
BUT WHO WOULD WANT TO WORK TWO  
HOURS A DAY?

WE WERE JUST LIGHTING UP.

THIS IS THE PERFECT SCHEDULE FOR

THIS PERSON.

WHILE WE'RE TALKING TO HER, I'M  
LOOKING ABOVE HER HEAD.

ON THE FILE CABINETS THERE'S A  
WHOLE BUNCH OF GIFT BASKETS  
LINED UP.

WHEN PEOPLE MOVE INTO THE  
ASSISTED LIVING FACILITY, THEY  
GIVE THEM DIFFERENT GIFT  
BASKETS.

THOSE ARE THE KINDS OF QUESTIONS  
THAT WE ASK AT INFORMATIONAL  
INTERVIEWS.

NOW SETTING UP THE INFORMATIONAL  
INTERVIEWS IS ALWAYS SOMETHING  
THAT NEEDS SOME THOUGHT AND  
NEEDS SOME PREPARATION FOR.

FIRST OF ALL, YOU'RE BASING WHO  
YOU CONTACT BY THAT PERSON'S  
EMERGING THEMES.

LIKE FOR INSTANCE, IN THAT  
EXAMPLE I JUST GAVE, THE WOMAN  
WAS INTERESTED IN WORKING WITH  
ELDERLY PEOPLE, WHICH IS WHAT  
TOOK US TO THE ASSISTED LIVING

PLACE.

SHE ALSO HAD AN INTEREST IN  
CRAFTS, BUT THERE WERE SOME

NEEDS THERE AROUND THAT TOO.  
USING PERSONAL CONNECTIONS IS  
ALWAYS A LITTLE MORE OF A WARM  
CALL IF YOU CAN APPROACH THE  
PERSON THAT YOU'RE TRYING TO DO  
THE INTERVIEW WITH, IF YOU KNOW  
SOMEBODY WHO KNOWS THEM.  
SO-AND-SO RECOMMENDED I CALL  
YOU.

IT IS JUST EASIER TO GET PEOPLE  
TO TALK AND LOOSEN UP.  
BECAUSE IF YOU SAY, SO-AND-SO  
RECOMMENDED I CALL YOU, THEY'RE  
LESS LIKELY TO SAY I CAN'T TALK.  
I'M TOO BUSY TO DO THAT.  
THOSE SORTS OF THINGS.

THE OTHER THING I DO IS STRESS  
THE REASON WHY I'M CONTACTING  
THEM IN PARTICULAR BECAUSE I'M  
WORKING WITH SOMEBODY, HELPING  
THEM WITH CAREER PLANNING, BUT  
THAT THEY'RE INTERESTED IN THE  
SAME AREA AS THIS PERSON'S  
BUSINESS.

THEY REALLY ARE INTERESTED IN  
WORKING WITH ELDERLY PEOPLE.  
THAT'S WHY I'M COMING TO YOU  
BECAUSE THAT HELPS CONNECT IT  
TOO.

IF SOMEBODY CALLED YOU AND SAID  
I'M WORKING WITH SOMEONE WHO IS  
REALLY INTERESTED IN WORKING IN  
THE FIELD OF DISABILITIES AND  
WE'RE JUST TRYING TO GATHER SOME  
INFORMATION TO HELP THEM WITH A  
CAREER PLAN, WOULD YOU BE  
WILLING TO MEET WITH US FOR 15  
MINUTES?

PROBABLY MOST OF US WOULD SAY  
YES TO THAT.

THAT'S A PRETTY LOW COMMITMENT.

LET'S FACE IT.

WE ALL LIKE TO TALK ABOUT WHAT  
WE DO OR MOST PEOPLE DO.

IF YOU KEEP THE REQUEST FAIRLY  
SHORT, FOR A SHORT TIME, MOST  
PEOPLE WOULD BE WILLING TO DO  
THAT.

OKAY.

POLLING QUESTION 4.

WITH SETTING UP INFORMATIONAL  
INTERVIEWS, YOU WANT TO STRESS  
TO BUSINESS OWNERS THAT YOU'RE  
CONTACTING THEM BECAUSE, A, YOU  
HEARD THEY HAVE A JOB OPENING  
THAT YOU THINK THE CLIENT MIGHT  
BE A GOOD FIT FOR, B, YOUR  
CLIENT SHOWS INTEREST AND/OR

SKILLS THAT RELATE TO THAT  
COMPANY'S MISSION AND  
ACTIVITIES, C, YOU HAD A  
RECOMMENDATION FROM SOMEONE WHO  
KNOWS THE EMPLOYER, OR D, THE  
COMPANY HAS A LOT OF TURNOVER  
AND YOU CAN ENSURE THEM THAT  
YOUR CLIENT WILL STAY WITH THEM  
A LONG TIME IF HIRED.

WHAT DO YOU THINK MIGHT BE THE  
BEST ANSWER TO THAT QUESTION?

WHILE YOU'RE ANSWERING, I'M  
GOING TO KEEP MOVING ON.

HERE'S A SAMPLE.

PEOPLE DO THIS DIFFERENTLY.

I GENERALLY CALL A BUSINESS AND  
MAKE AN APPOINTMENT FOR THE  
INFORMATIONAL INTERVIEW PARTLY  
BECAUSE MY MOTHER ALWAYS TAUGHT  
ME THAT IT IS POLITE TO CALL  
PEOPLE BEFORE JUST DROPPING IN  
ON THEM.

I THINK IT IS RESPECTFUL OF THE  
BUSINESS, AND IT ALSO CAN HELP  
ENSURE THAT THE RIGHT PERSON IS  
THERE.

SOMETIMES IF YOU JUST DROP IN,  
IT IS AN EMPLOYEE.

IT IS NOT REALLY THE OWNER OR

THE MANAGER WHO YOU REALLY WANT  
TO TALK TO.

BY CALLING AHEAD, YOU HELP SET  
IT UP FOR SUCCESS.

I WON'T SAY -- I CERTAINLY HAVE  
DROPPED ON PEOPLE TOO.

WE HAVE TO BE A LITTLE FLEXIBLE  
ON THINGS.

TYPICALLY I WOULD CALL AHEAD AND  
SAY SOMETHING LIKE THIS.

HI, MY NAME IS JANET STEVELEY.

ANNE FROM THE CHAMBER OF  
COMMERCE GREETERS RECOMMENDED I  
CONTACT YOU.

I'M A CAREER COUNSELOR WORKING  
WITH A YOUNG WOMAN NAMED NIKKI  
WHO HAS A STRONG INTEREST IN  
BAKING.

IN THIS CASE, WE'RE APPROACHING  
A BAKERY.

WE'RE SCHEDULING SOME  
OPPORTUNITIES FOR NIKKI TO TALK  
TO LOCAL BUSINESS OWNERS TO HELP  
HER ESTABLISH A CAREER PLAN.

WOULD YOU BE WILLING TO SPEND 20  
MINUTES WITH I AND NIKKI NEXT  
WEEK AT YOUR CONVENIENCE?

WE'LL BE ASKING QUESTIONS ABOUT  
YOUR BUSINESS AND WANTING YOUR

ADVICE ON HOW TO GET STARTED IN  
THIS FIELD.

I KEEP THE TIME FRAME PRETTY  
SHORT.

I THINK 15 OR 20 MINUTES IS  
PRETTY GOOD.

I'LL TELL YOU OFTENTIMES WHEN I  
ASK FOR A 20-MINUTE  
INFORMATIONAL INTERVIEW, IT WILL  
GO FOR AN HOUR.

ALMOST ALWAYS IT WILL GO FOR AN  
HOUR, SO YOU NEED TO PLAN FOR  
THAT.

YOU DON'T WANT TO BE RUSHING OUT  
OF AN INFORMATIONAL INTERVIEW  
WHEN SOMEBODY'S SCHEDULED A TIME  
TO SIT AND TALK WITH YOU, BUT  
PEOPLE DO LIKE TO TALK ABOUT  
THEIR BUSINESSES.

ASSUMING YOU SCHEDULE IT AT A  
TIME WHEN THEY'RE NOT SUPER  
BUSY, PLAN ON IT GOING FOR -- I  
WOULD REALLY EVEN SCHEDULE AN  
HOUR AND A HALF SO YOU'RE NOT  
WALKING OUT.

IF I SAID 20 MINUTES AND THE 20  
MINUTES IS GOING BY AND THE  
PERSON IS STILL TALKING, I MIGHT  
DO A LITTLE TIME CHECK WITH THEM

AND SAY, THIS IS REALLY  
INTERESTING.

THIS IS GREAT INFORMATION.

I JUST WANT TO CHECK ARE YOU  
OKAY BECAUSE I KNOW WE SAID 20  
MINUTES.

IF THEY'RE OKAY, FINE.

IT IS OKAY TO KEEP GOING.

IF THEY'RE NOT OKAY, IT GIVES  
THEM A BREAK TO SAY, YEAH, I  
NEED TO GET BACK TO WHAT I'M  
DOING.

LET ME JUST PAUSE FOR A MINUTE.

LET ME JUST GO BACK.

LET'S SEE IF THERE'S ANY  
QUESTIONS.

GO BACK TO Q&A.

I DON'T KNOW IF IT CAN COME UP  
BECAUSE THE POLL IS STILL GOING.  
WE'LL DO SOME QUESTIONS IN A  
MINUTE THEN.

JUST BEAR WITH ME.

FOR THE INTERVIEW -- THERE'S THE  
POLL.

POLLING QUESTION 4, YEAH, I  
THINK THE BULK OF YOU GOT IT.

YES, THE CLIENT SHOWS INTEREST  
AND/OR SKILLS THAT RELATE TO  
THAT COMPANY'S MISSION.

YOU WANT TO STRESS THAT YOU'RE  
NOT JUST GOING OUT AND TALKING  
TO EVERYBODY.

YOU'RE GOING OUT TO GET SPECIFIC  
INFORMATION THAT RELATES TO WHAT  
THAT ONE PERSON WANTS TO DO.

THIS IS KIND OF CONFUSING.

IF YOU HAVE A CONNECTION OR  
SOMEBODY YOU CAN NAME DROP,  
THAT'S EVEN BETTER, BUT WHERE  
YOU'RE GOING IS REALLY RELATED  
TO WHAT THAT PERSON IS  
DEMONSTRATING IN TERMS OF  
VOCATIONAL THEMES OR INTEREST.

SUPER.

THANKS, YOU GUYS.

AS WE GO INTO THE INTERVIEW  
THEN, I LIKE TO HAVE QUESTIONS  
PREPARED AND TO REVIEW THEM WITH  
THE JOB SEEKER AND TO HELP THEM  
DEVELOP QUESTIONS.

OFTENTIMES WHEN I GO OUT AND DO  
TECHNICAL ASSISTANCE WITH FOLKS  
ON INFORMATIONAL INTERVIEWS,  
WHAT I FIND IS THEY'RE SAYING,  
WELL, I'M JUST MEETING WITH JOB  
SEEKER AT THE INTERVIEW.

THERE'S NO PREPARATION DONE WITH  
THEM AHEAD OF TIME.

YOU DON'T WANT TO DO THAT.

YOU WANT TO MAKE SURE THAT THE  
JOB SEEKER UNDERSTANDS THE  
PURPOSE OF THE INFORMATIONAL  
INTERVIEW.

YOU MIGHT NOT WANT TO EVEN USE  
THAT WORD BECAUSE SOMETIMES WHEN  
YOU SAY INTERVIEW, PEOPLE THINK  
OF A MORE TRADITIONAL INTERVIEW  
WHERE THE EMPLOYER IS  
INTERVIEWING THEM.

THIS IS CERTAINLY DIFFERENT  
BECAUSE YOU'RE INTERVIEWING THE  
EMPLOYER.

I'D GO OVER SOME QUESTIONS WITH  
THE INDIVIDUAL.

AGAIN, AS MUCH AS POSSIBLE, IF  
THEY CAN HELP IN ASKING THOSE  
QUESTIONS MORE DIRECTLY WITH THE  
EMPLOYER, THAT'S GREAT.

USING SMOOTH LISTENING.

AGAIN, WE TALKED ABOUT THIS IN  
THE HOME VISIT, BUT WE ALSO  
REALLY WANT TO LISTEN DURING THE  
INFORMATIONAL INTERVIEWS.

WE WANT TO ASK ENOUGH TO GET  
PEOPLE TALKING AND USING VERY  
OPEN-ENDED QUESTIONS SO THAT  
WE'RE LISTENING MOST OF THE

TIME.

WE DON'T WANT TO BE IN THERE

TELLING THEM WHAT THEY DO.

WE WANT TO HEAR FROM THEM WHAT

THEY DO, EVEN IF YOU KIND OF

KNOW.

EVEN IF YOU HAVE DONE SOME

RESEARCH AND KNOW A LOT ABOUT

THEIR BUSINESS.

THE PURPOSE OF THIS IS TO HEAR

IT FROM THEM.

WE TRY TO GET SOME PEOPLE TO DO

SOME SIT-DOWN TIME.

IT IS NICE TO HAVE A TOUR, BUT

WE TRY TO GET THEM TO SIT DOWN

AND TALK FIRST AND THEN DO THE

TOUR AT THE END.

THAT WAY YOU MAKE SURE YOU GET

YOUR SIT-DOWN TIME.

SOMETIMES IF YOU DO THE TOUR

FIRST, WHEN THE TOUR IS OVER,

PEOPLE THINK THAT IS THE END.

YOU NEVER GET THAT TIME.

BUT THE TOUR IS IMPORTANT TOO

BECAUSE SOMETIMES PEOPLE DON'T

THINK TO TELL YOU ABOUT CERTAIN

THINGS.

IT IS THE THINGS THAT YOU SEE

AND OBSERVE THAT ARE REALLY

IMPORTANT.

I'LL GIVE YOU AN EXAMPLE.

AN EMPLOYMENT SPECIALIST I WAS  
WORKING WITH A COUPLE YEARS AGO  
WAS DOING AN INFORMATIONAL  
INTERVIEW WITH A CPA, CERTIFIED  
PUBLIC ACCOUNTANT.

SHE WAS WORKING WITH SOMEBODY  
WHO WANTED TO DO KIND OF  
OFFICE-TYPE WORK.

THE CPA COULDN'T REALLY IDENTIFY  
ANY NEEDS, EVEN WITH SOME  
PROBING.

BUT WHAT THE EMPLOYMENT  
SPECIALIST SAW WAS ALL THESE  
SHOE BOXES STACKED UP IN HER  
OFFICES.

SHE ASKED HER ABOUT IT.

WHAT ARE THOSE SHOE BOXES?

THE SHOE BOXES WERE FILLED WITH  
PEOPLE'S RECEIPTS THAT THEY WERE  
TURNING IN FOR TAX PURPOSES.

OFTENTIMES, THEY WERE A MESS.

THEY WERE JUST A BOX OF FULL OF  
RECEIPTS THAT WEREN'T ORGANIZED  
IN ANY ORDER.

LONG STORY SHORT, ENDED UP  
CREATING A JOB FOR PATTY AROUND  
JUST ORGANIZING THOSE PEOPLE'S

RECEIPTS AND CIRCLING THE DATES  
AND CIRCLING THE AMOUNTS AND  
PUTTING THEM IN SOME ORDER THAT  
REALLY, REALLY HELPED THE  
ACCOUNTANT WHEN IT CAME TIME FOR  
HER TO DO WHAT SHE NEEDED TO DO  
WITH THEM.

BUT SHE DIDN'T IDENTIFY THAT AS  
A NEED UNTIL THE EMPLOYMENT  
SPECIALIST SAW THE BOXES AND  
ASKED ABOUT THEM.

ONCE SHE GOT ASKING ABOUT THEM,  
THEN SHE STARTED THINKING ABOUT  
OTHER NEEDS.

WHEN I'M BUSY, IT WOULD BE NICE  
IF SOMEBODY ELSE DID THE BANK  
RUNS OR IF SOMEBODY ELSE WENT TO  
THE POST OFFICE TO GET THE MAIL.

IT CREATED A WHOLE JOB FOR HER  
BASED ON SOME OTHER NEEDS.

DURING THE INTERVIEW, TOO, I  
USUALLY LIKE TO END WITH SOME  
KIND OF QUESTION OR STATEMENT  
THAT LETS YOU HAVE AN OPENING  
FOR SOME TIME IN THE FUTURE.

SOMETHING LIKE, WOULD YOU BE  
WILLING TO BE A RESOURCE FOR US  
IN THE FUTURE OR IF WE HAD  
ADDITIONAL QUESTIONS, COULD WE

GET BACK TO YOU OR I KNOW YOU  
SAID THAT THIS OTHER BUSINESS  
MIGHT BE GOOD FOR US TO TALK TO.  
WOULD IT BE OKAY IF WE TELL THEM  
THAT YOU SENT US?  
YOU'RE JUST SORT OF LEAVING IT  
WITH AN OPENING TO CONTACT THEM  
AGAIN.

AT THE END OF THE INTERVIEW, I  
ALWAYS LIKE TO SEND A THANK YOU.  
I THINK IT'S NICE.

I THINK PEOPLE NEED TO KNOW YOU  
APPRECIATE THE TIME THAT YOU  
SPENT WITH THEM.

GET YOURSELF A BIG STACK OF  
THANK YOU CARDS.

JUST HAVE THEM IN YOUR OFFICE  
AND BE READY TO SEND ONE OUT  
QUICK.

I'M GOING TO PAUSE FOR A MINUTE  
AND SEE IF THERE'S QUESTIONS IN  
THE CHAT BOX.

>> WE DO HAVE TWO QUESTIONS IN  
THE Q&A SECTION.

ON THE FIRST QUESTION, I'LL DO A  
LITTLE INTERPRETATION.

VRC WOULD BE VOCATIONAL  
REHABILITATION COUNCILOR.

IN QUOTES, DISCOVERY AND

EXPLORATION IS THE MISSOURI  
SPECIFIC FIRST STEP OF THE  
SUPPORTIVE EMPLOYMENT PROCESS.  
NOT NECESSARILY CUSTOMIZED  
EMPLOYMENT, BUT THE FIRST STEP  
OF THE SUPPORT EMPLOYMENT  
PROCESS IN THE MISSOURI VR  
SYSTEM.

>> OKAY.

I CAN'T SEE THE QUESTIONS.

>> GO AHEAD AND SCROLL DOWN ON  
THE Q&A.

>> I THINK BECAUSE THE POLLING  
QUESTIONS ARE STILL UP I CAN'T  
SEE IT.

HERE WE GO.

I GOT IT.

OKAY.

IT SAYS HAVE YOU HAD A HARD TIME  
GETTING VRCs ON BOARD.

D&E IS THAT FIRST STEP.

CLIENTS DON'T COME TO VR FOR  
DISCOVERY AND EXPLORATION BUT TO  
FIND A JOB.

THOSE ARE GOOD QUESTIONS.

I THINK WITH VR COUNSELORS,  
GETTING THEM ON BOARD IS LIKE  
WITH ANYTHING.

PEOPLE WANT TO SEE IT WORKS

BEFORE THEY'RE RECOMMENDING IT  
TOO MUCH.

I KNOW PEOPLE ARE UNDER PRESSURE  
TO BE GETTING OUT AND GETTING  
JOBS.

OFTENTIMES, I FEEL LIKE PEOPLE  
ALWAYS WANTED A JOB YESTERDAY.  
IT REALLY PUTS A LOT OF PRESSURE  
ON EMPLOYMENT SPECIALISTS.

BUT I THINK ONCE PEOPLE USE THIS  
PROCESS A BIT AND SEE THAT IT  
WORKS AND THEY SEE IT SAVES TIME  
OVERALL WITH JOB DEVELOPMENT  
THAT IT HASN'T BEEN AN ISSUE.

AGAIN, IT IS A SERVICE THAT VR  
NEEDS TO OFFER.

IT IS JUST SOMETHING THAT WE ALL  
NEED TO LOOK AT.

AGAIN, MAYBE IT'S NOT FOR  
EVERYBODY.

IF SOMEBODY IS SAYING I REALLY  
KNOW WHAT I WANT TO DO AND I  
HAVE A VERY CLEAR CAREER GOAL,  
MAYBE THOSE ARE PEOPLE WHO MIGHT  
COMPETE WELL AND MAYBE WHO DON'T  
NEED CUSTOMIZED EMPLOYMENT.

TAKING THAT INTO CONSIDERATION.

I'D ALSO SAY TO CLIENTS IF THEY  
DON'T KNOW WHAT THEY WANT TO

DO -- AND A LOT OF PEOPLE  
DON'T -- OR IF THEY'RE IN THAT  
I'LL DO ANYTHING KIND OF MODE,  
IT MAKES IT REALLY, REALLY HARD  
FOR THE EMPLOYMENT SPECIALIST IF  
THEY'RE STARTING WITH NO  
DIRECTION.

YOU'VE GOT TO BE ABLE TO NARROW  
IT A BIT.

I ENCOURAGE PEOPLE TO START AND  
KEEPING PEOPLE ENGAGED IN THE  
PROCESS IS REALLY IMPORTANT.

IF THEY'RE OUT DOING DISCOVERY  
ACTIVITIES WITH THEIR EMPLOYMENT  
SPECIALIST AND IF THEY'RE PART  
OF THE INFORMATIONAL INTERVIEWS,  
THAT KEEPS THEM INVOLVED AND

ENGAGED AND NOT FEELING LIKE  
NOTHING'S HAPPENING.

I DON'T KNOW IF THAT ANSWERED  
YOUR QUESTION TOO WELL, BUT I  
THINK WE'VE JUST GOT TO GET OUT  
AND DO IT A LITTLE.

I SEE ANOTHER QUESTION HERE.  
READING OVER WAYNE'S DISCOVERY  
PLAN, IT SEEMS LIKE HE HAS MANY  
POSITIVE ATTRIBUTES AND SKILLS.

CAN YOU GIVE AN EXAMPLE OF

SOMEONE THAT YOU HAVE WORKED  
WITH WITH MULTIPLE BARRIERS,  
MAYBE NONVERBAL, MINIMAL SKILLS,  
BEHAVIOR ISSUES?

YEAH, CERTAINLY.

I THINK FOR THOSE OF YOU WHO  
READ WAYNE, WAYNE HAS DOWN  
SYNDROME.

HE IS MINIMALLY VERBAL.

HE PROBABLY HAS MORE BARRIERS  
THAN YOU MIGHT THINK LOOKING AT  
HIM.

LET ME THINK OF SOMEBODY --

THERE WAS A GAL I WORKED WITH  
HERE LOCALLY WHO REALLY HAD A  
THEME AROUND HORTICULTURE.

SHE WAS NONVERBAL.

SHE DEFINITELY HAD SOME BEHAVIOR  
ISSUES.

WE COULDN'T EVEN GET HER OUT OF  
THE CAR TO MEET THE EMPLOYERS.

SHE WANTED TO WORK AROUND  
PLANTS.

SHE LIKED PLANTS.

WE NEGOTIATED A JOB FOR HER ON  
AN HERB FARM, WHICH WAS REALLY  
COOL.

THIS IS GOING TO LOOK A LITTLE  
BIT DIFFERENT FOR EVERYBODY.

SOMETIMES GETTING AT THE SKILLS  
IS THE HARD PART.

FOR EACH PERSON, WE REALLY HAVE  
TO LOOK AT WHAT SKILLS DO THEY  
HAVE AND HOW CAN WE CAPITALIZE  
ON THAT, HOW CAN WE EXPLOIT  
THOSE SKILLS.

I USE THE WORD EXPLOIT IN A GOOD  
WAY HERE.

WE WANT TO BE ABLE TO FIGURE OUT  
WHAT THEY CAN DO AND USE THAT IN  
SOME WAY THAT MAKES SENSE FOR  
THEM BUT ALSO MAKES SENSE FOR AN  
EMPLOYER.

I DON'T SEE ADDITIONAL  
QUESTIONS.

LET'S GO ON THEN.

VERY GOOD.

HERE'S POLLING QUESTION 5.

THE PRIMARY THING YOU WANT FROM  
AN INFORMATIONAL INTERVIEW IS,  
A, ADVICE, B, INFORMATION, C, TO  
IDENTIFY NEEDS OF THE BUSINESS  
OR INDUSTRY, OR, D, ALL OF THE  
ABOVE.

GO AHEAD WITH THAT.

I'M GOING TO KEEP TALKING FOR A  
BIT AS YOU DO THAT.

STAGE 5.

OF THE EMPLOYMENT PROFILES AND  
THE DISCOVERY STAGING RECORDS,  
THE BLANK ONE AS WELL AS  
WAYNE'S, YOU'LL SEE STAGE 5 IS  
THE DESCRIPTIVE NARRATIVE.  
THIS IS THE PULLING IT ALL  
TOGETHER PART.  
YOU'RE REVIEWING YOUR NOTES AND  
THE INFORMATION YOU GLEANED  
DURING DISCOVERY.  
YOU MAY BE REVIEWING ALREADY  
EXISTING RECORDS THAT WERE  
THERE, THINGS PEOPLE FILED,  
THINGS THEY'VE DONE IN THE PAST.  
WE TEND TO NOT ENCOURAGE PEOPLE  
TO LOOK AT THAT STUFF TOO SOON  
BECAUSE SOMETIMES WHAT'S IN  
RECORDS IS KIND OF NEGATIVE  
INFORMATION.  
WE'D RATHER PEOPLE START  
DISCOVERY WITH KIND OF A MORE  
OPEN MIND, BUT AT SOME POINT YOU  
MAY WANT TO GO LOOK AT THAT.  
ALSO TO REVIEW STRONGEST THEMES  
AND NEW INTERESTS OR TALENTS  
THAT WERE REVEALED, AND IT ALSO  
SUMMARIZES PEOPLE'S IDEAL  
CONDITIONS OF EMPLOYMENT.  
IT IS A SHORT NARRATIVE THAT

REALLY SUMMARIZED WHAT YOU  
LEARNED AND WHAT YOU OBSERVED  
WITHOUT A LOT OF JUDGMENT TO IT.

LET'S SEE IF I HAVE AN EXAMPLE  
HERE.

THE VOCATIONAL PROFILE,  
DISCOVERY STAGING RECORD, IS  
REALLY MEANT TO CONTAIN VERY  
POSITIVE AND USEFUL INFORMATION.

AGAIN, IT IS NOT JUST THIS  
POLLYANNA THING, BUT DISCOVERY  
SHOULD NEVER RESULT IN FINDING  
SOMEBODY UNEMPLOYABLE.

WHAT YOU WANT TO COME OUT OF  
THIS IS WHAT ARE THE CONDITIONS  
THAT WOULD BE THE BEST FIT FOR  
THIS PERSON, WHAT WOULD MAKE  
THEM BE SUCCESSFUL, OR TO THE  
BEST THAT WE CAN FIGURE OUT, HOW  
CAN WE HELP THEM BE SUCCESSFUL  
IN WORK.

THE STAGING RECORD PROVIDES A  
FORMAT FOR COLLECTING THAT  
INFORMATION, BUT IT ALSO IS THAT  
RESOURCE FOR PLANNING.

AGAIN, IT HAS TO FOCUS ON  
POSSIBILITIES FOR PEOPLE.

HERE'S AN EXAMPLE.

THIS IS SOMEBODY THAT I REALLY

WORKED WITH.

SHANE WAS A 21-YEAR-OLD STUDENT.

WHAT PEOPLE TOLD ME ABOUT HIM  
INITIALLY OR WHAT I PROBABLY  
WOULD HAVE GAINED FROM LOOKING  
AT HIS RECORDS IS THAT HE WAS  
VERY NONCOMPLIANT.

WHEN ASKED TO DO SOMETHING, HIS  
IMMEDIATE RESPONSE WAS TO SAY  
NO, NO MATTER WHAT HE WAS ASKED  
TO DO.

HE WAS VERY DISRESPECTFUL TO  
AUTHORITY FIGURES, PARTICULARLY  
THE TEACHERS AND PEOPLE WHO HAD  
BEEN WORKING WITH HIM, AND HE  
HAD VERY POOR HYGIENE.

THE INFORMATION I'M GETTING FROM  
THIS IS, BOY, EMPLOYMENT OUTLOOK  
IS BLEAK FOR SHANE AT BEST.

I'M THE PERSON THAT'S BEEN HIRED  
TO FIND A JOB FOR HIM.

I'M THINKING, OH, GEEZ, I'VE GOT  
MY WORK CUT OUT FOR ME, DON'T I?  
WHO IS GOING TO HIRE SOMEBODY  
WHO SAYS NO TO EVERYTHING?

BUT THROUGH THE COURSE OF  
DISCOVERY, WE LEARNED A LOT OF  
THINGS ABOUT SHANE.

IT STARTED REALLY WITH THE HOME

VISIT.

IT WASN'T A GREAT HOME VISIT.

IT WAS JUST SHANE AND HIS MOM.

SHANE KIND OF SAT IN THE CORNER

THE WHOLE TIME AND DIDN'T SAY

ANYTHING.

SHANE HAD A LOT OF SKILLS.

HE WAS PHYSICALLY VERY CAPABLE

OF DOING LOTS OF THINGS, BUT

GIVEN ALL THIS OTHER

INFORMATION, I WASN'T SURE WHERE

TO GO WITH IT.

DURING THE HOME VISIT, HIS MOM

WAS TALKING A LOT, BUT NOT

REALLY GIVING ME ANYTHING THAT

WAS VERY USEFUL UNTIL THE VERY

END.

SHE SAID, AND HE'S KIND OF A

LITTER BUG.

I WENT, TELL ME ABOUT THAT.

WELL, HE GOES DOWN TO THE LOCAL

DAIRY QUEEN AND PICKS UP THEIR

PARKING LOT ABOUT ONCE A WEEK.

DO THEY PAY HIM TO DO THAT?

NO, NO.

SOMETIMES THEY GIVE HIM AN ICE

CREAM CONE, BUT HE JUST LIKES TO

DO THAT.

IT TOTALLY FLIPPED MY THINKING

ABOUT SHANE.

LONG STORY SHORT, THE WAY I  
STARTED THINKING ABOUT SHANE IS  
HE IS A 21-YEAR-OLD JOB SEEKER  
WHO ENJOYS WORKING OUTSIDE,  
DOING PHYSICAL WORK THAT HELPS  
TO MAINTAIN OR IMPROVE THE  
ENVIRONMENT.

HE WORKS BEST ON HIS OWN WITHOUT  
EXCESSIVE DIRECTION FROM  
SUPERVISORS OR COWORKERS.

HE NEEDS TO UNDERSTAND THE TASK  
SO THAT HE CAN WORK  
INDEPENDENTLY AND CAN CONTROL  
THE SCHEDULE AND COMPLETION OF  
DUTIES.

WHEN I STARTED LOOKING AT SHANE  
IN THAT WAY, IT JUST PRESENTED  
ALL NEW POSSIBILITIES FOR HIM.

WHEN I LOOK AT THAT, I THINK,  
WOW, SELF-EMPLOYMENT IS PROBABLY  
A GREAT OPTION FOR HIM.

WE'LL COME BACK AND TALK ABOUT  
WHAT HAPPENED WITH SHANE AT A  
LATER DATE, BUT I JUST WANT TO  
SAY WHEN YOU'RE IN THIS STAGE OF  
DISCOVERY IN WRAPPING THIS UP,  
THE INFORMATION IN THE  
RIGHT-HAND COLUMN THAT SHANE

ENJOYS WORKING OUTSIDE AND DOING  
PHYSICAL WORK AND DOESN'T ACCEPT  
DIRECTION, THAT'S USEFUL  
INFORMATION FOR AN EMPLOYMENT  
SPECIALIST.

ALL THE STUFF THAT IS DEFICIT OR  
WASN'T VERY USEFUL, IT DIDN'T  
HELP ME WHERE TO GO.

KEEP IN MIND THAT THAT'S OUR JOB  
TO BE TRANSLATING THAT  
INFORMATION INTO INFORMATION  
THAT'S GREAT FOR THE EMPLOYMENT  
SPECIALIST.

I SEE IN THE POLL HERE THE  
MAJORITY OF YOU ANSWERED ALL OF  
THE ABOVE, THAT THE PRIMARY  
THING YOU WANT IN INFORMATIONAL  
INTERVIEWS IS ADVICE,  
INFORMATION, TO IDENTIFY NEEDS,  
ALL OF THE ABOVE.

THAT'S CORRECT.

WE WANT TO LOOK AT ALL OF THOSE.

JUST KNOW THAT AS WE GO OVER  
THIS, IN THE DISCOVERY PART WHEN  
WE'RE DOING INFORMATIONAL  
INTERVIEWS, WHAT WE'RE MOST  
FOCUSED ON IS ADVICE, EVEN  
THOUGH WE WANT ALL OF THOSE  
THINGS.

ALL OF THE ABOVE IS DEFINITELY  
THE CORRECT ANSWER, BUT IN  
DISCOVERY, WE'RE MOSTLY FOCUSING  
ON ADVICE.

I JUST STRESS THAT BECAUSE YOU  
MIGHT SEE THAT ON THE POST-TEST.  
WE'LL COME BACK TO THAT WHEN WE  
MEET ONSITE AS WELL.

SIMILARLY, WHEN WE GET INTO JOB  
DEVELOPMENT, WE'RE PROBABLY MORE  
FOCUSED ON NEEDS IN THAT STAGE,  
BUT AGAIN YOU WANT TO BE  
COLLECTING ALL THAT INFORMATION  
IN ALL THE INFORMATIONAL  
INTERVIEWS.

ONCE WE'VE SUMMARIZED THE  
INFORMATION -- JUST GOT A FEW  
MINUTES HERE -- THAT JUMPS US  
INTO THE NEXT STEP, WHICH IS  
CAREER PLANNING.

HOW I'VE DONE THAT IS THROUGH  
THIS TOOL CALL LIST OF 20.

YOU WANT TO USE YOUR TEAM AT  
THIS POINT.

PULL THAT PERSON'S PLANNING TEAM  
BACK TOGETHER, REVIEW WHAT YOU  
LEARNED IN DISCOVERY, AND USE  
THAT AS A KICK OFF TO THE JOB  
DEVELOPMENT.

WHEN I SAY BRING THE PERSON'S  
TEAM TOGETHER, WHOEVER YOU  
STARTED WITH -- BE IT VR  
COUNSELOR, THE EMPLOYMENT  
SPECIALIST, CERTAINLY THE JOB  
SEEKER, FAMILY MEMBERS AND  
PEOPLE WHO HAVE BEEN VERY  
CRITICAL TO THEIR TEAM, IT'S A  
GREAT WAY TO SUMMARIZE AND SAY  
WE'RE DONE WITH THE DISCOVERY.  
WE'RE GOING INTO THE NEXT STEP  
IN THE PHASE AND THEN USING THEM  
TO GENERATE IDEAS AND GETTING  
IDEAS ABOUT WHO THEY'RE  
CONNECTED WITH AND HOW THEY  
MIGHT HELP WITH JOB DEVELOPMENT.  
HERE'S WHAT A LIST OF 20 MIGHT  
LOOK LIKE.

THE PERSON'S THREE THEMES --  
HORTICULTURE, ANIMALS, AND  
CRAFTS AND TEXTILES.  
IN THIS PERSON'S COMMUNITY -- IN  
THIS CASE, IT WAS MY  
COMMUNITY -- I WOULD START  
THINKING ABOUT PLACES WHERE  
OTHER PEOPLE WITH SIMILAR THEMES  
WOULD WORK.

UNDER HORTICULTURE, THINGS LIKE  
NURSERIES OR FARMS OR ORCHARDS,

HEMP FARMS, OREGON SEED COMPANY,  
GREENHOUSES, THE PARKS, THE  
COUNTY EXTENSION.

WE TRY TO GET PEOPLE TO ACTUALLY  
COMPLETE THIS LIST, TO DO THE  
WHOLE 20.

I JUST STARTED WITH A SAMPLE  
HERE.

THE REASON IS IS THAT THE FIRST  
TEN ARE PRETTY EASY TO GENERATE.  
WHEN YOU GET TO NUMBERS 10 TO  
15, IT STARTS GETTING A LITTLE  
HARDER.

WHEN YOU GET TO 15 TO 20, YOU  
REALLY START HAVING TO STRETCH A  
BIT.

OFTENTIMES IT IS IN THOSE LATER  
THINGS THAT COME UP WHERE PEOPLE  
START GETTING REALLY CREATIVE OR  
REALLY THINKING OUTSIDE THE BOX  
OR OUTSIDE WHERE WE WOULD  
NORMALLY GO.

THAT GETS YOU TO PLACES WHERE  
THEY TEND TO BE SMALLER  
BUSINESSES MAYBE OR TEND TO BE  
BUSINESSES THAT NOT EVERY OTHER  
JOB DEVELOPER HAS HIT UP  
ALREADY.

SO, THOSE ARE THE KINDS OF

THINGS WE'RE LOOKING FOR.

YOU'LL SEE THE SAME THING FOR  
ANIMALS.

PLACES LIKE PET STORES AND  
VETERINARY CLINICS AND PET CARE  
PLACES THAT TEND TO COME UP  
FAIRLY QUICKLY, BUT MAYBE THINGS  
LIKE MULBERRY ALPACA LLC MIGHT  
NOT HAVE BEEN AT THE TOP OF THE  
LIST WHEN YOU THINK OF ANIMALS.  
THE FURTHER YOU GET DOWN THE  
LIST, THE MORE CREATIVE THEY  
MIGHT BE.

YOU MIGHT ALSO START MAYBE JUST  
OUT OF NECESSITY COMING UP WITH  
SOME SELF-EMPLOYMENT IDEAS,  
PARTICULARLY IN SMALLER  
COMMUNITIES WHERE THERE AREN'T A  
LOT OF BUSINESSES.

TO GET TO 20, YOU HAVE TO REALLY  
BE CREATIVE.

THAT'S WHAT A LIST OF 20 LOOKS  
LIKE.

JUST NOTE AS WE START FLIPPING  
FROM DISCOVERY AND MOVING INTO  
JOB DEVELOPMENT, IT IS SOMETIMES  
A LITTLE BLURRY.

THAT'S KIND OF REPRESENTED BY  
THESE CIRCLES OVERLAYING HERE.

BECAUSE AT THE END OF DISCOVERY,  
YOU ARE TRYING TO FINALIZE THE  
THEMES.

YOU'RE DOING SOME INFORMATIONAL  
INTERVIEWS.

YOU MIGHT EVEN BE DOING SOME  
SHORT WORK TRIALS OR DISCOVERY  
ACTIVITIES THAT LOOK LIKE SHORT  
WORK TRIALS, AND YOU MIGHT EVEN  
GET SOME JOB OFFERS.

IN WAYNE'S EXAMPLE, HE GOT A JOB  
OFFER WHILE HE WAS STILL IN  
DISCOVERY.

THAT'S NOT UNCOMMON.

SOMETIMES YOU MIGHT HAVE TO SAY,  
NO, WE'RE NOT REALLY READY TO GO  
THERE YET.

IN WAYNE'S CASE, IT WAS KIND OF

GOOD BECAUSE THE EMPLOYER SAID  
THINK ABOUT THIS FOR A COUPLE  
WEEKS.

IF YOU'RE STILL INTERESTED, COME  
BACK AND TALK TO ME.

WE DID.

TYPICALLY YOU'RE MOVING INTO JOB  
DEVELOPMENT WHEN THE DISCOVERY  
STAGING RECORD IS COMPLETED,  
YOU'VE IDENTIFIED THE THREE

THEMES, YOU HAVE IDENTIFIED  
IDEAL CONDITIONS FOR EMPLOYMENT,  
AND NOW THE LIST OF 20 IS THE  
CAREER PLAN.

WHILE THAT LIST OF 20 REALLY  
GIVES YOU A LIST OF 60 AND MAYBE  
YOU NEVER CONTACT ALL 60 OF  
THOSE SITES, YOU CAN USE IT TO  
PRIORITIZE WHAT ARE THE MOST  
INTERESTING ONES AND ONES WHERE  
YOU THINK YOU'LL HAVE THE MOST  
SUCCESS.

IT HELPS KICK OFF INTO JOB  
DEVELOPMENT, AND YOU CAN JUST  
USE THAT LIST TO GET TO  
DIFFERENT BUSINESSES AND TALK TO  
THEM.

EVERYONE YOU TALK TO IS PROBABLY  
GOING TO LEAD YOU IN ANOTHER  
DIRECTION, WHICH IS GOOD.

THAT'S WHAT WE WANT.

WE WANT TO HELP GET OUT THERE  
AND GET BEHIND THE SCENES.

I'M JUST GOING TO WRAP THIS UP  
BY SAYING DISCOVERY IS A PROCESS  
THAT YOU REALLY HAVE TO PLAN  
FOR.

MY FRIEND MADONNA ALWAYS SAYS  
PLAN YOUR WORK AND WORK YOUR

PLAN.

IT IS SO TRUE WITH DISCOVERY.

YOU HAVE TO MAKE SURE THINGS ARE  
SCHEDULED AND COMPLETED AND THAT  
YOU MOVE THROUGH THE PROCESS.

THAT DISCOVERY STAGING RECORD  
CAN HELP YOU DO THAT.

I'M GOING TO SEE IF THERE'S ANY  
LAST QUESTIONS.ñi

I'LL CHECK THE Q&A HERE.

I KNOW WE'RE RIGHT AT TIME.

DWAYNE, IS THERE ANYTHING YOU  
NEED TO ADD IN WRAPPING UP IN  
THINKING ABOUT NEXT STEPS?

>> YES.

WE WILL BE SENDING OUT THIS  
AFTERNOON THE REGISTRATION LINK  
FOR NEXT FRIDAY'S WEBINAR.

AGAIN, I WOULD ENCOURAGE  
INDIVIDUALS TO COMPLETE THE  
SURVEY THAT POPS UP WHEN YOU  
EXIT OUT OF THIS WINDOW SESSION.

IN OUR LAST WEBINAR WE HAD 25  
FEWER PEOPLE COMPLETE THE  
SURVEY.

THE SURVEYS HAVE BEEN 89 TO 90%  
READING AS FAVORABLE, BUT WE  
WANT TO ENSURE WE'RE CATCHING  
EVERYBODY'S RESPONSES.

PLEASE COMPLETE THE SURVEY UPON  
EXITING.

LASTLY, IN ADDITION TO BEING  
EMAILED THE REGISTRATION LINK  
FOR NEXT WEEK'S WEBINAR, THIS  
AFTERNOON I'LL ALSO EMAIL OUT TO  
EVERYONE THE LOCATIONS FOR THE  
ONSITE TRAINING.

ST. LOUIS WILL BE ON TUESDAY,  
JUNE 5th.

JEFFERSON CITY IS ON WEDNESDAY,  
JUNE 6th.

THERE'LL BE A TRAINING IN KANSAS  
CITY ON THURSDAY, JUNE 7th.

WHAT WE'VE DECIDED TO DO IS JUST  
ALLOW THE SITES TO BE OPEN, TO  
ALLOW INDIVIDUALS TO ATTEND  
WHICHEVER SITE WOULD BE  
PREFERRED.

WE'LL NOT ACTUALLY BE ASSIGNING  
YOU TO A SITE.

WHEN WE SEND THAT OUT, IT IS THE  
ATTENDEES' CHOICE ON WHICH  
LOCATION THEY WOULD LIKE TO  
ATTEND.

IF THERE ARE QUESTIONS ABOUT  
THAT, FEEL FREE TO EMAIL ONCE  
YOU GET THE EMAIL THIS  
AFTERNOON.

WITH THAT, I THINK WE DO HAVE  
ONE MORE QUESTION.

AGAIN, EARLIER, I THINK I  
ANSWERED IT, BUT IT MAY HAVE  
BEEN A LITTLE GARBLED ON WHERE  
WE SHOULD SUBMIT OUR HOMEWORK  
AND REFLECTIONS ON READINGS.  
THERE'S NOWHERE TO SUBMIT THOSE  
TO.

WE'RE ASKING INDIVIDUALS DO THAT  
SO THEY HAVE A GREATER  
UNDERSTANDING OF THE CONTENT.  
IF YOU HAVE SPECIFIC QUESTIONS  
ABOUT THE HOMEWORK OR SPECIFIC  
REFLECTIONS THAT YOU WOULD LIKE  
TO SHARE, YOU'RE ALWAYS WELCOME  
TO POST THOSE IN THE Q&A BOX.

IF IT IS A SITUATION WHERE YOU  
WOULD LIKE TO ACTUALLY ASK IT  
VERBALLY, WE CAN ALWAYS GO IN  
AND UNMUTE INDIVIDUAL PHONE  
LINES ALSO.

OTHERWISE, JUST KEEP COMPLETING  
THOSE ASSIGNMENTS AND DON'T  
WORRY ABOUT ACTUALLY FORMALLY  
SUBMITTING THOSE.

WITH THAT, WE'LL WAIT AND SEE IF  
THERE'S ANY OTHER QUESTIONS OR  
ANSWERS.

I GUESS NOT ANSWERS.

IF THERE'S OTHER QUESTIONS.

JANET, DO YOU HAVE ANYTHING ELSE  
TO WRAP UP WITH?

>> NO.

JUST THANK YOU FOR  
PARTICIPATING.

WE REALLY DO APPRECIATE YOUR  
FEEDBACK, IF YOU WOULDN'T  
MIND -- LIKE DWAYNE SAID, IF YOU  
WOULDN'T MIND FILLING OUT THE  
EVALUATION, WE WOULD APPRECIATE  
THAT.

ON THE ONSITE TRAINING, THERE  
WILL BE MORE OPPORTUNITY TO HAVE  
DISCUSSION AND PRACTICE SOME OF  
THE ACTIVITIES.

THANKS AGAIN, AND I'LL TALK TO  
YOU NEXT WEEK.