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ABSTRACT

This trainer's manual is designed to enable trainers to provide information about the use of personal connections in the development of networks leading to employment opportunities to individuals with disabilities. Detailed information is provided for a 2-day workshop that focuses on the importance of using networks, the benefits of using personal connections, ways to identify and expand networks, skills for utilizing connections, and personal approaches and future action plans. The beginning of the manual includes information on prerequisites for participation in training and agendas for the 2 days. The manual then provides detailed step-by-step instructions for conducting the training and using applicable overheads. Specific topics include tapping the hidden job market, identifying components of an effective career development network, identifying individuals who may be helpful in a personal job search, engaging people to become part of the network, asking for help, broadening a network, strategies for keeping in touch, creating a network without becoming a pest, creating mutually beneficial relationships with potential employers, presenting oneself in the best light, advocating for more assistance from service providers, using legal protection in a non-adversarial way, and action planning. Appendices include copies of all handouts and all overheads for the workshop. (CR)

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**Center on Promoting Employment (RRTC)**

**Institute for Community Inclusion (UAP)**

**Children's Hospital, Boston**

**University Of Massachusetts/Boston**

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# **Building Community Connections: Designing A Future That Works**

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**1996**

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The **Center on Promoting Employment** is a national Rehabilitation Research and Training Center (RRTC) which works to identify, expand and support strategies that are successful in helping individuals with disabilities obtain employment.

The **Institute for Community Inclusion**, a University Affiliated Program (UAP) is based at Children's Hospital with additional offices at the University of Massachusetts in Boston. The Institute is committed to developing resources and supports for people with disabilities and their families, fostering interdependence, productivity, and inclusion in school and community settings. The Institute carries out its mission through training and technical assistance; clinical, consultative and employment services; research and dissemination via publications and materials.

The Institute includes: the **Center on Promoting Employment: A Rehabilitation and Research Training Center; Comprehensive Health Services for Children with Complex Health Care Needs; the Developmental Evaluation Center; Project School Care; and the Training and Research Institute for People with Disabilities.**

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Disability and Rehabilitation Research.

# **Building Community Connections Trainer's Guide**

The purpose of this manual is to offer trainers information about the use of personal connections in the development of networks. These networks enable every individual to gain access to contacts which can ultimately lead to job possibilities.

In using this manual the following should be noted:

 **Section Headings Look Like This** 

All regular print is the actual script for the training.


*Trainer's notes are printed in italics.*

**Discussion**

Topics for group discussion are noted like this.

**Exercise**

Group exercise instructions are indicated like this.



The line above denotes a topic shift.

**Welcome, Introductions of Staff,  
Overview of Training**

Welcome to the Network Training: "Building Community Connections." During the two days of the workshop, we will be addressing the notion of using your personal contacts in order to meet more people and learn about opportunities.

Review Agenda with group & clarify what will be covered, when, and by whom.

**Participant Introductions**

**Exercise**

Ask each participant to introduce him/herself. Each should now use the "Best/Worst Job" information to respond. Discussion around how those jobs were secured is significant as some participants may have begun to use personal connections. Each participant should be given ample time to talk.

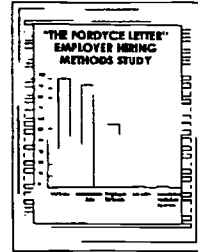
Record responses on flip charts. These sheets will be referred to over the two days.

- The best job you ever had      •      How it was found
- The worst job you ever had    •      How it was found
- Ideal job you want
- Job you are looking for now

There are many ways to get a job. Some ways are easier than others. For example, looking through the paper and responding to advertisements is not a difficult activity for most people. One mistake that many job seekers make is that they limit their job searches to one activity such as responding to newspaper ads.

**Overhead: The Fordyce Letter**

The bar graph taken from the "Fordyce Letter," a business newsletter, summarizes the findings of a survey of a large group of employers. In this survey, employers were asked if they had ever tried these methods in their recruitment and hiring practices. The results indicate that most employers have hired walk-ins, people from advertising, and many had utilized employee referrals. Few had used job fairs or unsolicited resumes for hiring methods. This information does not mean that job fairs and cold letters should not be utilized. But, it does send a caution out to individuals who may rely only on one or a small number of techniques for finding a job. The survey results emphasize that face to face contact, along with employee referrals, are effective since both methods reduce the "unknown" aspect of the person's resume.



**Overhead Titles: Look Like This**

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## **Objectives:**

- Review fundamentals of the importance of using networks.
- Discuss benefits of using personal connections.
- Explore ways to identify, engage, expand, & use networks.
- Develop skills and abilities in utilizing connections.
- Discuss personal approaches and future action plans.

## **Target audience for this two day workshop:**

- 6 - 10 job seekers

## **Duration of workshop:**

- 2 - full days (8:30 - 4:00)

## **Set-up Requirements:**

- A room with enough tables and chairs for the group to sit comfortably and have work space in front of them.
- Overhead projector & screen
- Flip chart & markers

## **Other:**

- Breakfast munchies such as coffee & doughnuts or bagels.



## **Handouts:**

- |  |  |
|--|--|
| <input type="checkbox"/> Fact Sheet          | <input type="checkbox"/> Contact Sheet                     |
| <input type="checkbox"/> Agenda              | <input type="checkbox"/> Listening Skills Sheet            |
| <input type="checkbox"/> Best/Worst Job      | <input type="checkbox"/> Phone Scripts                     |
| <input type="checkbox"/> Think Positively    | <input type="checkbox"/> Questions For Contacts            |
| <input type="checkbox"/> Networking Exercise | <input type="checkbox"/> Disclosure of Hidden Disabilities |
| <input type="checkbox"/> First Impressions   | <input type="checkbox"/> Placement Plan                    |
| <input type="checkbox"/> Job Lead Form       | <input type="checkbox"/> ADA Fact Sheet                    |

***Copies of all handouts for the workshop are available in Appendix A.***

***Copies of all overheads for the workshop are available in Appendix B.***

For an additional resource on the topic of disclosure of disability, see:

Rutherford, L. H., Merrier, P., Parry, L. (1995). Advice on disability disclosure from the employer's viewpoint. *Job Placement Digest, April - June*, pp. 5-8

## **Prerequisites for participation in training:**

1. Participants should have job seeking skills training or a knowledge of interviewing, job applications, and resume development.
2. Participants should meet with their helpers prior to the training to discuss this training and where it fits into other job seeking activities.
3. Helpers and participants should arrange a time to meet no later than two weeks after the training to discuss action plans and steps taken.
4. Any helpers attending the training should participate but be mindful that the discussion of personal experiences is designed to benefit participants.

# **Building Community Connections Agenda For Training**

## **Day One**

### **Morning**

- Overview of training
- Employment objectives
- Tapping the hidden job market

### **Break**

- Identifying components of an effective career development network
- Identifying individuals who may be helpful in a personal job search

### **Lunch Break**

### **Afternoon**

- Engaging people to become part of the network
- Asking for help
- Broadening your network

### **Break**

- Strategies for keeping in touch
- Creating a network without becoming a pest

### **Homework**

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# **Building Community Connections Agenda For Training**

## **Day Two**

### **Morning**

- Follow-up on homework

### **Break**

- Getting ready, psyched, and prepared
- Creating mutually beneficial relationships with potential employers
- Presenting yourself in the best light

### **Lunch Break**

### **Afternoon**

- Advocating for more assistance from service providers
- Using legal protection in a non-adversarial way

### **Break**

- Action planning
- Closure on training

## **Note To Trainer:**

This workshop is designed to have a lot of participant involvement. The goals for facilitators are to:

- Maintain a positive tone to the workshop
- Encourage participation and idea sharing of all attendees
- Avoid “yes, but” responses
- Promote assertiveness and activity of all participants

This training allows for the introduction of ideas as well as opportunities to practice approaches. Participants should leave the training with the needed tools and improved confidence to use networks.

# **Day One**

# **Morning**

---

*As participants arrive for the workshop, hand out the following materials.*

*Fact Sheet - "Network Training"*  
*Name Tags & Marker*  
*"Best Job/Worst Job" Sheet*  
*"Agenda for Training"*

*Ask participants to fill out the "Fact Sheet" and the "Best Job/Worst Job" sheet while waiting for the training to begin. Their responses will be incorporated in the morning discussion. We will refer back to this information throughout the two days.*

*On a flip chart, put the names and telephone numbers of all of the trainers.*



## Welcome, Introductions of Staff, Overview of Training



Welcome to the Network Training: "Building Community Connections." During the two days of the workshop, we will be addressing the notion of using your personal contacts in order to meet more people and learn about opportunities.

*Review Agenda with group and clarify what will be covered, when, and by whom.*

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*Ask each participant to introduce him/herself. Each should now use the "Best/Worst Job" information to respond. Discussion around how those jobs were secured is significant as some participants may have begun to use personal connections. Each participant should be given ample time to talk.*

*Record responses on flip charts. These sheets will be referred to over the two days.*

*The best job you ever had - How it was found*

*The worst job you ever had - How it was found*

*Ideal job you want*

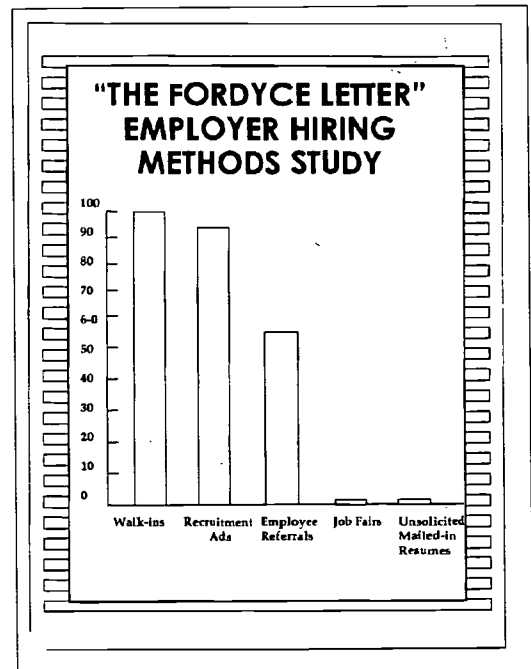
*Job you are looking for now*



There are many ways to get a job. Some ways are easier than others. For example, looking through the paper and responding to advertisements is not a difficult activity for most people. One mistake that many job seekers make is that they limit their job searches to one activity such as responding to newspaper advertisements.

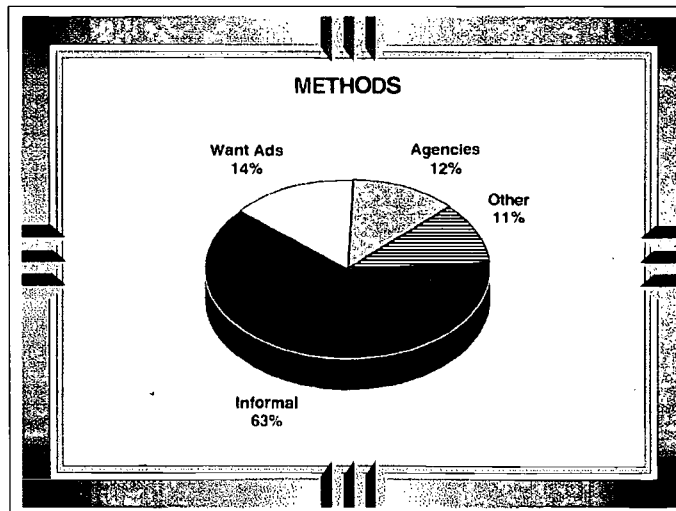
### Overhead: The Fordyce Letter

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## Overhead: Pie Chart - "Methods" (Dept. of Labor)

The Department of Labor (DOL) "Methods" pie chart looks at job searches from the applicants' perspective. In this survey, a group of individuals who recently secured employment were asked which job search technique yielded their job. 63% of the respondents got their jobs through **informal means** such as contacts within the company or direct employer contact, 14% through **want ads**, 12% through **agencies (public and private)** and 11% through other means including: **job fairs, civil service testing, etc.**



What do all these statistics mean to the job seeker? While some techniques seem to be more effective than others, it is crucial not to rely too much on one technique. The more approaches you use, the more you increase your odds of finding a job.

There are some important facts to know from research on employment and people with disabilities. **Fact one: people with disabilities are more likely to be unemployed than people without disabilities.** While the unemployment rate nationwide remains in the single digits, the rate of unemployment for people with disabilities ranges from 60 - 90%, depending upon the source of the statistic. There are factors which influence these numbers which go beyond the inability to secure a job. Though some people with disabilities may choose not to work, there is a significant disparity between the unemployment rates of the general public and the population of individuals with disabilities.

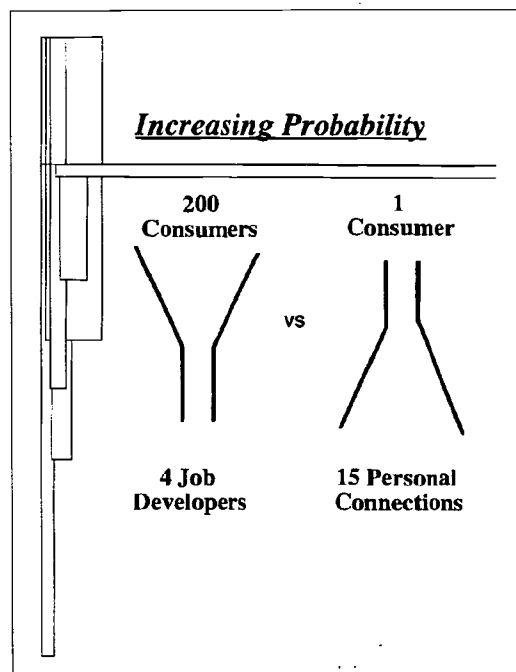
**Fact two: people with disabilities are more likely to rely on professional agencies to secure employment than people without disabilities.** Research on how people get jobs clearly indicates that it is personal connections which help most people find work. And the charts you have already seen have shown that the more approaches tried, the better the odds of finding a job. When people with disabilities solely rely on professionals for job placement help, **they are limiting their opportunities, and decreasing their chances of being employed.**



## Overhead: Increasing Probability

Relying too much on human service professionals to assist with job development is contrasted with a more assertive job seeking pattern in this chart. Here we see a model of 200 consumers assisted with job searches by 4 professionals in contrast with 1 consumer seeking 15 contacts to assist in the job search. Common sense tells us that 15 contacts for 1 person improve the chances of securing a job more than 1 person finding leads for 50 people. Yet, the latter method of job development is commonly used in working with individuals with disabilities.

This workshop presents a method most people use to get jobs: identifying and using personal connections. Getting job seekers more actively involved in their job search process through the use of personal contacts improves their chances of securing a job. In addition, if a job seeker is actively involved, there is an increased likelihood that the job secured will match the interests and preferences of the consumer. This is not to say that the counselor's role becomes unnecessary. The counselor is an important team member. There is a partnership formed between the counselor and the job seeker.



### Discussion

*What is the goal of any job search? Have group generate answers. Real answer: to end the search.*

Since most people find job hunting stressful and discouraging, they often will go to great lengths to avoid it, delay it, or stop it. Ways to put off the job search are statements such as "no one hires during the holidays," or "my resume is not done yet," or "I am waiting to hear back from another job interview before I start looking anywhere else."



This overhead outlines what we think a good job is. This workshop is designed to get these kinds of jobs through the use of personal contacts or networks. The good jobs and good workplaces which we promote include these characteristics:

### **Overhead: Employment Objectives**

#### **Employment Objectives**

- *Jobs with good pay and benefits*
- *Workers have respected roles*
- *Involvement in the work place & community*
- *Opportunities for career growth*

## Goals for the Training Participants Will Be Able To:

### Overhead: Goals

- Talk positively about themselves.
- Understand the concept of networking and using connections.
- Identify their skills and attributes.
- Identify people who may become a part of a career/job network.
- Be prepared to ask for what they need.
- Plan their job searches with their support teams.
- Engage people to become involved in their networks.
- Develop ways to keep in touch without becoming a "pest".
- Present well to prospective employers.
- Advocate better for themselves.

### GOALS

- TALK POSITIVELY
- USE CONNECTIONS
- KNOW YOUR SKILLS
- ID NETWORK
- ASK FOR HELP
- PLAN
- ID PEOPLE
- ENGAGE PEOPLE
- KEEP CONNECTED
- PRESENT POSITIVELY
- SELF-ADVOCATE
- JUST DO IT!!!

### How do you come across?

To be an effective networker, it is important to present yourself in a positive light. This is easier for some than others. Most of us do not feel comfortable saying positive things about ourselves because it feels boastful, but in order for people to assist you, they need to know what it is that you are good at. This affords them a better understanding of what you offer to an employer, or where you think you would fit in well. In other circumstances, it is important to be able to talk about yourself positively to convince potential employers that you offer skills which would be beneficial in their companies. In a job interview it is crucial that, in a limited time period, you discuss the attributes which make you a desirable candidate for a job.

Whatever the reason, talking positively about yourself is an asset in the job seeking arena. During the course of this two day workshop, we will ask participants to record positive statements about themselves and to back them up with examples.

**Exercise**

Hand out the "Think Positively" sheet.

**Overhead: Think Positively**

Take five minutes to write down three positive things about yourself. They can be anything at all. They do not have to be job related. Then for each, write an example to back it up. The example on the overhead demonstrates what we mean.

*Have each attendee read his three items and give examples to substantiate them. Record these attributes on the flip chart. You will end the 2 days with 9 attributes per person.*

| <b>THINK POSITIVELY</b>         |              |                          |
|---------------------------------|--------------|--------------------------|
| Nine positive things about you. |              |                          |
| anything good                   | work related | skill related to the job |
| I am very outgoing              |              |                          |
|                                 |              |                          |
|                                 |              |                          |

**ONE EXAMPLE FOR EACH**

- I am always out talking with people
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_



## Overhead: Networking Definition

When we use the terms “networks” or “personal connections,” we are referring to the range of people you see and interact with in the variety of activities you do (and have done) at work, in school, and in your community. They may include family or close friends, former bosses or co-workers, professionals, and people working in stores which you frequent. We all know people, and we all have networks. These people may be able to offer you helpful information relating to your job search.

**“Networking”  
refers to a process of  
informal exchange,  
and creating channels  
to gather information,  
build support and get  
things done.**

GOLD & HARDER, 1993

### Exercise

*Start case study discussion/brainstorming using the situation that you have moved to this area and need affordable housing and a job. Encourage the group to brainstorm about how to go about helping you.*



**BREAK**





## Identifying Components Of An Effective Career Network



### Overheads: Typical Patterns: What's It Take

Research shows it takes a lot of time and effort to get a job. It also shows that people change jobs and even careers. The average person will hold **8-10 jobs** and have **2-3 career changes** in his lifetime.

As a general rule, it takes **10-20 cold calls** to land one interview, and **7-10 interviews** to **get a job**. This means **140-300 calls to get just one job!** This process includes a lot of "No's" and rejection along the way. While no one can totally eliminate that, we can improve the odds of at least getting an interview by using personal connections to search for a job. As you can see from the exercise of helping me find a job and a place to live, everyone knows people who can be helpful to you and others. This help includes assisting you in your job search.

Getting a job (or at least a real shot at being considered for a job) is often a matter of **who you know, not what you know**. You may have **terrific skills**, but **unless you can get to an interview** and present them to the **person who is in a position to hire, you are just one of many applications or resumes** laying on the desk.

### TYPICAL PATTERN

- 8 - 10 JOB CHANGES
- 2 - 3 CAREER CHANGES

### WHAT'S IT TAKE?

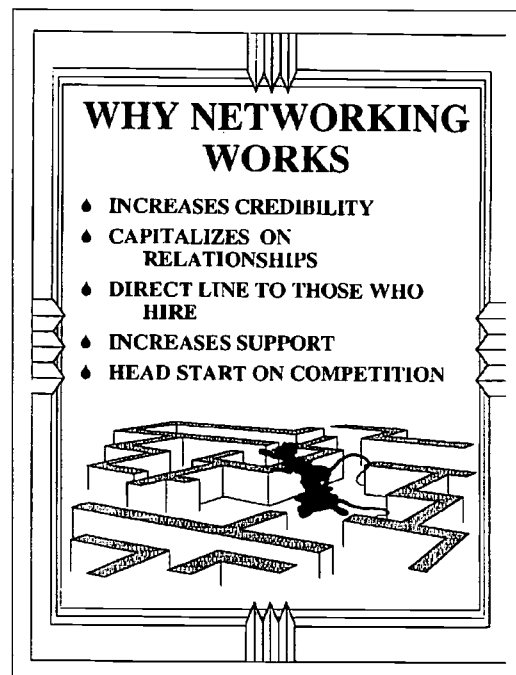
- 10 - 20 COLD CALLS = AN INTERVIEW
- 7 - 10 INTERVIEWS = A JOB

## Overhead: Why Networking Works

Some of the advantages of using your networks are:

- You have credibility because someone knows you.
- Your contact has a relationship within the organization.
- Your contact may be able to help you avoid initial screening and be considered by the actual person hiring.
- It is easier to request support when there is a connection.
- Having a connection may pull your resume out of a larger stack of resumes.

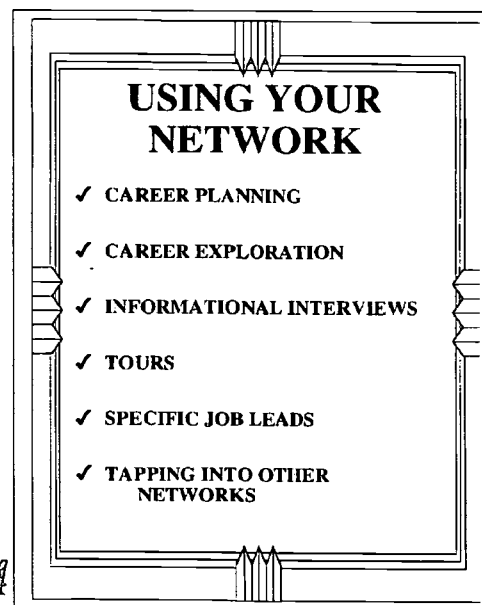
Getting jobs through connections opens up employment opportunities because many of the good jobs in good companies are never advertised, and even if they are, the people who are hired often have some connections to the company. To have a chance at being considered in (or even finding out about) this hidden job market, one needs to work through other people.



## Overhead: Using Networks

Your network can be used in many ways.

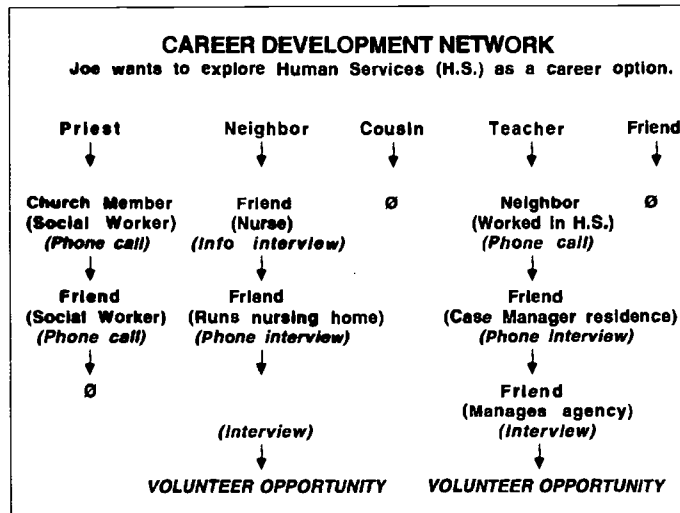
- It may help with career planning and exploration, as you try to discover what areas are of interest to you and learn more about those fields.
- Your contacts may help you to arrange informational interviews or tours.
- They may sometimes lead to actual job opportunities.
- They may frequently lead you to other people, all of whom offer new leads and connections.



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## Overhead: Career Development



If we take a look at an example of how a career development network works, we see Joe, who wants to explore a career in human services but has never worked there. Joe contacts the people he can think of who may have ideas. Each contact directs him to either someone else or to nobody. But Joe, in the end, has some opportunities to pursue.

When using your personal network, it is important to set realistic expectations. Not all contacts do something. That is fine. Those which do nothing now may be able to do something helpful in the future.

### Discussion

- Who here has ever had an informational interview?
- How does it differ from a job interview?
- How does one arrange for one?
- What kinds of questions do you ask?

*On the flip chart compare and contrast informational interviews and job interviews. Have participants suggest differences. Below are some possible ideas:*

**Job Interview**

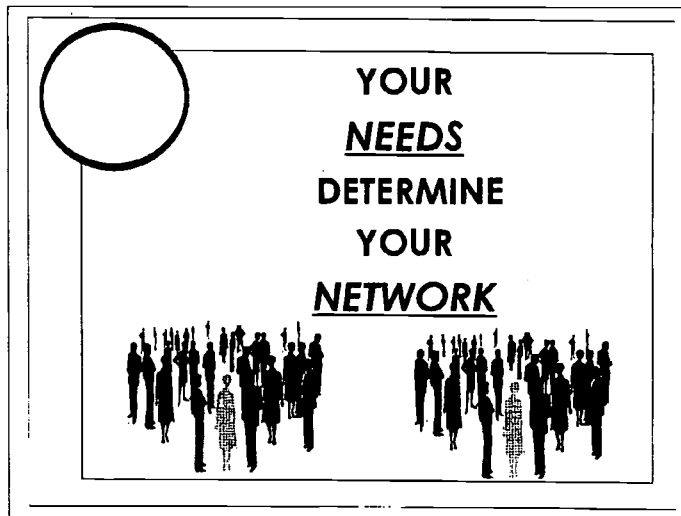
*employer asks questions  
you are trying to sell self  
formal  
more pressure on you  
you must present positively*

**Informational Interview**

*you ask most questions  
you are learning about jobs  
less formal  
less pressure on you  
you must present positively*

**Overhead: Your Needs Determine Your Network**

As you become a more effective networker you will begin to define who in your network is best able to help you. Your needs will change over time, and as a result, you will focus on a different segment of your network.





## Identifying People Who May Be Helpful In Your Job Search



### Overhead: It's Not Who You Know....

Usually when we ask people to come up with a list of people in their "network," the list is short. One reason is that most people think "Who do I know who can hire me?" or, "Who is closely connected to someone who can hire me?" Remember, personal contacts extend far beyond those people who provide a direct link to a job. When identifying your networks, think of everyone you possibly can. This list should have no restrictions.

### NETWORKING

*"IT'S NOT WHAT YOU KNOW,  
IT'S WHO YOU KNOW.  
I DON'T KNOW ANYBODY."*



### Overhead: Personal Networking

*Talk through all the options listed on the overhead.*

### PERSONAL NETWORKING

- FAMILY
- IN-LAWS
- FRIENDS
- NEIGHBORS
- CLASSMATES
- TEACHERS
- PRESENT EMPLOYER / CO-WORKERS
- PAST EMPLOYERS / CO-WORKERS



## Overhead: Community Networking

Talk through all the options listed on the overhead.

### COMMUNITY NETWORKING

**HUMAN SERVICE PROFESSIONALS**

- THERAPISTS / COUNSELORS
- RESIDENTIAL STAFF

**SERVICES YOU USE**

- BANK
- DOCTOR / DENTIST / VETERINARIAN
- STORES (Food, Video, Pharmacy)
- DAY CARE / SCHOOL
- HAIR STYLIST
- INSURANCE
- RESTAURANTS
- HEALTH CLUB

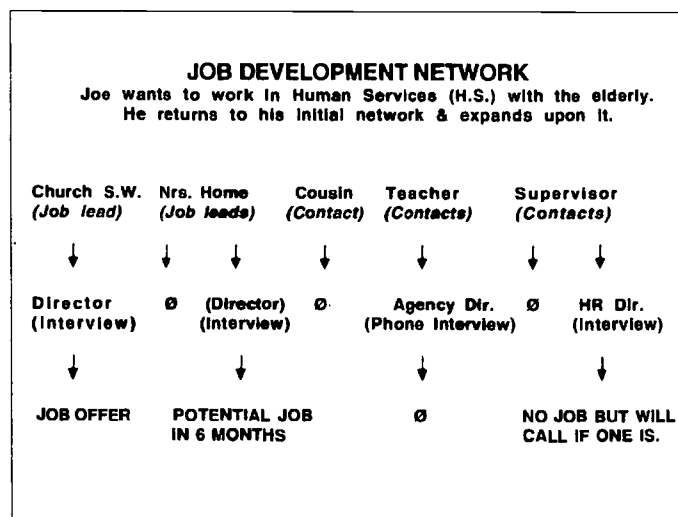
**ASSOCIATIONS**

- CHURCH / TEMPLE

Many people fail to consider services they use as resources. Remember, you give these places your business. It is very likely that they know you. These people could be very helpful resources.

## Overhead: Job Development Network

Let's return to our earlier example of Joe who was using networking to explore career opportunities in human services. He now wants to secure a job in the field. He returns to some of the original contacts and expands his connections to include the new contacts he has made. This time, his contacts lead him in new directions. He ends up with a job offer, a potential job in the future, and an interested party who has nothing to offer now. This example is based on a true story.



## Exercise

Hand out the "Networking Exercise" sheet.

### Overhead: Networking Exercise

| NETWORKING EXERCISE |                     |  |  |   |
|---------------------|---------------------|--|--|---|
| Family              | Friends & Neighbors | Past jobs:<br>Supervisors,<br>Co-workers | Groups:<br>Religious,<br>Support, etc. | Services:<br>Professional,<br>Restaurants,<br>Stores, etc.. |

We will now begin to identify your networks. Try to name as many people as you can who would fit into each category. Remember the following points:

1. **Include everyone you can think of.** Put names down if possible.
2. **The purpose is to get information and contacts,** not just direct job leads.
3. You **won't know how useful** a particular contact is **until you ask.**
4. You **won't know how willing** someone is to help you **until you ask.**
5. Don't forget **former employers, co-workers, classmates, etc.**

Once you have identified your network, how do you go about using these personal connections to get a job? When we talk about using connections, many people say that this won't work for me because I don't know anybody who owns a business or is in a management position who could hire me in the job I want. Using personal

connections has much broader applications than asking your father, friend or neighbor for a job. Through connections, you can find out about:

- current and future job openings
- good and bad managers to work for
- who is best to talk to in personnel
- other people who work in a job you would like
- which companies/departments are expanding or laying off
- who knows about the type of work/business you're interested in
- other types of jobs/businesses that could use your skills

Using your connections is more than asking someone for a job. It is a way of finding out what's going on. It is about connecting with people to gather information. It is also about having the people connect you with the people they know. This process of gathering more information and meeting new people can then eventually lead to meeting the people who are in a position to hire you.

Another example of getting jobs through connections is by taking any job you can get in a company you want to work for. Once you are working there, you begin to develop relationships within the company. This could enable you to transfer into a better job when the time is right.



# LUNCH



# Day One

## Afternoon

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### Engaging People to Become Part of the Network



#### Exercise

*Ask each individual to say three more things that are positive about him/herself. Remind them that these examples will all come in handy in interview settings. This time, focus the positive statements on something which would relate to a particular job or work setting. Record answers on flip chart you already began with other attributes.*



#### Creating Positive Perceptions

How do you engage people to become interested in some aspect of your life? First we need to find out what attracts you to someone.

*Ask participants to generate ideas and record responses on flip chart.*



- appearance
- personality
- same problems
- similar interests
- curiosity
- sense of humor
- honesty
- similar situations

Many things attract people to each other. Developing networking relationships is similar to developing new friendships. It involves presenting yourself in a way which is positive. How a person talks, looks, shakes hands, makes eye contact, etc., all influence our opinions. When we meet a person for the first time, we form opinions right away. In fact, it is said that the initial impressions are made within the first 30 seconds to three minutes of meeting someone. We check out:

- How friendly they are
- If they are courteous
- If they are listeners or talkers
- If they smile
- If they have something you need
- If they show interest in us

Increasing the chances of creating a positive perception of yourself takes planning. You may begin by figuring out how you see yourself. Do you perceive yourself as the poor job seeker who will only get a job out of charity? Do you feel uncomfortable and unworthy of asking for assistance? This will come across when you meet people. You may not be able to have control over all aspects of how people perceive you, but you do have some control. You cannot control what others will do, say, or think, but you can control yourself and your presentation. You can strive to make a positive first impression. You may also know yourself well enough to know some of the bad first impressions you make. If you do, you may counter those with positive messages you plan to give off. Once again, while we cannot control everything, we can work on the first impressions we make on others.

## Exercise

*Hand out the "First Impressions" sheet. Each participant should complete one.*

## Overhead: First Impressions (exercise)



### FIRST IMPRESSIONS

|                                       |                                    |  |
|---------------------------------------|------------------------------------|--|
| <input type="checkbox"/> Thoughtful   | <input type="checkbox"/> Funny     | <input type="checkbox"/> Responsible     |
| <input type="checkbox"/> Calm         | <input type="checkbox"/> Happy     | <input type="checkbox"/> Outgoing        |
| <input type="checkbox"/> Impulsive    | <input type="checkbox"/> Friendly  | <input type="checkbox"/> Professional    |
| <input type="checkbox"/> Hard working | <input type="checkbox"/> Motivated | <input type="checkbox"/> Laid Back       |
| <input type="checkbox"/> Modest       | <input type="checkbox"/> Honest    | <input type="checkbox"/> Quick to answer |
| <input type="checkbox"/> Disorganized | <input type="checkbox"/> Polite    | <input type="checkbox"/> Organized       |
| <input type="checkbox"/> Mature       | <input type="checkbox"/> Serious   | <input type="checkbox"/> Conservative    |
| <input type="checkbox"/> Impatient    | <input type="checkbox"/> Nervous   | <input type="checkbox"/> Angry           |
| <input type="checkbox"/> Shy          | <input type="checkbox"/> Reserved  | <input type="checkbox"/> Ambitious       |
| <input type="checkbox"/> Casual       | <input type="checkbox"/> Lazy      | <input type="checkbox"/> Smooth talking  |
| <input type="checkbox"/> Energetic    | <input type="checkbox"/> Confident | <input type="checkbox"/> Immature        |
| <input type="checkbox"/> Patient      | <input type="checkbox"/> Silly     | <input type="checkbox"/> Formal          |

• WHICH WORDS BEST DESCRIBE YOU?

• WHAT DO OTHERS THINK?

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Boston, MA

Identify the items which you think reflect yourself best. Next, have a fellow participant evaluate you for the first impression you made on him/her. Now compare the two. Do they match? What is different? What is important to get from this exercise is that you may not realize how you come across. You may give off negative messages without knowing it, but now you can offset that first impression.

*If all first impressions seem to agree with individual self-assessments, then discuss them as a group. Does everyone agree with first impression summaries? Getting feedback from a group of individuals who have not known you long can provide accurate information on initial presentations.*

One thing everyone here needs to do is to help professionals, employers and others you meet get past any negative first (or past) impressions. Getting jobs through connections is more than just increasing the number of contacts you make with people in business. To make this process truly effective and lead to a good job, it is also about getting people to see you as someone who has talents and skills from which others can benefit. This may start by getting past seeing yourself as somehow unworthy of help. If you struggle to see yourself in a positive light, one trick which has worked for many, is to describe how others have seen you positively. For example, one could say "I've been described as motivated and hard-working. I have frequently received feedback commenting on my motivation in my performance

reviews." What this does is to offer positive statements without necessarily boasting. Most employers look to hire people who:

- fit in or get along well with others.
- are dependable.
- have skills and abilities to do the job.
- communicate interests in how they can help the company.

When meeting potential employers, think of ways to demonstrate the above in yourself. In this way you can begin to take control of the impressions you make.

Beyond knowing what first impressions you make, here are some basic rules for interacting that help to create a positive reaction.

### **Overhead: Rules of Human Relations**

- People enjoy pleasant interactions.
- Smiling only takes 14 muscles, frowning takes 72.
- People like to hear their names. It makes them feel good to be remembered.
- Remember the golden rule.
- Sound as though everything is a pleasure.
- Remember to offer thanks & praise.
- Try to avoid criticism or negatives.
- Remember others' feelings.
- Try to meet when they can. What goes around...
- Ask people more about themselves & wait to be asked before spending much time talking about yourself.

#### **RULES OF HUMAN RELATIONS**

- SPEAK TO PEOPLE
- SMILE AT PEOPLE
- CALL PEOPLE BY NAME
- BE FRIENDLY & SINCERE
- BE CORDIAL
- BE GENEROUS W/ PRAISE & CAUTIOUS W/ CRITICISM
- BE CONSIDERATE
- BE HELPFUL
- LISTEN





## **Asking For Help, Are You Comfortable With It?**



Has a total stranger ever approached you to ask for directions or for the time of day? Did you feel put out by having to provide help or information to that person? Remember, you just helped a total stranger, but it was not a problem. In fact, in most instances, it makes you feel good to have positive interactions with people. If this is true of strangers, imagine what it is like when there is a connection between the people.

Asking directly for help and getting individuals interested in your career goals does not have to be the same thing. You can inform people you know about your interests without asking for help. Informal conversations around your goals can ultimately lead to an offer of assistance from a casual acquaintance or complete stranger. Also talking to people with whom you feel comfortable about your goals may not always lead to an action response, but these people may link you to someone they know who has interests/connections/skills which could be of assistance to you.

So you now have a list of people who are in your network, but you are still feeling uncomfortable about asking them to help you find a job. In general, most people feel good about being asked for help. In many ways being asked for help is a compliment. It is an indication that the person thinks highly of you. What keeps people from asking the people they know for help? It is not a lack of the right words because people basically know what to say.

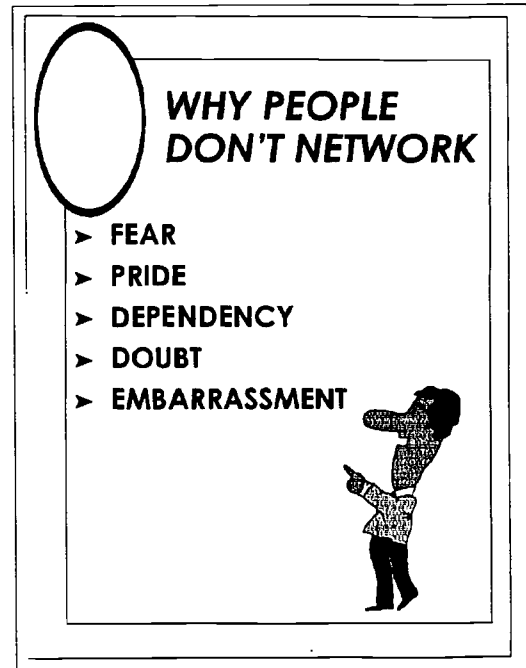
*Ask the group for some of the reasons they (or others) may hesitate to ask for help. Also ask if anyone has ever been asked by a friend or family member for help in looking for a job.*

Some of the common reasons people feel uncomfortable about asking are listed on this next overhead.

## Overhead: Why People Don't Network

- You are scared. What's the worst that could happen?
- You don't feel comfortable asking for help or don't want to feel like you owe someone for helping you.
- Asking for help is something "weak" people do.
- You believe you are not worthy of help from others. Remember, unemployment is a temporary condition, not a character flaw!
- You feel foolish asking for something you should be able to do yourself. We all need help sometime.

The more you ask for help, the more comfortable you will get with it. One suggestion is to try to imagine the worst case of what will happen when you ask for help.



*Ask for an example of when someone turned them down. What happened?*

Generally speaking, the outcome will be better than your worst fears. Remember, people often will be flattered by your call. If a reasonable request for assistance is made, most people will try to offer help. Here are some helpful things to remember:

## Overhead: Keep in Mind....

- People choose whether or not to help.
- Rather than being a nuisance, it is often an ego boost to be in a position to help others.
- Most people use personal contacts when conducting a job search. It is not just people with disabilities who need assistance. Even though you use a human service professional, when it comes to getting a job, the more people helping, the better.

Some suggestions for making this easier for you to begin are:

### KEEP IN MIND

- YOU HAVE THE RIGHT TO ASK FOR HELP
- PEOPLE LIKE HELPING
- WE ALL NEED HELP SOMETIME

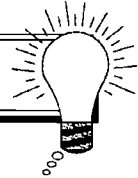


## Overhead: Making It Easier

- If you feel you want or need some support, bring someone.
- A familiar face may be a comfortable way to begin.
- Start with someone with whom you have less to lose.
- Some settings are easier than others. For example, a person on your bowling team may talk to you during practice.
- Try to meet in person. This will help to have a longer conversation.

### MAKING IT EASIER

- BRING SOMEONE WITH YOU
- START WITH SOMEONE YOU KNOW
- SOMEONE WHO DOES NOT MATTER
- PICK A COMFORTABLE SETTING
- TALK IN PERSON (NOT PHONE)



## Exercise

Take a few minutes and try turning to the person next to you. Ask him/her for a favor. Request a time to sit down together to discuss the job you are interested in. Each person should practice this.

*Take some time to discuss what felt comfortable/uncomfortable.*



## So What Do I Say To My Contact When I Ask For Help?

### Overhead: Make the Initial Contact

- Everyone in your network should know you are looking for a job.
- Tell people the type of work you are interested in and other pertinent information, such as location, hours, etc.
- See if your contact can refer you to someone else working in this field.
- Try to have the person introduce you to the contact, or call the person prior to your calling.
- Keep lots of these on hand.
- Try to expand your contacts. Always ask if the person can refer you to someone else.
- It is polite to ask.

It is best to assume that not all contacts are going to have specific leads or suggestions. Some will do little to help you, so be prepared

### ***Make The Initial Contact***



- ☑ Let Everyone Know
- ☑ Describe What You Are Looking For
- ☑ Does Connection Know Anyone Who Works In That Field / Type of Business
- ☑ Will They Call / Can You Use Their Name?
- ☑ Hand Out Resume / Cover Letter
- ☑ Ask For Other Contacts Who Could Be Helpful
- ☑ Ask To Keep In Touch

for disappointment, but remember, each contact could have helpful ideas and suggestions as well. Don't let fear of disappointment prevent you from taking the initiative to talk to a contact.

In dealing with a typical contact, that is, someone who is not in a position to hire you, ask the person if they, or anyone they know, works in places which might have the types of jobs in which you are interested. You should also ask if they know anyone else with whom you might talk. This could be someone who knows a lot of people and businesses in the community who might be willing to talk with you. If your contact has no leads for you but seems genuinely interested in helping, ask if you could leave your resume and call back in a few days just in case he/she thinks of anyone. Send a simple thank you card to anyone who gives you any kind of information or lead.

Eventually, once you make enough of these contacts, it will lead to someone related to businesses which might have employment opportunities now or in the future. Once you are talking with this contact person, you want to give the person more details about your skills, interests and experiences. Unless the person volunteers information about a specific job, **don't ask about job openings at this point.** Instead, try to **get information about the company, types of jobs they have, people they employ, working conditions, and who would be good people to talk with** (unless this person hires new employees). Many times you will need to go through several sets of connections to get to the person who is in a position to consider you for employment. Through each connection, make sure you thank the person for his/her time and **follow-up with a thank you card.** Also, ask the individual if you may use their name as a reference in making further connections. Always ask about other people who might be helpful, and seek help in making the initial contact with that suggested person.

*Hand out "Contact Sheet" and "Job Lead" forms. Explain that these may be helpful in organizing this process.*



A few things to remember in making those contacts:



## Overhead: Dealing With Contacts - Helpful Hints

- Present the **name of your contact** as you explain why you are calling
- **Ask if it is a good time to talk** before you say anything else. If it is a bad time, ask when would be a convenient time to call back.
- If you have a **resume, offer to mail or fax** it to the person before or after you speak with him/her.
- If you present better in person than over the phone, ask to set up a time to **meet with the person at their convenience.**
- If you arrange a meeting, **call the day before** (or that morning) to confirm the meeting. This reminds the person about your visit, and it allows the individual to think about the meeting's purpose. If the person has forgotten or mis-scheduled, it allows you to reschedule. This reduces the risk of catching the person off guard and as a result, less prepared to be receptive to you.
- Don't start off by asking directly for a job.
- Always ask **if you may keep in touch** with them about any possibilities which may come up or for other suggestions for you.
- **Leave** an extra copy of **your resume with everyone** and ask them to pass it to others who may be of assistance to you.

### DEALING WITH CONTACTS HELPFUL HINTS

- USE CONTACT NAME
- ASK CONTACT "IS THIS A GOOD TIME?"
- OFFER TO SEND A COPY OF RESUME
- ASK TO MEET AT CONTACT'S CONVENIENCE
- CALL TO CONFIRM MEETING 1 DAY BEFORE
- DON'T ASK FOR A JOB
- ASK TO KEEP IN TOUCH
- ASK CONTACT TO PASS RESUME ON TO OTHERS

In dealing with each contact, there are different rules. A request may seem reasonable to one contact; while the same request might feel like an imposition to another. In planning interactions, there are some basic questions to ask yourself. These are listed on the following overhead:

## Overhead: What is Reasonable to Ask?

- Do you know the person very well?
- Make sure that your requests are appropriate to the person; not everyone has authority to hire you.
- Is this request putting the person out?
- The more breaks, the less you ask. Is it a friend, or a friend of a friend of a friend?
- Some people offer more than others.



| WHAT'S REASONABLE TO ASK? |                                  |
|---------------------------|----------------------------------|
| <input type="checkbox"/>  | ✓HOW STRONG IS CONNECTION?       |
| <input type="checkbox"/>  | ✓CAN PERSON SAY YES?             |
| <input type="checkbox"/>  | ✓HOW MUCH HASSLE?                |
| <input type="checkbox"/>  | ✓HOW MANY BREAKS IN CONNECTION ? |
| <input type="checkbox"/>  | ✓HOW WILLING IS THE PERSON?      |

### Discussion

*Ask the group if anyone has ever made a cold call to a contact. Has anyone taken a tour? Any successes? Failures? Has anyone ever had an informational interview? Any suggestions of what works & what does not?*

If you are interested in setting up an informational interview, identify businesses or individuals with whom you would like to get connected. Inquire within your own network whether anyone has any contacts with those people or places. If they do, use your connections. If you do not have any contacts to a particular business, research the company, including identifying a person who is connected to a particular company. You should then call and ask if you can set up a time to talk with this person to find out more about the business. Whether you are working through your connections or through information you have researched, two points are important to remember.

**One:** Avoid asking directly for a job. Even if the person has job openings, don't ask. You will often get a no, and your aim at this point in your job search is to get to know people and share your interests, skills and experiences with them.

**Two:** Many job searchers use the strategy of informational interviewing to get their foot in the door. You may feel funny about calling employers to talk with them if they don't have a job available. You are not wasting their time! There are benefits to both you and employers for becoming involved in informational interviewing.

*Ask participants to brainstorm on the benefits of informational interviewing.  
Record them on the flip chart.*

### **Overhead: Benefits of Informational Interviews**

#### **(Job Seeker)**

- Contact makes you a known person. **It gives you an advantage.**
- Again, **you have already met them.**
- Allows **better potential for entry** into new positions, part-time and temporary work that is not always advertised.
- People working there may now **think of you as a prospective employee.**
- Gives you opportunities to meet people, **add to your network**, and develop new contacts through the person who is interviewing you.
- Provides more **leisurely interviewing.** You get a better chance to evaluate the company and the environment to see if it is worth pursuing.
- **Less stressful** than a regular interview. You may be able to present better and provide more information as a result.

#### **INFORMATIONAL INTERVIEWS BENEFITS TO JOB SEEKER**

- INCREASE CHANCE OF GETTING INTERVIEW
- HEAD START ON COMPETITION
- ALTERNATIVE ENTRY INTO JOB (PT, TEMP)
- FACE TO FACE CONTACT WITH PEOPLE
- INCREASE NETWORKING OPPORTUNITIES
- MORE LEISURELY THAN JOB INTERVIEW
- LESS STRESSFUL - MAY PRESENT BETTER

## Overhead: Benefits of Informational Interviews

### (Employer)

- **Meet potential employees** in a leisurely fashion, rather than during the busy time of intensive interviewing.
- **Add to a pool of potential applicants** who can fill open positions in the future, or who can be used for temporary or seasonal work.
- **Avoid costly and time consuming advertising and interviewing** for positions by filling them with people they have already met.
- Meeting new people who offer interesting skills or experiences can help employers **identify employment needs** or rethink how they currently use their employees' skills and time.
- Provide a **nice break from the routine** of day-to-day work to talk with someone new, or to assist someone in furthering his/her career.
- **No risk** because you may find a good person for the future, but you don't have to hurt anyone's feelings by turning them down now.

### INFORMATIONAL INTERVIEWS BENEFITS TO EMPLOYERS

- MEET IN A LEISURELY FASHION
- ADD TO APPLICANT POOL FOR FUTURE
- SAVE MONEY ON ADVERTISING /INTERVIEWING
- RETHINK USES OF STAFF / FUTURE NEEDS
- BREAK FROM NORMAL WORK ROUTINE
- NO RISK: 1. MAY FIND GOOD PERSON  
2. NOBODY GETS HURT

The goal of our making connections with people is to reach someone closer to an actual employer and potential jobs.



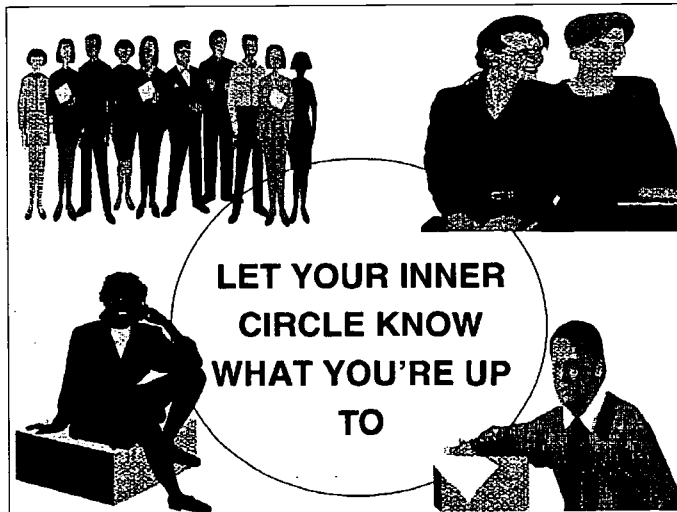


## Broadening Your Network



### Overhead: Let Your Inner Circle Know....

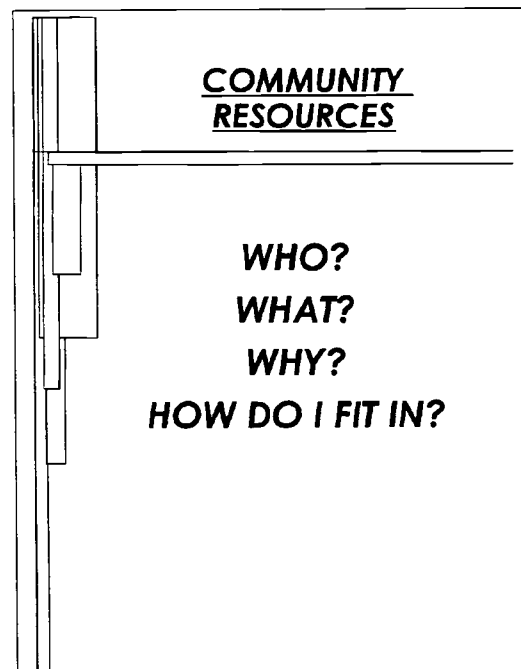
Remember, communication with people is key!



### Overhead: Community Resources

People will vary in terms of how large their personal networks are. Whether we have two or twenty, our personal contacts are often not enough to get us the job we want. But ours can lead us to more connections (and those connections to more connections) until we have a broad enough network to lead us to potential jobs. So how do you go about broadening your network?

*You could have the group brainstorm here on ways in which to broaden your network. Record answers on a flip chart.*



## Overhead: Tips On Broadening Your Network

- We have already shown that this can only serve to **help you make more contacts.**
- **Let everyone** in your network **know** that you are looking for a job.
- **Ask for referrals.**
- **Their call can improve the connection for you.**
- **It is important to have permission and important to use a contact name.**
- **Have a resume** handy at all times to give to people who show any interest. Ask them to pass it on to others.
- **Volunteer or take a temporary job** in places that have jobs which interest you. This will introduce you to more people who may have other connections or suggestions.
- **Join clubs, activities, organizations, church** and other groups that will help you meet other people.

### TIPS ON BROADENING YOUR NETWORK

- INFORMATIONAL INTERVIEW
- LET EVERYONE KNOW YOU'RE LOOKING
- ASK IF THEY KNOW ANYONE IN THE AREA
- HAVE THEM CALL PERSON / INTRODUCE YOU
- MAY YOU USE THEIR NAME
- HAVE RESUMES HANDY ALWAYS
- VOLUNTEER OR DO TEMP WORK
- JOIN CLUBS, ACTIVITIES, ETC.

Once you have located a place in the community where you would like to work, find out whom to connect with and how you can be of service even if they are not hiring right now. Remember, when opportunities present themselves at most places of business, people who are in sight and mind are most often considered.

To those who have an idea of the work they wish to do but cannot identify one single location at which to work, trying the above approach can still be effective. If you make yourself known as a helpful worker for one site, they may be in a position to introduce you to other opportunities. Becoming a positive known person can pay off in the long run.

Having connections is good, but most of us need to work on expanding them because we don't have a family who own a business, or neighbors who can hire us for jobs we want. Searching for a job through connections takes persistence. One thing that will make your efforts more productive is to focus on trying to meet people who have lots of connections themselves, and who are good at helping other people

make connections. That is the reason you not only ask the people you know if they can help personally, but also ask if they know anyone who might be helpful to you as well. These resources can be a gold mine that not only helps in finding a job now, but can be a great resource for the future. The connections that help most people get jobs are not the people in the job seeker's close circle (parents, relatives, close friends). Rather, they are the casual contacts such as neighbors, former co-workers, and connections you have made through people you know. To benefit from this method of searching for a job, you need to continually work at expanding your network.

Making, expanding, and using your contacts to get a job requires that you make it a part of your everyday routine to talk to people on line at the grocery store, to neighbors as you walk home, and to others waiting in the dentist's office. Always ask everyone you know and meet what they do! This is not intrusive. People like to talk about themselves and what they do. You never know when you will meet someone who is in a position to offer you assistance or information. Making networking a part of your everyday life includes schmoozing.

## **Discussion**

Engaging people and broadening networks involves an ability to talk with people, but more importantly, to be an effective schmoozer. Can anyone define schmoozing? What makes a good schmoozer?

*Write some responses on a flip chart.*

Some people are born socializers, others have a more difficult time being outgoing. Developing a network requires that an individual reach out and talk to people. Schmoozing skills can be developed.

## Overhead: The Art of Schmoozing

- Talk about anything.
- Be available.
- Look like you enjoy the interaction.
- Don't just talk, get others to.
- Keep the conversation light and pleasant.
- Be sincere.
- Get to know the person.

### THE ART OF SCHMOOZING

- SMALL TALK
- BEING FLEXIBLE
- HAVING FUN
- LISTENING
- HAVING A SENSE OF HUMOR
- PLACING A VALUE ON RELATIONSHIPS
- ASKING PEOPLE ABOUT THEMSELVES



## Overhead: Keep Schmoozing

- The more people you know and talk to, the more you can learn.
- Let people know what you want.
- People who network have many sources of information.
- People may help you along the way.
- Some ideas may come up which you did not think about. Don't reject them. Think about them.
- You never know who it will be.

### KEEP SCHMOOZING

- TALK TO MANY PEOPLE AS POSSIBLE
- SAY THE TYPE OF JOB YOU DESIRE
- SEEK OUT NETWORKS & SCHMOOZERS
- LOOK FOR ALLIES/ADVOCATES
- BE WILLING TO SAY YES TO HELP/IDEAS
- IT COULD BE ANYONE THAT HELPS



## Exercise

We have discussed ways in which to reach out to contacts and expand upon existing relationships. Take another look at your networking exercise. Are there names which need to be added to the list?

*Have participants work on expanding their network trees. Promote discussion and help within the group on who they added to give ideas to others.*



Try to add to the current list and begin to think about community resources which tie more to your particular field of interest. Again, you are not just looking for contacts to hire you. You are trying to find people who may know about the field or know others working in the field.



## Discussion

If you are going to have an interview, additional company information may be helpful.

*Ask what strategies people have used or could think of to get information about a business. Record them on a flip chart.*

### Overhead: Research Before The Interview

- **Read company brochures.**  
They can be sent to you or you can pick them up.
- Call and ask for a copy of the **annual report**. This is a public document.
- Take time before, during or after you interview to **talk with current employees**. Ask if they like their jobs, if they know of good people to connect with in the company, etc.
- **Talk to the competition**  
(businesses who do the same kind of work).
- In addition to the informational interview, ask for a **tour**. You gather more information this way because you see the worksite. It also allows you to meet more people.
- **Read the bulletin board** while there. If you don't take a tour, visit as a customer.

#### RESEARCH BEFORE THE INTERVIEW

- COMPANY BROCHURES
- ANNUAL REPORT
- TALK TO EMPLOYEES
- TALK TO COMPETITION
- TAKE A TOUR
- READ THE BULLETIN BOARD

These strategies are both effective for finding information about a company as well as for gathering information prior to an interview. Not every strategy will work for every business. For example, you can take part in a public tour of a museum or walk around a retail store prior to an interview, but this would be more difficult to accomplish in an insurance company. Through all these strategies, the aim is not as much to gather factual data, as it is to get names of potential contacts, meet new people directly, identify potential allies or advocates who may take an interest in you, and broaden your overall network. Remember, getting a job takes time and effort!!

**Even in talking with a person who is in a position to hire or influence the hiring decision, it is advisable to avoid asking right away about whether there are openings, or if they would consider hiring you.** The main reason is that it is easy to get a quick no before they have a chance to get to know you. You want to make sure that you have an opportunity to present what you can offer. Instead of asking about a job opening, **spend time asking them questions about their business and specific projects, what they look for in potential employees, and what they anticipate their future needs to be.** In asking these questions, you may obtain valuable information, not only about potential jobs, but also about the people themselves and what is important to them. You may then present information about your skills, experience, and interests in a way that fits best with the information you just learned about the company.

In addition to asking the employer questions about the company, you want to have an opportunity to observe what is going on there. If possible, ask to be shown the actual work site. Observe closely, and talk to people along the way. You may find tasks that need doing, inefficient ways that tasks are being done, or particular parts of the company or a job that would suit your skills and experience well. To take best advantage of a tour, make sure you pay attention to the following:

## Overhead: Taking a Tour

- Is work piling up?
- What tasks appeal to you?
- Ask questions. People like to talk.
- Identify people for informational interviews.
- Look for someone who could help you.
- What jobs have lots of turnover, or many slots?

### TAKING A TOUR

- LOOK FOR JOBS THAT NEED DOING
- LOOK FOR TASKS MATCHING YOUR INTEREST & EXPERIENCE
- TALK WITH WORKERS
- IDENTIFY INTERNAL CONNECTIONS
- IDENTIFY POSSIBLE CHAMPIONS
- IDENTIFY EMPLOYMENT NEEDS

## Exercise

How can we find out about what businesses are in your community?

*Record ideas on a flip chart. Afterwards, put up this overhead.*

## Overhead: Other Sources

### OTHER SOURCES

- BUSINESS SECTION OF LOCAL NEWSPAPER
- UNEMPLOYMENT OFFICE
- PERSONNEL OFFICES OF COMPANIES
- VR OFFICE POSTINGS
- CITY, STATE & FEDERAL EMPLOYMENT OFFICES
- E.E.O. / AFFIRMATIVE ACTION OFFICES
- SPECIAL BUSINESS NEWSLETTERS



**BREAK**





## Keeping in Touch



Effective networking requires active outreach again and again. You will speak with many people you know and those you are referred to. **It is crucial that you keep in touch with people and follow-up with them.** This takes time, energy, and organization. As a general rule, follow-up with thank you notes immediately if possible. The longer you put off writing a note, the less likely it is to be sent. And a note loses its effectiveness if it takes longer than 5 working days to receive.

The goal is to keep in touch and maintain the involvement of people you connect with beyond the first contact. Try to personalize your contacts, so they make more of an impression, and stay in touch in a way that is persistent rather than pushy.

### Discussion

*Have people generate ideas for ways of keeping in touch. Record the list on the flip chart. Put the overhead up to supplement their ideas.*

### Overhead: Keeping in Touch

#### KEEPING IN TOUCH

- DATE BOOKS
- ROLODEX
- COMPUTER FILES
- HOLIDAY CARDS
- SAY HI
- ANNOUNCEMENTS
- NOTE BOOKS
- THANK YOU GIFTS (small)





## Creating A Network Without Becoming A Pest



### Exercise

What would be too pushy in dealing with a contact? What types of people turn you off? Would you be willing to help someone with that style?

*Have people pair off to practice interactions which are assertive, but not pushy or aggressive. Have them role play one as a job seeker, one as a network member. They should practice making requests of one another.*

As we have already discussed, one of the key elements of using connections to help you get a job is the ability to develop and maintain positive relationships with a wide variety of people. To do this, you need to be able to communicate effectively.

### Overhead: Communication Is:

- Being available & open to people, taking time to talk to the receptionist, neighbor, etc.
- Body language that communicates interest, asking questions, showing curiosity.
- Getting others to talk about themselves.
- Saying what you want positively and politely.
- Understanding that a person is busy, but this should not prohibit you from asking.

#### COMMUNICATION IS ...

- SCHMOOZING
- ACTIVE LISTENING
- ASKING QUESTIONS
- BEING CLEAR ABOUT WHAT YOU WANT
- UNDERSTANDING, NOT ACCEPTING

For this to work, you need to be able to communicate clearly and effectively about what you are interested in and what you want from that person. The more specific your request is, the higher the probability of getting what you want. At the same time, you don't want to be seen as a pest.

Here are some suggested ways to avoid becoming a pest, but still get what you want:

### Overhead: Not Being A Pest

- Be direct, but don't back the person into a corner. Can he/she say yes?
- Make reaction appropriate to offer.
- Good manners really do help.
- Always offer something in return.
- Use notes, cards, e-mail, etc.
- Make reasonable requests.
- Get back in touch whether it works or not (i.e., the idea went nowhere).
- Let them know good news.

### NOT BEING A PEST

- ASSERTIVENESS VS. ANGER
- BE THANKFUL, NOT GUSHY
- PLEASE & THANK YOU
- RECIPROCATE
- NOTES
- DON'T EXPECT TOO MUCH
- TELL THE GOOD AND BAD

### Exercise

*Hand out the "Listening Skills" sheet. Ask each participant to fill it out. Have people pair up and evaluate one another. Do the results match? What does this information tell each of us about ourselves? How might this information be helpful in our job search and future interactions with others?*

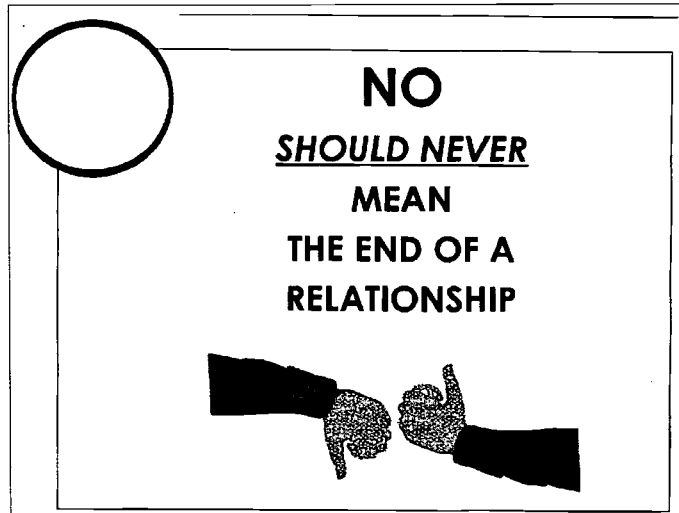


## Dealing with “No”

### Overhead: No Should Never Mean ...

Remember that receiving a “no” does not have to be the end of a relationship. It is important to keep in touch with employers that don’t hire you. They may have liked you a great deal, but just could not offer you a job right now. They can be good sources of other contacts and connections in the future. How helpful they will be in considering you for a job in the future or in making connections with other employers for you depends greatly

on how you handle getting the “no thank you” from them. Below are some suggestions of what to do (and not do) when an employer doesn’t hire you. Always listen carefully to what the employer says, don’t get defensive, and ask questions. As much as possible, you want this exchange to be positive and open for future opportunities to expand the network you can use.



#### Positive responses:

- What could I do differently next time?
- Do you have any suggestions of ways for getting this experience or skill?
- Is there someone else you suggest I speak with (inside or outside of the company)? May I use your name when I call this person?
- May I keep in touch with you about future job possibilities?

#### Responses to avoid:

- If you asked better questions, you would have hired me!
- Will you hire me next time?
- You are a @#\*, and the same goes for your mother!!





## Phone Scripts

### Exercise

*Hand out a copy of the "Phone Script" for making initial contact with one of the people in your network, or a connection through the person in your network.*

Remember, this is only a guide. You should feel free to make changes and personalize it, so you feel comfortable. If you already know what to say, don't use it at all. We include this for those of you who aren't sure what to say. The most important thing is to get started. Your comfort level and effectiveness will improve with time and practice.

*One trainer role plays by calling a group member to arrange an informational interview.*

*Now, have participants pair off. Each should try one or two of the phone scripts with the other person. Each individual should be as clear about the job objective as possible and use this information in the role play exercise.*

*Once the basic version is done, participants should work on ways to include small talk while promoting personality, interest and skill. Emphasize that they are promoting themselves in a positive way to someone they know, and be clear with that person that they are looking for a job.*



### Homework Assignment

*Introduce assignment that people will be expected to complete after the first day of training. Stress that one of the people that they contact should be someone they do not know as well as the other. Remind them that the phone scripts are there to help with this.*

For your homework assignment, you are going to have to get in touch with **two people** in your network. You can use the phone script we have given you to help you with this process. Your goal is to tell each person about your current job search. Try to arrange a meeting time with them or a contact of theirs who may be helpful to you in your search. You are trying to get ideas or suggestions from your contacts that may lead to other people, and eventually, to some potential job opportunities. We will be asking you to discuss how this went when we meet next time.

### **Tips About Making The Initial Contacts**

In making an initial contact, the goal is to identify ways the contact can be helpful to you in moving you further toward getting a job. This could include meeting with you to discuss your skills and experience, referring you to someone else in the company, or sharing other connections or information that will help you in your job search. In most cases, you will want to try to set up a time to talk with the person directly because **most people make a better impression in person than over the phone**. It is also **easier to interest the person in you**, and you are more assured of having their undivided attention when you meet in person. If this isn't possible, and you are going to talk over the phone, always ask if it is a good time to talk, and if it isn't, ask them to give you a good time to call them back.

Many times you will not get the person directly, but instead **you will get their secretary** or voice mail. If a secretary responds, always **leave a message** with your name, telephone number, why you called, a **good time to get in touch with you**, and let them know you will try them again as well. In addition, **use the name of the contact** if the person doesn't know you; it should move you up on their priority list. If you are leaving a message, ask simply for a chance to speak with the person. It is better to ask for a meeting when you are speaking directly with them. If a secretary asks why you would like to speak with the person, state politely that it is private business.

If during this initial contact, **the person volunteers information about a job opening**, **ask for a good person to contact** to find out more about the job. If possible, try to talk with someone **outside the personnel** department. If the person refers you to personnel, make sure you **get the name of a contact** there, and ask if you may use their name in making the inquiry. Otherwise, it is easy to become one of the many unanswered messages piling up on the desk of a busy personnel representative.

*As you break for the day, make sure that you have collected the "Fact Sheet" from each participant. Remind them to bring materials back with them for the next training.*





# **BREAK FOR THE DAY**



60

# Day Two

## Morning



### Follow-Up on Homework



#### Discussion:

*Ask for volunteers to share what happened when they asked someone to assist them in the job search. Questions for the group:*

- How did you approach the person? What did you say?
- How receptive was the person? Why?
- Was this harder or easier than you expected?
- Did you ask about a job opening directly?
- Is there anything you need to do now to follow up on this?
- What would you do the next time (same/different)?
- If you didn't contact someone, why not?



#### Exercise

*Ask individuals to say three more positive things about themselves. They should also give an example for each positive. These should be job related and specific to the type of job they want. Record this information on the attribute sheet.*





**BREAK**



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## Getting Ready, Psyched, & Prepared



We have finished more than half the training. We've talked about the importance of using connections in getting a job, you have identified your personal network, and we have discussed strategies for expanding your connections, as well as ways in which to enlist the help of your network in looking for a job. By the end of today, you will be prepared to go out and do it!! Now we will talk about ways to get yourself ready and psyched to use your connections in your job search.

### Getting Ready

To effectively use connections in your job search, you must be organized and clear in what you say to people as you get them involved. We have discussed and practiced how to approach someone initially and present yourself in a positive way. Now that you have your foot in the door, you need to be able to speak about what you have to offer.

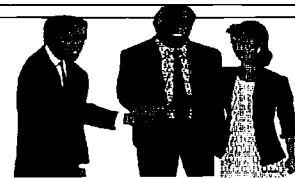
#### Overhead: Getting Ready

- Practice saying positive things about yourself; include interests and personality traits, skills, and experiences. You will get better at doing this the more you do it.
- Be prepared to tell the employer and potential relevant contacts what you have to offer.
- Work on them so you can present yourself in a positive way.
- Show confidence, motivation & enthusiasm.

**Remember: Unemployment is not a character flaw or a measure of self worth!!**



#### GETTING READY



- PROMOTE YOURSELF
- KNOW YOUR ASSETS
- KNOW YOUR WEAKNESSES
- BE YOUR BEST SELF !!!

## Preparing For An Interview

### Overhead: Preparing For An Interview

- Write down what you know about the job and review it.
- Be no more than 10 minutes early & **don't be late**. It's crucial to make a good first impression.
- Have your copies neatly organized and ready to offer.
- You are there to sell yourself.
- Relevant information is what they want.
- They want to know what you **can** do.
- You want to leave a good impression.
- It is okay to talk about the past if you have learned from it and can demonstrate changes in your present approach.

#### PREPARING FOR AN INTERVIEW

- HAVE PRE-WRITTEN JOB DETAILS
- KNOW TIME & LOCATION OF MEETING
- RESUME & REFERENCES READY
- 3-5 ASSETS
- ID RELATED SKILLS & EXPERIENCE
- PROJECT IMAGE OF CAPABILITY (ACTION VERBS, ACCOMPLISHMENTS)
- DON'T VOLUNTEER NEGATIVE INFO
- CONTRAST PAST WITH PRESENT

In searching for a job, you will often be in the situation where you need to respond to the "Tell me about yourself" request. This will happen as you start making and using connections through the people in your personal network, as well as in more formal interview situations with employers. It is a great opportunity to present yourself positively. You can discuss your experiences in a way which highlights your strengths and interests. People you talk with will have the information they need to assist you in your job search, and will be left with a good impression of you. To be prepared to seize this opportunity, it is important to practice. In answering the question "Tell me about yourself," be sure to include:

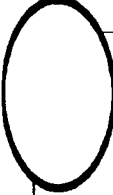


## Overhead: So Tell Me About Yourself

- What you can do relevant to what employer wants, e.g., computer skills.
- Keep these relevant to work, e.g., organized, self-starter.
- Non-work related interests, but limit it.
- Highlight things about yourself which demonstrate how you can benefit the employer, e.g., willing to work extra hours during a busy season.

Remember the focus is job related. Including personal or non-job related aspects of ourselves helps to present a fuller, more interesting picture (and make an interview or meeting more fun for the interviewer). Also,

non-work related aspects and accomplishments can help to highlight particular strengths and get others to see beyond your disability. Whether you are focusing on work or non-work aspects, this information needs to be presented in a way that ties it to what you have to offer that particular employer or company. It may be helpful to develop your own script for the "Tell me about yourself" interviews.



### SO TELL ME ABOUT YOURSELF

- ✦ SKILLS
- ✦ PERSONALITY &  
ATTRIBUTES
- ✦ HOBBIES & INTERESTS
- ✦ ORIENTED TO MEETING  
EMPLOYER NEEDS

### Exercise

*Have the group pair up. Each person will take 5 minutes and talk to one another about personality, interests and skills. Then have them introduce each other to the group. Directly after one person is through introducing the other, ask the person being introduced to comment on whether the introduction offered any additional information to what they had already identified about themselves in the training. If so, record it with other attributes on the flip chart.*





## **Creating Mutually Beneficial Relationships With Prospective Employers**



*Stress that everyone you talk to can become a part of your network. Then talk or brainstorm specifically about how to ask questions that will not lead to a "NO" response.*

### **Asking the Right Questions**

When you finally get the chance to meet with a prospective employer face to face, it is important not to ask questions that are going to cut the conversation short or close doors for a friendly and relaxed experience. Unless there is an open position available at the company, you should not directly ask for this or any job. Remember, as a potential employee, you want to learn as much about the company as the potential employer wants to learn about you. Take your time, be patient, and listen. Remember to be specific about what you want.

### **Exercise**

*Hand out "Questions For Contacts" sheet, and review it. Stress that these are a few suggested ideas. Participants should think about questions before they ask them.*

*Promote discussion around this sheet. Some dyad role playing here might be very useful. Reconvene, and do one for the group. Reinforce the network tree and how it keeps growing. Any phone call can lead to a new connection.*



## **How Much Do You Tell Your Prospective Employer?**

How much should you say about your disability in an interview? **The law clearly states that an employer is not entitled to information about your disability unless it directly relates to your ability to do the job or unless you choose to disclose the information.** For example, an employer cannot ask about your disability or diagnosis, about reasons for your being in a wheelchair, or for information regarding your hospitalization. **An employer is allowed to ask questions that relate to job responsibilities.** For example, one may ask a visually impaired person applying for a receptionist position how he/she would take messages, or an applicant for a file clerk position who is in a wheel chair how the person would operate the copy machine, and ask all applicants for a busy sales position how they would handle stress and customer complaints. These distinctions are pretty straightforward. When you are a job applicant with a disability and are trying to account for periods of unemployment, or know you will need certain supports or accommodations to be successful on the job, what and how much you say about your disability becomes less clear. If you have a "hidden" disability, such as mental illness, substance abuse, epilepsy or AIDS, what and how much to say becomes even more difficult because by drawing attention to your disability, you may lessen your chances of getting the job because of prejudicial attitudes. On the other hand, if you don't mention the disability, you can not get the supports or accommodations you may need or be protected by anti-discriminatory laws.

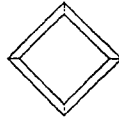
*Hand out the sheet "Disclosure of A Hidden Disability." Review these with participants.*

## Decision Tree: What To Tell?

Below are some questions you can ask yourself in coming to a decision about what to tell an employer regarding your disability.

### Overhead: Decision Tree: What To Tell...

- Do what feels right for your values. For some people, not saying is unbearable.
- Situational.
- The ADA says usually "NO" unless it directly affects your ability to do the job, or you need to request an accommodation.
- Lost job: yes. Medical: no.
- This will be different for all.
- What will happen if you are found out?



#### *DECISION TREE WHAT TO TELL?*

- ❖ PERSONAL ETHICS
- ❖ IS THE TRUTH BETTER?
- ❖ IS THE TRUTH RELEVANT?
- ❖ CAN THE FACTS BE CHECKED?
- ❖ EFFECT ON YOU PERSONALLY
- ❖ CONSEQUENCES

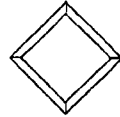
If you are not disclosing your disability, you want to make sure your reference does not inadvertently do so. Always know what kind of reference someone will give you before you use that person. One way to do this is to have someone else contact the reference. If you do choose to present information on your disability, it is usually preferable to present that information in person in order that you may gauge how the information is perceived and so you may address questions or concerns immediately. If you don't need any special accommodations and can receive adequate support outside of work, but you still feel it is important to let the employer know about your disability, you might want to consider disclosing your disability after you have been hired and/or pass any probationary period.

If you do choose to disclose your disability, the following are suggestions for presenting the information in a way that is most understandable to the employer. It also focuses on what you have to offer rather than on past or potential problems.

## Dealing Openly with Your Disability

### Overhead: Dealing Openly With Disability

- Discuss related skills you offer and not your disability.
- Tell what you are doing now, for example, i.e., volunteer, work, job search, school, etc.
- You want to be positive.
- Try not to use terms such as schizophrenia, quadriplegia, mental illness, or TBI, or even words like client, VR, or evaluation.



### **DEALING OPENLY WITH DISABILITY**

- ❖ DESCRIBE YOURSELF BY JOB QUALIFICATIONS  
(NOT DISABILITY)
- ❖ STRESS POSITIVE CURRENT ACTIVITY
- ❖ DON'T VOLUNTEER NEGATIVE INFORMATION
- ❖ AVOID MEDICAL TERMS OR JARGON

In speaking about yourself, try to connect problems with significant life events (such as “started having problems after my divorce or my parents’ death”). This may help people not familiar with disabilities to understand your situation better. For people with mental illness or substance abuse, this can also help people understand the disability in terms of a reaction to a specific situation, rather than reinforce the stereotype of always being “out of control”. **If you do tell because you need an accommodation of some kind, be prepared to make suggestions to the employer about what can be done.** This will put to rest employers' fears about major costs that might occur.

The following information gives you more ammunition to use if you do choose to discuss possible job accommodations with an employer.

## Overhead: Company Benefits for Accommodations (JAN)

A recent review of employers accommodating employees with disabilities done by the Job Accommodation Network (JAN), indicates positive outcomes for employers. JAN is an excellent resource to employers or for yourself. They can suggest accommodations for an employee with a disability. For more information about this, they may be reached at (800) JAN-7234.

### COMPANY BENEFITS FOR ACCOMMODATIONS (JAN)

- \$30 BENEFIT FOR EVERY \$1 SPENT
- \$735 - AVERAGE COST
- \$22,065 - AVERAGE BENEFIT
- IMPROVED HIRING/RETENTION
- REDUCED COST FOR:
  - TRAINING FOR NEW EMPLOYEES
  - WORKER'S COMPENSATION
  - OTHER INSURANCE

A final important note in discussing disclosure is whom you tell. This is, once again, a personal decision. Some people are uncomfortable about disclosure and feel that the fewer people who know, the better. Others feel the need to be honest with everyone. As a general rule, **not everyone needs to know**. If you are requesting accommodations, then there are individuals who must know in order to facilitate that process. Often, individuals disclose to the human resource person and a front line manager/supervisor. The choice of who else to tell will change over time. If there are negative stereotypes associated with hidden disabilities, it may be advantageous to establish oneself in the workplace and determine at a later time what further disclosure seems logical.



## **Discussion**

*Generate discussion around what approaches have been more or less successful for individuals. Generate a list on the flip chart.*



*(Hand out evaluation forms.)*



# LUNCH





# Day Two

## Afternoon



### Advocating For More Assistance From VR



As you know, looking for a job is hard work, and we all can benefit from assistance to reach our goals. Assistance from others in your search can roughly be divided into two categories:

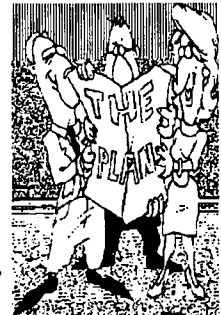
- Using your connections—people you know or are referred to.
- Understanding and using the formal system, including VR, Job Services, and the Mental Health system.

#### Overhead: Getting The Most from VR

- Give lots of input to your counselor.
- If you have clear ideas of what you want, make sure you state them.
- Everyone involved should know (e.g., counselor, placement person, job club leader).
- Don't be afraid to say what you want several times.
- If something is unclear, or doesn't seem right, ask the person for an explanation.
- Patience and understanding are good, but it is fair to have expectations.
- You have the right to appeal.

#### GETTING THE MOST FROM VR

- BE AN ACTIVE PARTICIPANT
- ASK FOR WHAT YOU WANT
- ASK DIFFERENT PEOPLE
- ASK MORE THAN ONCE
- ASK WHY
- UNDERSTAND, DON'T ACCEPT
- CLIENT ASSISTANCE PROGRAM



We have already discussed a number of strategies for asking assistance from people in your network. Most, if not all of you, are also involved with one or more public or private non-profit service agencies which also have responsibility for assisting you in finding a job. For your job search to be effective, you want to combine the strategies of using your connections as well as using all the services and supports available to you from public and private agencies Here are some suggestions.

*Hand out the "Placement Plan" sheet and talk it through.*

To have the service system work effectively, you need to be in the "drivers seat." Using our "Placement Plan" and getting VR staff, family, friends, and other allies involved in what you want, will help ensure that you do not receive mixed messages or responses to what you say. Asking for meetings to discuss the progress of your plan with the different players in your network (together at the same time) will make this process work. Developing and maintaining relationships with key individuals in the rehabilitation system can get you the services and supports you need to get and stay employed.





## Using Legal Protection In A Non-Adversarial Way



There are laws that protect people with disabilities from overt discrimination in employment. There are avenues open to you when you encounter discriminatory practices. The Americans with Disabilities Act (ADA) is extremely important to the civil rights of individuals with disabilities. It does not, however, guarantee anyone a job. While it is important to have a clear understanding of the ADA and how it works and affects you, using it as a tool to get employers interested in hiring you will most likely not work. Also, many employers do not understand enough about the ADA and often consider it a threat when it is brought up in a hiring process. This sheet on the ADA summarizes the law as it applies to employment.

*Give people the "ADA Fact Sheet". Review and discuss it. Allow for questions.*





**BREAK**





## Collective Brainstorming/Networking



### Exercise

*Refer back to the employment goals each individual stated on day one, as well as the skills and attributes listed over the two days. The group should generate ideas for each individual. Try to come up with three steps for each participant. Record information on the flip chart. Ask people to refer to their network trees and start sharing information. Stress that this is a good time to exchange telephone numbers, names, etc., as all of the participants have become a network. You may want to give each participant the brainstorming flip chart to take home.*





## Closure On Training



It is our hope that these days of training with us have moved you closer to being a networker. You have the tools, as well as specific next steps to take. Now it is up to you to try using this information.

In closing, the following overhead summarizes what it takes to be a good networker.

### Overhead: Characteristics of an Effective Networker

- Be available to people, listen to ideas with an open mind.
- Organize yourself & be prepared.
- Keep moving toward your goal.
- Take charge, make things happen.
- Allow give & take. Do for others too.
- Don't give up. Keep trying.
- Nerve. Going out on a limb and being willing to ask for something.
- Small talk, be friendly, and try to enjoy each interaction.

#### CHARACTERISTICS OF AN EFFECTIVE NETWORKER



- OPENNESS & FLEXIBILITY
- PRO-ACTIVE THINKING
- GOAL ORIENTATION
- EMPOWERMENT
- RECIPROCITY
- PERSISTENCE
- CHUTZPAH
- SCHMOOZING



Thank you all for participating. Best of luck in your searches. Keep in touch.

*Personally thank and shake hands with each participant in the training.  
Collect the training evaluations.*



# **Appendix A**

---

# **Handouts**

## Fact Sheet—Network Training

NAME: \_\_\_\_\_  
FIRST LAST

ADDRESS: \_\_\_\_\_  
STREET

\_\_\_\_\_  
CITY STATE ZIP CODE

PHONE #: \_\_\_\_\_

### ETHNIC IDENTIFICATION (Optional)

- White       African-American       American Indian  
 Latino       Asian-American       Other \_\_\_\_\_  
SPECIFY

Is it okay if we contact you sometime after this training? We would like to see how you are doing and ask how this training has either helped or not helped you.

- Yes, you may contact me.       No, please do not contact me.

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

Thank you very much.



## Agenda

### DAY 1 - MORNING

- \* Review of goals of the training
- \* Employment objectives
- \* Tapping the hidden job market
- \* *BREAK*
- \* Identify components of an effective career development network
- \* Identify individuals who may be helpful in a personal job search

### AFTERNOON

- \* Engaging people to become part of the network
- \* Asking for help
- \* Broadening your network
- \* *BREAK*
- \* Strategies for keeping in touch
- \* Creating a network without becoming a pest

-continued on other side-

**Agenda, *continued***

**DAY 2 - MORNING**

- \* Follow-up on homework
- \* *BREAK*
- \* Getting ready, psyched, and prepared
- \* Creating mutually beneficial relationships with potential employers
- \* Presenting yourself in the best light

**AFTERNOON**

- \* Advocating for more assistance from service providers
- \* Using legal protection in a non-adversarial way
- \* *BREAK*
- \* Action plans
- \* Closure on training

## **Best/Worst Job**

- 1. What is the best job you ever had?**
- 2. How did you get that job?**
- 3. What is the worst job you ever had?**
- 4. How did you get that job?**
- 5. What would be your ideal job?**
- 6. Why would that be ideal for you?**
- 7. What job are you looking for now?**

# THINK POSITIVELY

Nine positive things about you.

| anything good | work related | skill related to the job |
|---------------|--------------|--------------------------|
|               |              |                          |
|               |              |                          |
|               |              |                          |

Give one example to demonstrate each attribute

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_

# NETWORKING EXERCISE

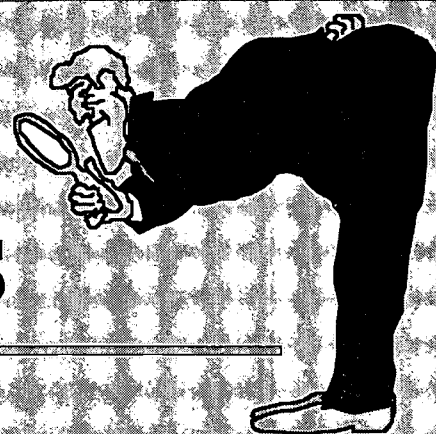
**Family**

**Friends &  
Neighbors**

**Past jobs:  
Supervisors,  
Co-workers**

**Groups:  
Religious,  
Support, etc.**

**Services:  
Professional,  
Restaurants,  
Stores, etc..**



# FIRST IMPRESSIONS

- |                                       |                                    |  |
|---------------------------------------|------------------------------------|--|
| <input type="checkbox"/> Thoughtful   | <input type="checkbox"/> Funny     | <input type="checkbox"/> Responsible     |
| <input type="checkbox"/> Calm         | <input type="checkbox"/> Happy     | <input type="checkbox"/> Outgoing        |
| <input type="checkbox"/> Impulsive    | <input type="checkbox"/> Friendly  | <input type="checkbox"/> Professional    |
| <input type="checkbox"/> Hard working | <input type="checkbox"/> Motivated | <input type="checkbox"/> Laid Back       |
| <input type="checkbox"/> Modest       | <input type="checkbox"/> Honest    | <input type="checkbox"/> Quick to answer |
| <input type="checkbox"/> Disorganized | <input type="checkbox"/> Polite    | <input type="checkbox"/> Organized       |
| <input type="checkbox"/> Mature       | <input type="checkbox"/> Serious   | <input type="checkbox"/> Conservative    |
| <input type="checkbox"/> Impatient    | <input type="checkbox"/> Nervous   | <input type="checkbox"/> Angry           |
| <input type="checkbox"/> Shy          | <input type="checkbox"/> Reserved  | <input type="checkbox"/> Ambitious       |
| <input type="checkbox"/> Casual       | <input type="checkbox"/> Lazy      | <input type="checkbox"/> Smooth talking  |
| <input type="checkbox"/> Energetic    | <input type="checkbox"/> Confident | <input type="checkbox"/> Immature        |
| <input type="checkbox"/> Patient      | <input type="checkbox"/> Silly     | <input type="checkbox"/> Formal          |

- WHICH WORDS BEST DESCRIBE YOU?
- WHAT DO OTHERS THINK?

BEST COPY AVAILABLE

## Job Lead Form

(Fill out one of these for every contact or lead)

Company name \_\_\_\_\_

Phone number \_\_\_\_\_ FAX number \_\_\_\_\_

Street address \_\_\_\_\_

city, state, zip \_\_\_\_\_

Where was lead found? \_\_\_\_\_

Job Title \_\_\_\_\_

Contact Person \_\_\_\_\_

Job Duties & Responsibilities \_\_\_\_\_

Full-Time or  Part-Time

Hours \_\_\_\_\_

When is job available?  Immediately or

How should I apply?  Send letter & resume  Go in & fill out application

Other \_\_\_\_\_

### Below: Record everything you did about this lead (see example)

| <u>DATE</u> | <u>WHAT YOU DID</u> | <u>RESULTS</u>                                    |
|-------------|---------------------|---|
| 9/1/96      | Called on lead      | Told to send letter & resume. Mailed them 9/2/96. |
| _____       | _____               | _____   |
| _____       | _____               | _____   |
| _____       | _____               | _____   |

## Contact Sheet

*(Fill out one of these for every contact or lead)*

|                    |                           |       |
|--------------------|---------------------------|-------|
| contact name       | phone number              | FAX   |
| street address     | city                      | state |
| contact's employer | contact's job or position |       |

1. Could you tell me a little about what you do as a \_\_\_\_\_ ?  
job title

Briefly discuss your career goals/directions. Discuss the experiences leading you to this direction. Discuss your strengths supporting your pursuits in this direction.  
**Be Positive!**

2. Do you know of any opportunities in my field?

3. Could you recommend any people who might be helpful for me to talk with about my career goals?

|      |            |         |       |
|------|------------|---------|-------|
| name | occupation | company | phone |
| name | occupation | company | phone |

4. May I tell these people that you have suggested that I speak with them?  
 Yes     No

5. Do you have any suggestions for me as I pursue work in this field?



## Phone Scripts

### Calling Someone You Know Well

Hello, \_\_\_\_\_ this is \_\_\_\_\_ calling. How are you?  
*person's name* *your name*

I am calling because I am looking for work in the \_\_\_\_\_ field.  
*type of work*

I have experience. I worked at \_\_\_\_\_ as a \_\_\_\_\_.  
*company name* *job title*

I am trying to get the names of people who may know of opportunities in this area.

I would also love to get to tour a facility.

Could you suggest any people with whom I should meet or talk?

**If person says no—**

Can you offer me any advice in my job search?

*Thank you very much. I appreciate your time. Good-bye.*

## Phone Scripts

### When Calling Someone You Are Referred To

Hello, my name is \_\_\_\_\_, \_\_\_\_\_ suggested I give you a call. How are you today?  
*your name* *Person who gave you the contact*

I hope that I am not calling at an inconvenient time.

***If it is, arrange another time to talk or meet.***

I am interested in working as a \_\_\_\_\_, and I am interested in speaking with people to learn about any opportunities in this area.  
*job title*

I would also love an opportunity to be able to tour some facilities to learn more about this area.

Would you have any suggestions for me?

Could you suggest any people for me to speak with?

*Thank you very much for your time. Good-bye.*

## Phone Scripts

### Calling Someone—You Have No Specific Job In Mind

Hello, My name is \_\_\_\_\_, \_\_\_\_\_ suggested I  
*your name* *Person who gave you the contact*  
give you a call. How are you today?

I hope that I am not calling at an inconvenient time.

*If it is, arrange another time to talk or meet.*

I am interested in exploring opportunities in the \_\_\_\_\_.  
*name the general field area*

I am interested in learning more about various positions.

Would it be possible to arrange a tour of your facility, and perhaps discuss some opportunities?

*If the person says no—*

Can you offer me any advice in my job search?

*Thank you very much. I appreciate your time. Good-bye.*

## Are You A Good Listener?

Read through the following statements and rate yourself. Then have someone who knows you do it too. Compare the two answers.

**Use the following to rate yourself.**

**1. Never    2. Seldom    3. Half of the time    4. Most times    5. Always**

| <i>Do You.....</i>   | <i>Rate Yourself</i>     | <i>Someone Rate You</i>  |
|--|--------------------------|--------------------------|
| Give people a chance to talk?                                      | <input type="checkbox"/> | <input type="checkbox"/> |
| Interrupt often?   | <input type="checkbox"/> | <input type="checkbox"/> |
| Look at the person who is talking?                                 | <input type="checkbox"/> | <input type="checkbox"/> |
| Doodle or read when someone speaks?                                | <input type="checkbox"/> | <input type="checkbox"/> |
| Pace or fidget when someone speaks?                                | <input type="checkbox"/> | <input type="checkbox"/> |
| Ask "why" a lot?   | <input type="checkbox"/> | <input type="checkbox"/> |
| Try to finish the point before the person does?                    | <input type="checkbox"/> | <input type="checkbox"/> |
| Ask questions about something that was just talked about?          | <input type="checkbox"/> | <input type="checkbox"/> |
| Argue with everything others say?                                  | <input type="checkbox"/> | <input type="checkbox"/> |
| Take what the person is saying and talk about your own experience? | <input type="checkbox"/> | <input type="checkbox"/> |
| Often offend people with your jokes?                               | <input type="checkbox"/> | <input type="checkbox"/> |
| Look at your watch or the clock when listening?                    | <input type="checkbox"/> | <input type="checkbox"/> |
| Start your answers by saying, "I"?                                 | <input type="checkbox"/> | <input type="checkbox"/> |

## Questions For Conversations With Contacts

*Keep questions open ended. Avoid “no” questions. Try to follow-up “yes” questions to get more information.*

### **GUARANTEED “NO” QUESTIONS:**

- Will you hire me?
- Do you know anyone who will hire me?
- Do you have any idea what kinds of jobs I can do here?
- Would you like to speak with my counselor?

### **“YES” QUESTIONS:**

- Do you know anyone I might contact for more information?
- Is this a good organization to work for?
- Would it be possible to arrange to take a tour of this facility?

### **OPEN-ENDED QUESTIONS:**

- I would like to learn more about your company. When would be a good time for me to come in to do so?
- Who would you recommend I speak with to learn more about this work?
- Who would you recommend I speak with to learn more about this company?
- What types of jobs do you frequently find are needing to be filled?
- What is a typical day like for you here?

## Disclosure Of A Hidden Disability

### Some Pros

1. Reduction of stress. Many people report that "hiding is more stressful than telling." Disclosing also makes it easier, if the need arises, to discuss accommodations.
2. Immediate knowledge of the environment you will be in. You will have "cleared the air" and will know what to expect.
3. Release from the worry that a past employer or reference might inadvertently "drop" the fact that you have a disability.
4. Full freedom to examine and question health insurance and other benefits. For certain disabilities, if a medical examination is required, you will not have to worry about passing it.
5. Freedom to communicate with your employer should you face changes in your condition.
6. Disclosure may make you feel more "comfortable." That word is the real key to the issue of disclosure.

### Some Cons

1. Bad past experience(s): rejection or loss of a job because of the disability.
2. Fear of being placed in a "dead-end job."
3. Fear of being an object of curiosity.
4. Fear that if something doesn't go right, it will be blamed on the disability.
5. Fear of being "different."
6. Mostly, just fear of not getting the job.

### Rules For A Good Disclosure

1. Script your disclosure. Write it down and have it critiqued. Run through it with friends who are employers, with people in the working world.
2. Rehearse your disclosure script until you feel comfortable and good about it, not only with your lips, but with your body language.
3. When you prepare your script, avoid being too clinical or too detailed. It may be of great interest to you, but the interviewer wants to know only three things: will you be there; can you do the job as well or better than anyone else; will you be of value to the company?
4. Remember your script and be positive about your skills and abilities. The more positive you are, the more you will convey that you are you and "just happen to have a disability." Conversely, the more you discuss your disability, the more important it will become in the employer's mind.

**The Bottom Line: you and the employer must both feel comfortable.**

*Taken from the Summer 1985 issue of "Inside MS." Multiple Sclerosis Society.*

# Placement Plan

Name \_\_\_\_\_ Job Goal \_\_\_\_\_ Date \_\_\_\_\_

I have the following skills, experience, & personal qualities for this job:

\_\_\_\_\_

Counselor will: \_\_\_\_\_

I will: \_\_\_\_\_

Job developer will: \_\_\_\_\_

Should someone:      1) Contact the employer before the interview?    yes    no  
                                 2) Contact the employer after the interview?    yes    no  
                                 3) Go to the interview with you?    yes    no

If "yes" to any of these questions, who will do it? \_\_\_\_\_

How often should you see the:

Counselor? \_\_\_\_\_

Job Developer? \_\_\_\_\_

Which employers should be contacted now? \_\_\_\_\_

Which employment resources should be contacted now? \_\_\_\_\_

When will this Plan be looked at again? \_\_\_\_\_

\_\_\_\_\_  
Applicant signature

\_\_\_\_\_  
Counselor signature

\_\_\_\_\_  
Job Developer signature

## ADA Fact Sheet

Under the Americans with Disabilities Act of 1990, it is unlawful for employees to discriminate on the basis of disability against qualified individuals with disabilities in regard to:

- Recruitment, advertising, and job application procedures.
- Hiring, upgrading, promotion, award of tenure, demotion, transfer, layoff, termination, right of return from layoff, and rehiring.
- Rates of pay or any other form of compensation and changes in compensation.
- Job assignments, job classifications, organizational structures, position descriptions, lines of progressions and seniority lists.
- Leaves of absence, sick leave, or any other leave.
- Fringe benefits available by virtue of employment, whether or not administered by the organization.
- Selection and financial support for training, including: apprenticeships, professional meetings, conferences and other related activities, and selection for leaves of absence to pursue training.
- Activities sponsored by an employer, including social and recreational programs.
- Any other term, condition, or privilege of employment.

Based on U.S. Equal Employment Opportunity Commission's 29 CFR Part 1630 Equal Employment Opportunities for Individuals with Disabilities Final Rule, July 26, 1991

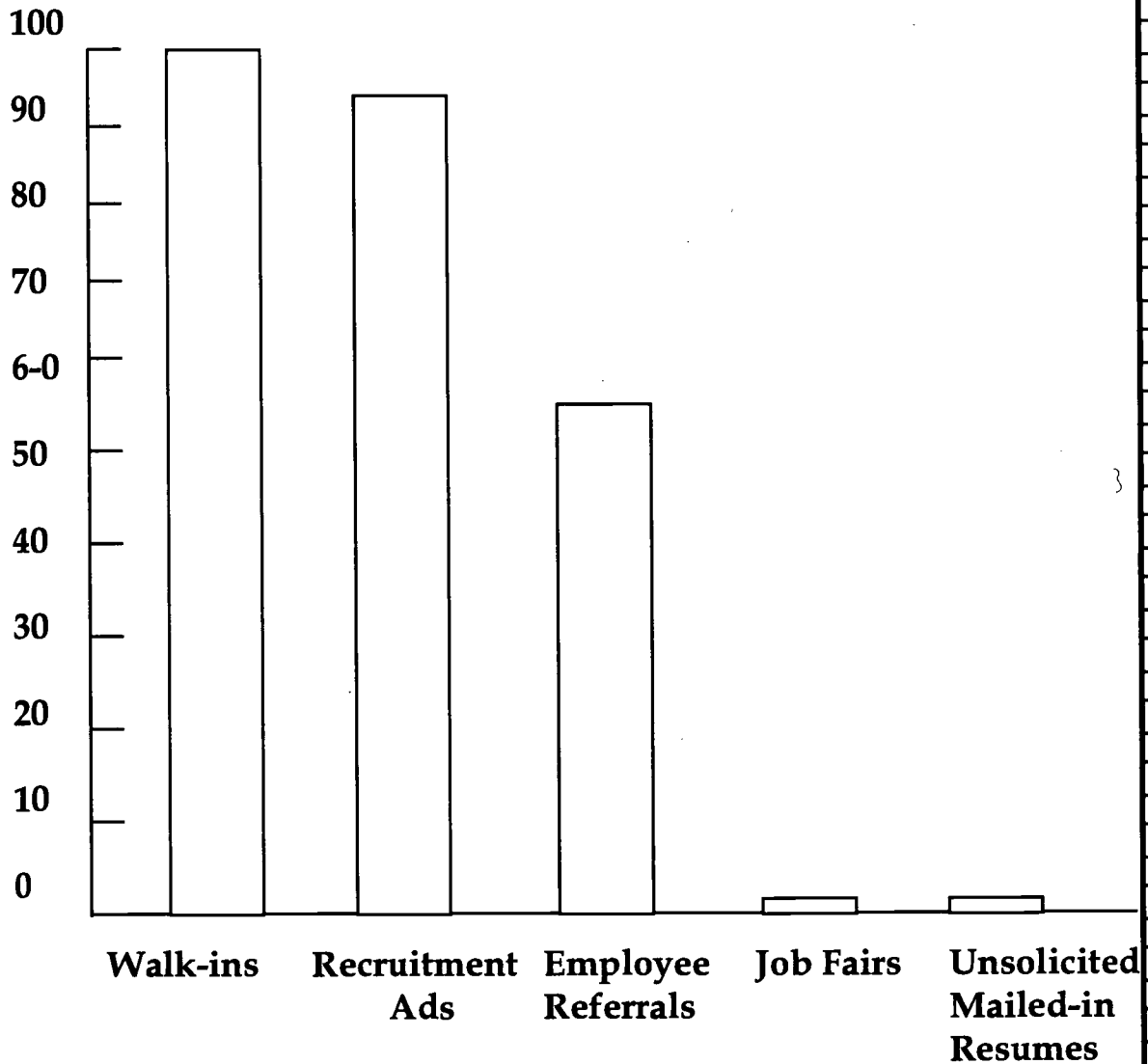


# **Appendix B**

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# **Overheads**

# "THE FORDYCE LETTER" EMPLOYER HIRING METHODS STUDY

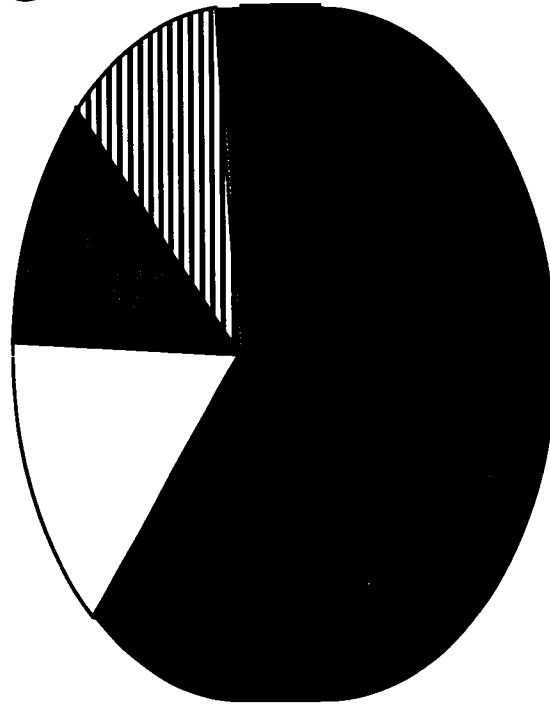


# METHODS

Want Ads  
14%

Agencies  
12%

Other  
11%



Informal  
63%

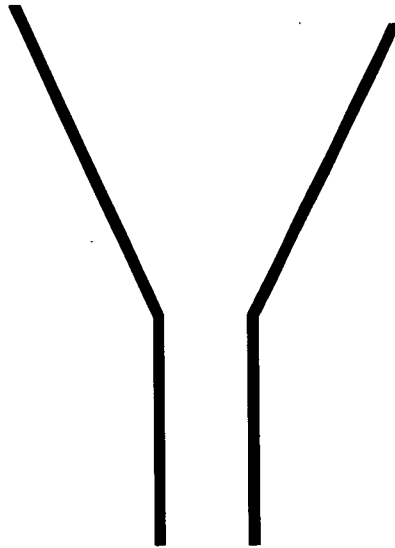
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100

101

# Increasing Probability

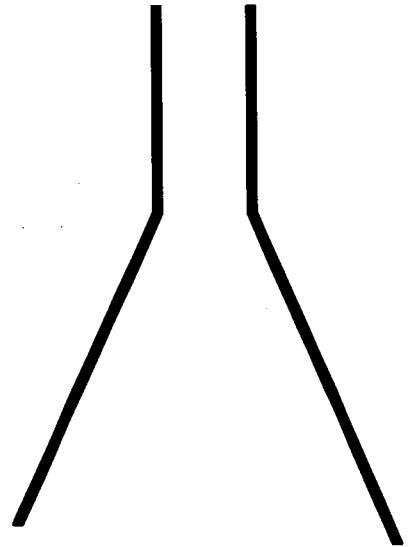
**200  
Consumers**



**4 Job  
Developers**

**VS**

**1  
Consumer**



**15 Personal  
Connections**

# *Employment Objectives*

- *Jobs with good pay and benefits*
- *Workers have respected roles*
- *Involvement in the work place & community*
- *Opportunities for career growth*

# GOALS

- TALK POSITIVELY
- USE CONNECTIONS
- KNOW YOUR SKILLS
- ID NETWORK
- ASK FOR HELP
- PLAN
- ID PEOPLE
- ENGAGE PEOPLE
- KEEP CONNECTED
- PRESENT POSITIVELY
- SELF-ADVOCATE
- JUST DO IT!!

# **THINK POSITIVELY**

**Nine positive things about you.**

| <b>anything good</b>      | <b>work related</b> | <b>skill related to the job</b> |
|---------------------------|---------------------|---------------------------------|
| <b>I am very outgoing</b> |                     |                                 |
|                           |                     |                                 |
|                           |                     |                                 |

## **ONE EXAMPLE FOR EACH**

**1. I am always out talking with people**

**2. \_\_\_\_\_**

**3. \_\_\_\_\_**

**4. \_\_\_\_\_**

**5. \_\_\_\_\_**

**“Networking”  
refers to a process of  
informal exchange,  
and creating channels  
to gather information,  
build support and get  
things done.**

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*GOLD & HARDER, 1993*



# TYPICAL PATTERN

■ 8 - 10 JOB CHANGES

■ 2 - 3 CAREER CHANGES

# WHAT'S IT TAKE?

■ 10 - 20 COLD CALLS = AN

## INTERVIEW

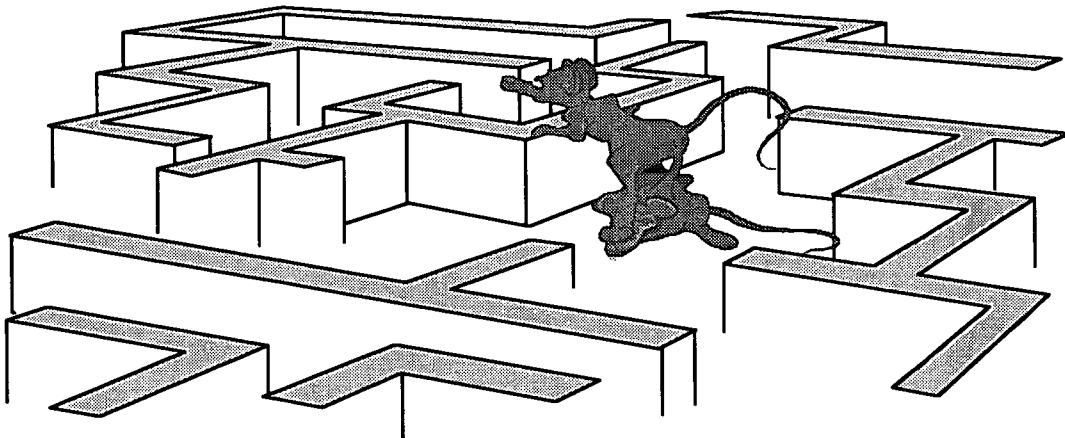
■ 7 - 10 INTERVIEWS = A JOB

111

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# WHY NETWORKING WORKS

- \* INCREASES CREDIBILITY
- \* CAPITALIZES ON RELATIONSHIPS
- \* DIRECT LINE TO THOSE WHO HIRE
- \* INCREASES SUPPORT
- \* HEAD START ON COMPETITION

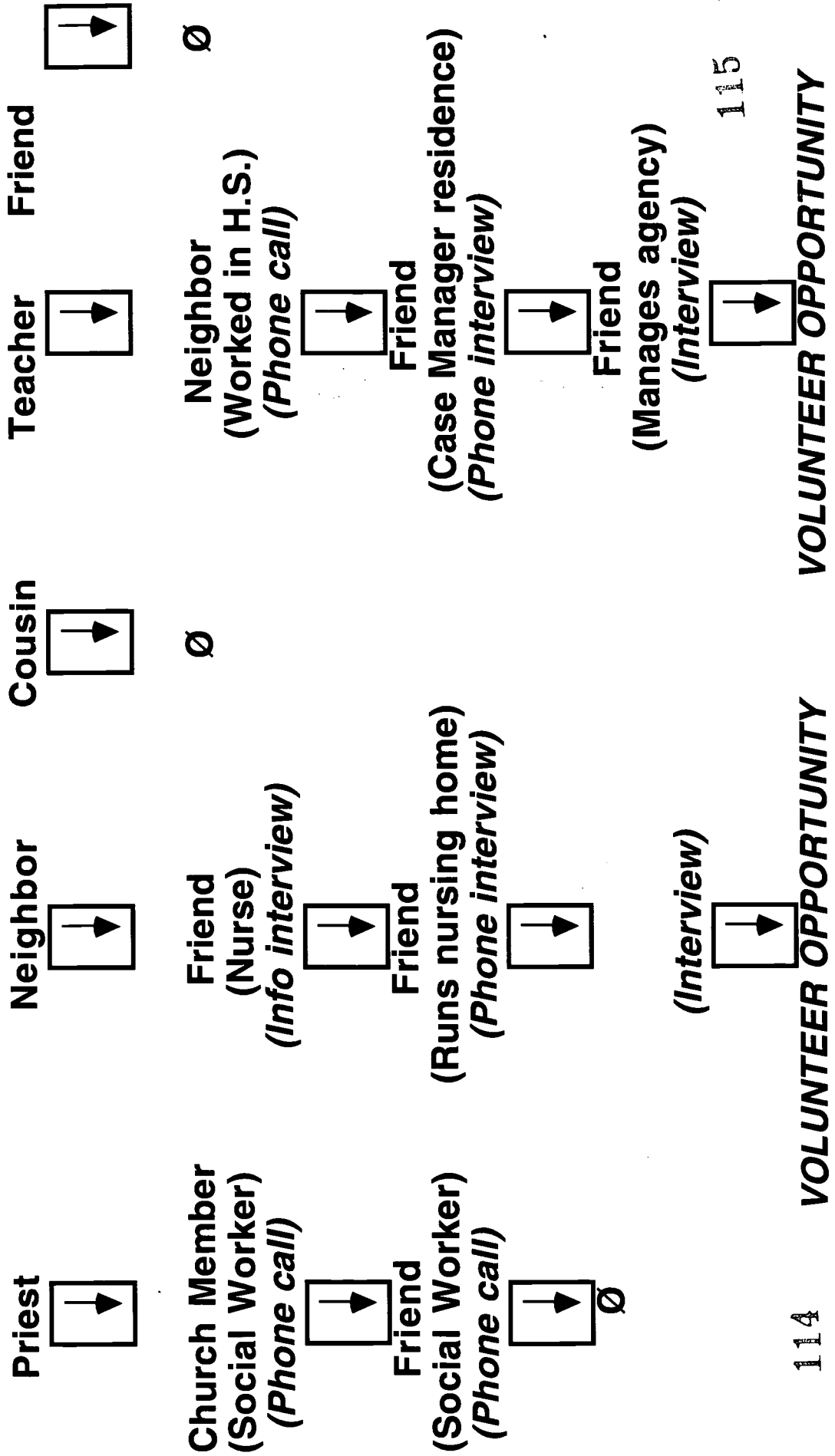


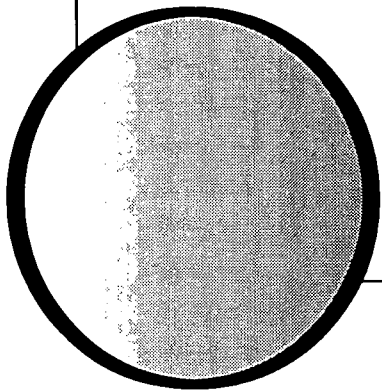
# USING YOUR NETWORK

- ✓ CAREER PLANNING
- ✓ CAREER EXPLORATION
- ✓ INFORMATIONAL INTERVIEWS
- ✓ TOURS
- ✓ SPECIFIC JOB LEADS
- ✓ TAPPING INTO OTHER NETWORKS

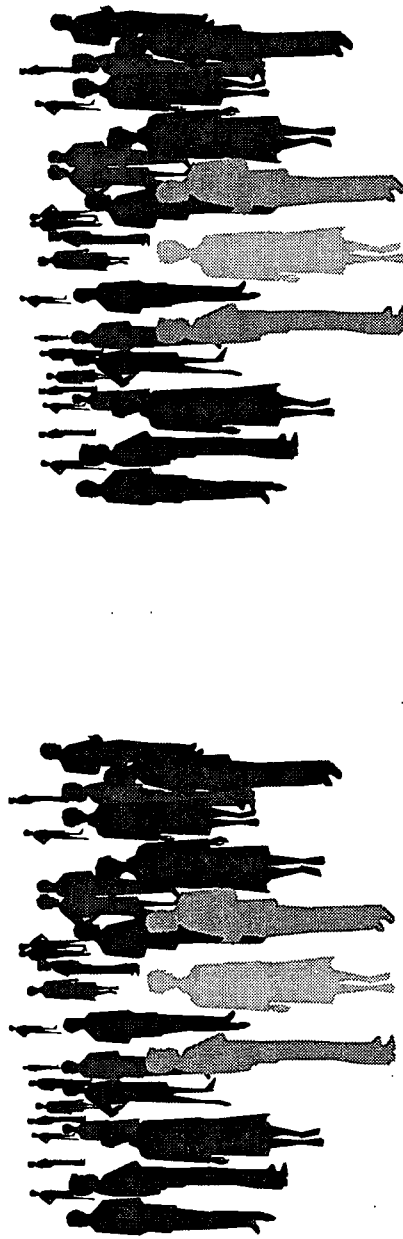
# CAREER DEVELOPMENT NETWORK

Joe wants to explore Human Services (H.S.) as a career option.





**YOUR  
NEEDS  
DETERMINE  
YOUR  
NETWORK**



# NETWORKING

**“IT’S NOT WHAT YOU KNOW,  
IT’S WHO YOU KNOW.  
I DON’T KNOW ANYBODY.”**



# PERSONAL NETWORKING

- FAMILY
- IN-LAWS
- FRIENDS
- NEIGHBORS
- CLASSMATES
- TEACHERS
- PRESENT EMPLOYER / CO-WORKERS
- PAST EMPLOYERS / CO-WORKERS





# COMMUNITY NETWORKING

## HUMAN SERVICE PROFESSIONALS

- THERAPISTS / COUNSELORS
- RESIDENTIAL STAFF

## SERVICES YOU USE



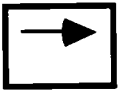
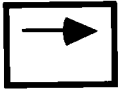

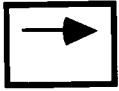



- BANK
- DOCTOR / DENTIST / VETERINARIAN
- STORES (Food, Video, Pharmacy)
- DAY CARE / SCHOOL
- HAIR STYLIST
- INSURANCE
- RESTAURANTS
- HEALTH CLUB

## ASSOCIATIONS

- CHURCH / TEMPLE

## JOB DEVELOPMENT NETWORK

Joe wants to work in Human Services (H.S.) with the elderly.  
He returns to his initial network & expands upon it.

|   |   |   |   |   |
|---|---|---|---|---|
| Church S.W.<br>(Job lead)   | Nrs. Home<br>(Job leads)  | Cousin<br>(Contact)   | Teacher<br>(Contacts)   | Supervisor<br>(Contacts)  |
|    |    |  |    |    |
| Director<br>(Interview)   | Ø (Director)<br>(Interview)   | Ø   | Agency Dir.<br>(Phone Interview)  | Ø HR Dir.<br>(Interview)  |
|  |  |   |  |  |
| JOB OFFER   | POTENTIAL JOB<br>IN 6 MONTHS  |   | Ø   | NO JOB BUT WILL<br>CALL IF ONE IS.  |

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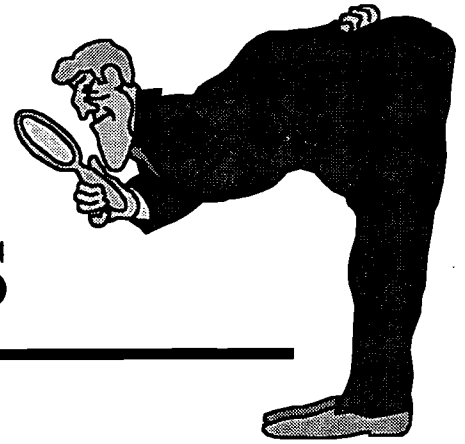
121

# NETWORKING EXERCISE

|                                 |   |  |  |   |
|---------------------------------|---|--|--|---|
| <p><b>Family</b></p> <p>123</p> | <p><b>Friends &amp;<br/>Neighbors</b></p> | <p><b>Past jobs:<br/>Supervisors,<br/>Co-workers</b></p> | <p><b>Groups:<br/>Religious,<br/>Support, etc.</b></p> | <p><b>Services:<br/>Professional,<br/>Restaurants,<br/>Stores, etc..</b></p> <p>124</p> |
|---------------------------------|---|--|--|---|

# FIRST IMPRESSIONS

---



- |                                       |                                    |  |
|---------------------------------------|------------------------------------|--|
| <input type="checkbox"/> Thoughtful   | <input type="checkbox"/> Funny     | <input type="checkbox"/> Responsible     |
| <input type="checkbox"/> Calm         | <input type="checkbox"/> Happy     | <input type="checkbox"/> Outgoing        |
| <input type="checkbox"/> Impulsive    | <input type="checkbox"/> Friendly  | <input type="checkbox"/> Professional    |
| <input type="checkbox"/> Hard working | <input type="checkbox"/> Motivated | <input type="checkbox"/> Laid Back       |
| <input type="checkbox"/> Modest       | <input type="checkbox"/> Honest    | <input type="checkbox"/> Quick to answer |
| <input type="checkbox"/> Disorganized | <input type="checkbox"/> Polite    | <input type="checkbox"/> Organized       |
| <input type="checkbox"/> Mature       | <input type="checkbox"/> Serious   | <input type="checkbox"/> Conservative    |
| <input type="checkbox"/> Impatient    | <input type="checkbox"/> Nervous   | <input type="checkbox"/> Angry           |
| <input type="checkbox"/> Shy          | <input type="checkbox"/> Reserved  | <input type="checkbox"/> Ambitious       |
| <input type="checkbox"/> Casual       | <input type="checkbox"/> Lazy      | <input type="checkbox"/> Smooth talking  |
| <input type="checkbox"/> Energetic    | <input type="checkbox"/> Confident | <input type="checkbox"/> Immature        |
| <input type="checkbox"/> Patient      | <input type="checkbox"/> Silly     | <input type="checkbox"/> Formal          |

- **WHICH WORDS BEST DESCRIBE YOU?**
- **WHAT DO OTHERS THINK?**

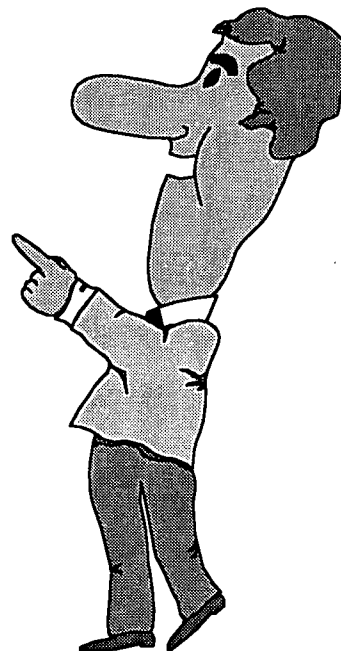
Institute for Community Inclusion  
Boston, MA

# RULES OF HUMAN RELATIONS

- SPEAK TO PEOPLE
- SMILE AT PEOPLE
- CALL PEOPLE BY NAME
- BE FRIENDLY & SINCERE
- BE CORDIAL
- BE GENEROUS W/ PRAISE & CAUTIOUS W/ CRITICISM
- BE CONSIDERATE
- BE ALERT
- HAVE HUMOR, HUMILITY, & PATIENCE

# **WHY PEOPLE DON'T NETWORK**

- **FEAR**
- **PRIDE**
- **DEPENDENCY**
- **DOUBT**
- **EMBARRASSMENT**

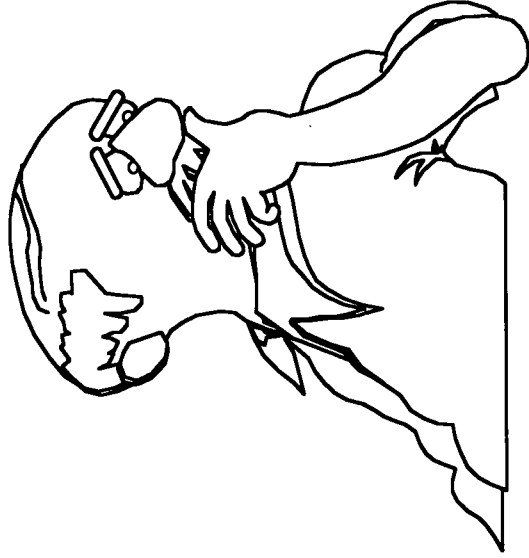


# KEEP IN MIND

- YOU HAVE THE RIGHT TO ASK FOR HELP
- PEOPLE LIKE HELPING
- WE ALL NEED HELP SOMETIME

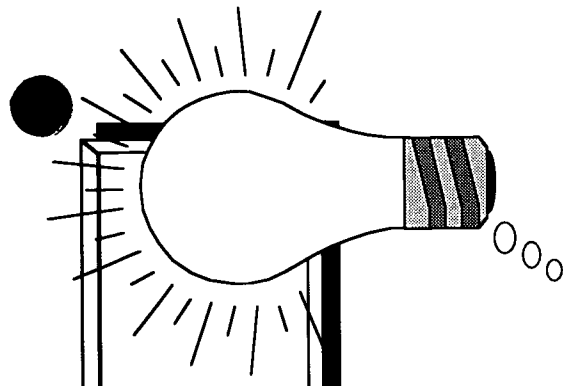


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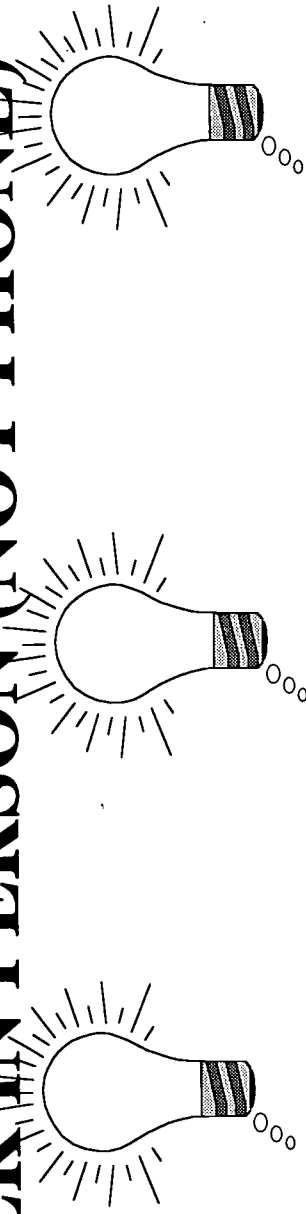
130

# MAKING IT EASIER



- BRING SOMEONE WITH YOU
- START WITH SOMEONE YOU KNOW
- SOMEONE WHO DOES NOT MATTER
- PICK A COMFORTABLE SETTING
- TALK IN PERSON (NOT PHONE)


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# ***Make The Initial Contact***

- 
- Let Everyone Know**
  - Describe What You Are Looking For**
  - Does Connection Know Anyone Who Works In That Field / Type of Business?**
  - Will They Call / Can You Use Their Name?**
  - Hand Out Resume / Cover Letter**
  - Ask For Other Contacts Who Could Be Helpful**
  - Ask To Keep In Touch**

## **DEALING WITH CONTACTS HELPFUL HINTS**

- **USE CONTACT NAME**
- **ASK CONTACT ‘IS THIS A GOOD TIME?’**
- **OFFER TO SEND A COPY OF RESUME**
- **ASK TO MEET AT CONTACT’S CONVENIENCE**
- **CALL TO CONFIRM MEETING 1 DAY BEFORE**
- **DON’T ASK FOR A JOB**
- **ASK TO KEEP IN TOUCH**
- **ASK CONTACT TO PASS RESUME ON TO OTHERS**

# ***WHAT'S REASONABLE TO ASK?***

- ✓ HOW STRONG IS CONNECTION?**
- ✓ CAN PERSON SAY YES?**
- ✓ HOW MUCH HASSLE?**
- ✓ HOW MANY BREAKS IN CONNECTION ?**
- ✓ HOW WILLING IS THE PERSON?**

# **INFORMATIONAL INTERVIEWS BENEFITS TO JOB SEEKER**

- **INCREASE CHANCE OF GETTING INTERVIEW**
- **HEAD START ON COMPETITION**
- **ALTERNATIVE ENTRY INTO JOB (PT, TEMP)**
- **FACE TO FACE CONTACT WITH PEOPLE**
- **INCREASE NETWORKING OPPORTUNITIES**
- **MORE LEISURELY THAN JOB INTERVIEW**
- **LESS STRESSFUL - MAY PRESENT BETTER**

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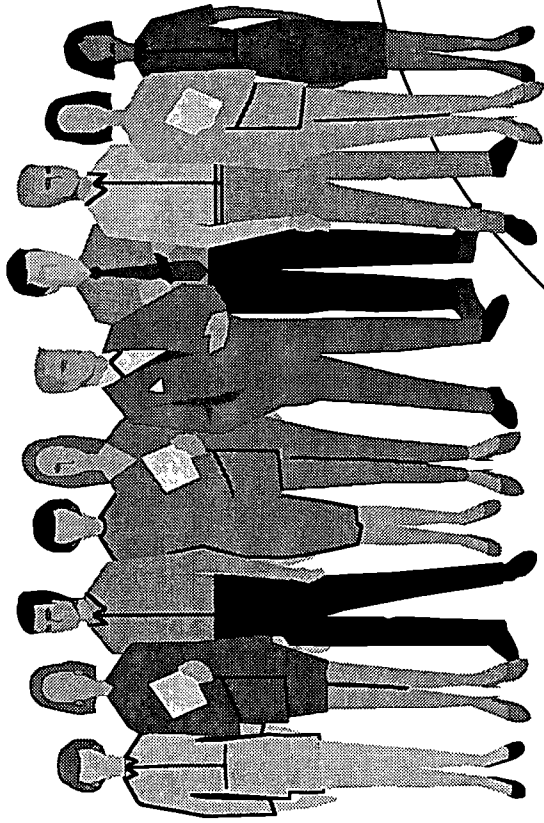
## **INFORMATIONAL INTERVIEWS BENEFITS TO EMPLOYERS**

- **MEET IN A LEISURELY FASHION**
- **ADD TO APPLICANT POOL FOR FUTURE**
- **SAVE MONEY ON ADVERTISING /INTERVIEWING**
- **RETHINK USES OF STAFF / FUTURE NEEDS**
- **BREAK FROM NORMAL WORK ROUTINE**
- **NO RISK: 1. MAY FIND GOOD PERSON**

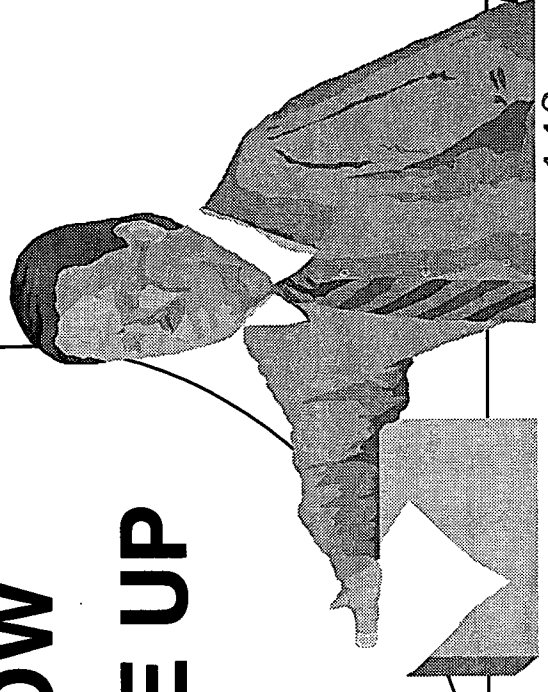
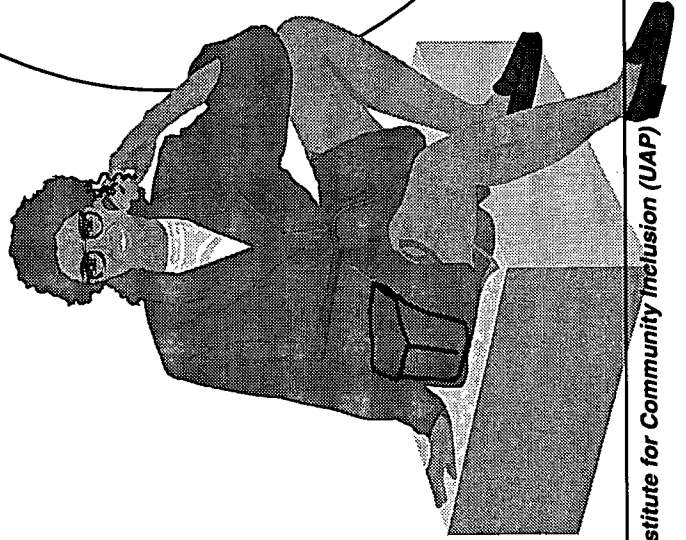
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2. NOBODY GETS HURT

140



**LET YOUR INNER  
CIRCLE KNOW  
WHAT YOU'RE UP  
TO**



**COMMUNITY**  
**RESOURCES**

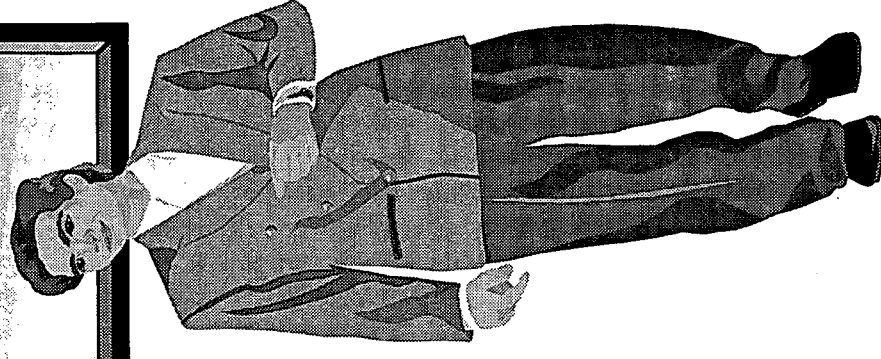
**WHO?**  
**WHAT?**  
**WHY?**  
**HOW DO I FIT IN?**

# TIPS ON BROADENING YOUR NETWORK

- **INFORMATIONAL INTERVIEW**
- **LET EVERYONE KNOW YOU'RE LOOKING**
- **ASK IF THEY KNOW ANYONE IN THE AREA**
- **HAVE THEM CALL PERSON / INTRODUCE YOU**
- **MAY YOU USE THEIR NAME**
- **HAVE RESUMES HANDY ALWAYS**
- **VOLUNTEER OR DO TEMP WORK**
- **JOIN CLUBS, ACTIVITIES, ETC.**

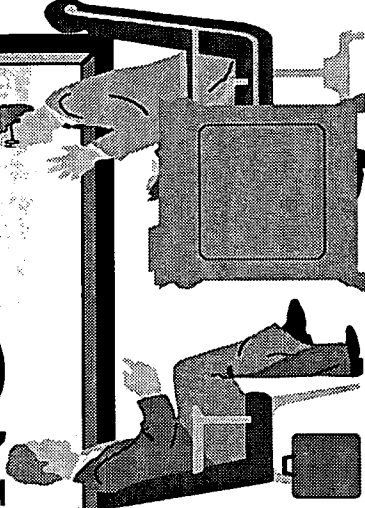
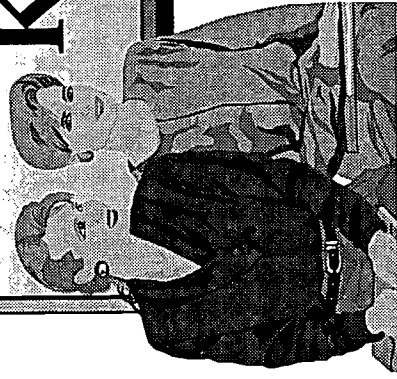


# THE ART OF SCHMOOZING



- SMALL TALK
- BEING FLEXIBLE
- HAVING FUN
- LISTENING
- HAVING A SENSE OF HUMOR
- PLACING A VALUE ON RELATIONSHIPS
- ASKING PEOPLE ABOUT THEMSELVES

# KEEP SCHMOOZING



- TALK TO MANY PEOPLE AS POSSIBLE
- SAY THE TYPE OF JOB YOU DESIRE
- SEEK OUT NETWORKS & SCHMOOZERS
- LOOK FOR ALLIES/ADVOCATES
- BE WILLING TO SAY YES TO HELP/IDEAS
- IT COULD BE ANYONE THAT HELPS

# RESEARCH BEFORE THE INTERVIEW

- COMPANY BROCHURES
- ANNUAL REPORT
- TALK TO EMPLOYEES
- TALK TO COMPETITION
- TAKE A TOUR
- READ THE BULLETIN BOARD

# TAKING A TOUR

**LOOK FOR JOBS THAT NEED DOING  
LOOK FOR TASKS MATCHING YOUR  
INTEREST & EXPERIENCE  
TALK WITH WORKERS  
IDENTIFY INTERNAL CONNECTIONS  
IDENTIFY POSSIBLE CHAMPIONS  
IDENTIFY EMPLOYMENT NEEDS**

# OTHER SOURCES

- BUSINESS SECTION OF LOCAL NEWSPAPER
- UNEMPLOYMENT OFFICE
- PERSONNEL OFFICES OF COMPANIES
- VR OFFICE POSTINGS
- CITY, STATE & FEDERAL EMPLOYMENT OFFICES
- E.E.O. / AFFIRMATIVE ACTION OFFICES
- SPECIAL BUSINESS NEWSLETTERS

# KEEPING IN TOUCH

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- DATE BOOKS
- ROLODEX
- COMPUTER FILES
- HOLIDAY CARDS
  - SAY HI
- ANNOUNCEMENTS
- NOTE BOOKS
- THANK YOU GIFTS (small)

# COMMUNICATION IS ...

- SCHMOOZING
- ACTIVE LISTENING
- ASKING QUESTIONS
- BEING CLEAR ABOUT WHAT YOU WANT
- UNDERSTANDING, NOT ACCEPTING

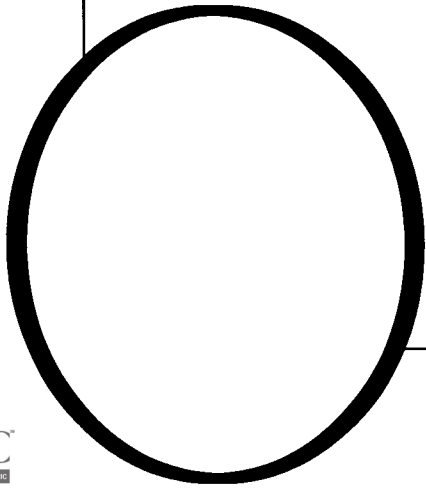
# NOT BEING A PEST

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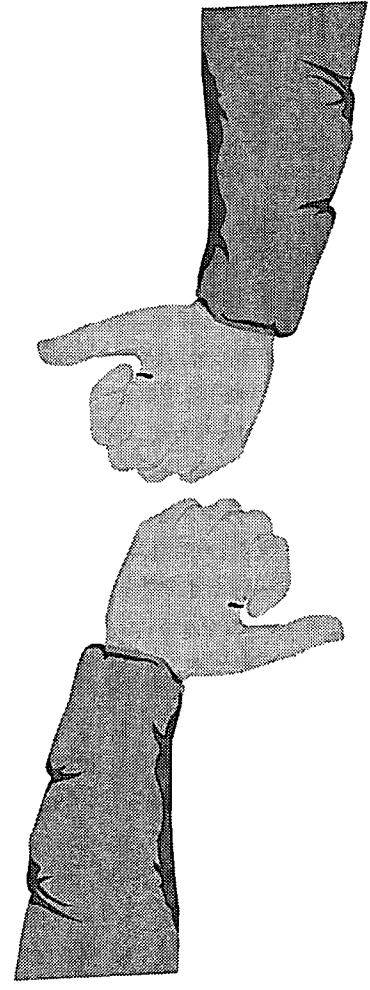
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- **ASSERTIVENESS VS. ANGER**
- **BE THANKFUL, NOT GUSHY**
- **PLEASE & THANK YOU**
- **RECIPROCATATE**
- **NOTES**
- **DON'T EXPECT TOO MUCH**
- **TELL THE GOOD AND BAD**





**NO**  
**SHOULD NEVER**  
**MEAN**  
**THE END OF A**  
**RELATIONSHIP**



# ***GETTING READY***



- ***PROMOTE YOURSELF***
- ***KNOW YOUR ASSETS***
- ***KNOW YOUR WEAKNESSES***
- ***BE YOUR BEST SELF !!!***

# **PREPARING FOR AN INTERVIEW**

- **HAVE PRE-WRITTEN JOB DETAILS**
- **KNOW TIME & LOCATION OF MEETING**
- **RESUME & REFERENCES READY**
- **3-5 ASSETS**
- **ID RELATED SKILLS & EXPERIENCE**
- **PROJECT IMAGE OF CAPABILITY  
(ACTION VERBS, ACCOMPLISHMENTS)**
- **DON'T VOLUNTEER NEGATIVE INFO**
- **CONTRAST PAST WITH PRESENT**



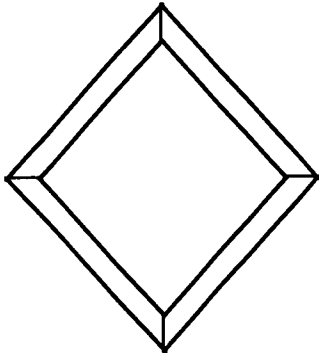
# **SO TELL ME ABOUT YOURSELF**

❖ **SKILLS**

❖ **PERSONALITY &  
ATTRIBUTES**

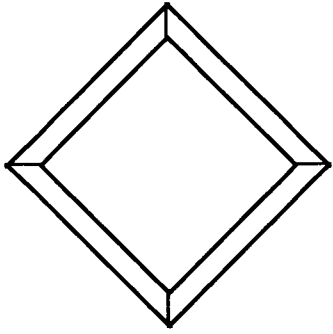
❖ **HOBBIES & INTERESTS**

❖ **ORIENTED TO MEETING  
EMPLOYER NEEDS**



## **WHAT TO TELL- DECISION TREE?**

- ❖ **PERSONAL ETHICS?**
- ❖ **ABILITY TO HIDE FACTS?**
- ❖ **IS THE TRUTH BETTER?**
- ❖ **IS THE TRUTH RELEVANT?**
- ❖ **CAN THE FACTS BE CHECKED?**
- ❖ **EFFECT ON THE PERSON?**
- ❖ **CONSEQUENCES?**



# **DEALING OPENLY WITH DISABILITY**

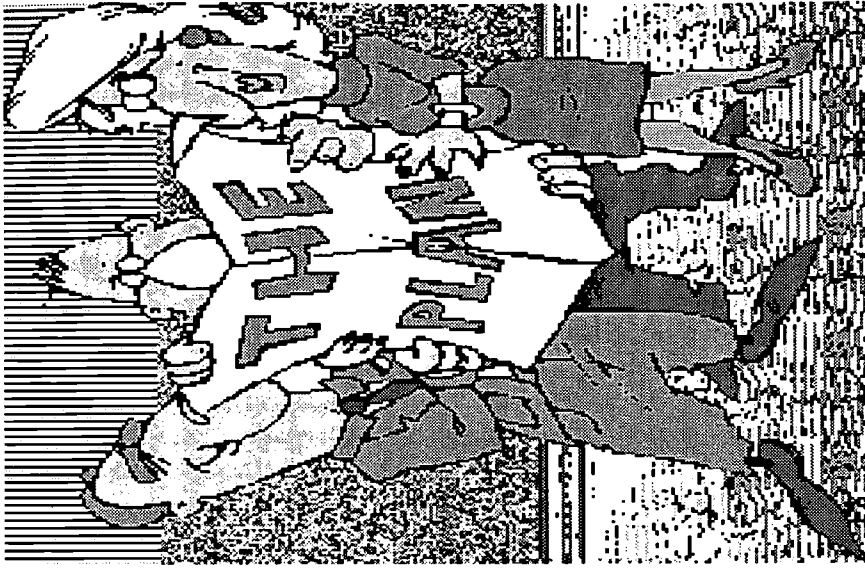
- ❖ **DESCRIBE YOURSELF BY JOB QUALIFICATIONS  
(NOT DISABILITY)**
- ❖ **STRESS POSITIVE CURRENT ACTIVITY**
- ❖ **DON'T VOLUNTEER NEGATIVE INFORMATION**
- ❖ **AVOID MEDICAL TERMS OR JARGON**

# **COMPANY BENEFITS FOR ACCOMMODATIONS (JAN)**

- **\$30 BENEFIT FOR EVERY \$1 SPENT**
- **\$735 - AVERAGE COST**
- **\$22,065 - AVERAGE BENEFIT**
- **IMPROVED HIRING/RETENTION**
- **REDUCED COST FOR:**
  - **TRAINING FOR NEW EMPLOYEES**
  - **WORKER'S COMPENSATION**
  - **OTHER INSURANCE**

# GETTING THE MOST FROM VR

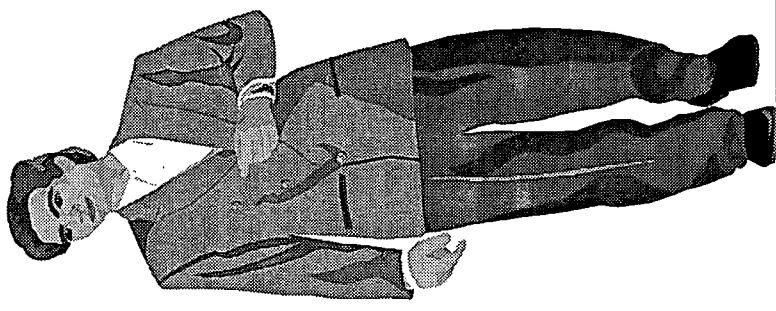
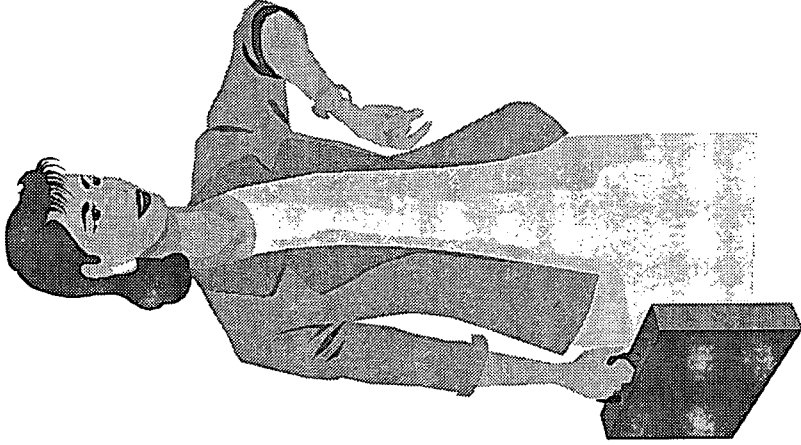
- BE AN ACTIVE PARTICIPANT
- ASK FOR WHAT YOU WANT
- ASK DIFFERENT PEOPLE
- ASK MORE THAN ONCE
- ASK WHY
- UNDERSTAND, DON'T ACCEPT
- CLIENT ASSISTANCE PROGRAM





# CHARACTERISTICS OF AN EFFECTIVE NETWORKER

- OPENNESS & FLEXIBILITY
- PRO-ACTIVE THINKING
- GOAL ORIENTATION
- EMPOWERMENT
- RECIPROCITY
- PERSISTENCE
- CHUTZPAH
- SCHMOOZING





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*Office of Educational Research and Improvement (OERI)*  
*Educational Resources Information Center (ERIC)*



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