LEAD CENTER

Guided Group Discovery: Paving a Road to Employment

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If you have questions, submit them through the Questions panel, and we'll save time at the end for a Q&A.

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OBJECTIVES - I

Participants will:

- Learn the rationales for using Guided Group Discovery
- Explore Guided Group Discovery strategies that can benefit veterans during their job search

OBJECTIVES - II

Participants will:

- Identify ways to guide veterans in determining how their military training, discipline and mission focus can benefit an employer
- Access resources to support veterans transitioning into civilian employment

CUSTOMIZED EMPLOYMENT

- “Customized employment means individualizing the employment relationship between employees and employers in ways that meet the needs of both.” (Federal Register, 2002)

- “A flexible process based on an individualized match between the strengths, conditions, and interests of a job candidate and the identified business needs of an employer.” (ODEP, 2011)

WHY CUSTOMIZED EMPLOYMENT?

- Promotes the identification of interests, talents, and conditions for employment
- Supports people with barriers to employment to attain their employment goals when traditional strategies are not successful
- Assists in the implementation of on-going supports that promote employment retention

COMPONENTS OF A CUSTOMIZED APPROACH

- Discovery (Gathering Information)
- Profile or “Employment Blueprint” (Written summary of what was learned in Discovery)
- Customized Employment meeting and plan development
- Informational Interviews & Networking (Discovering employer and community needs)
- Proposing and/or negotiating employment opportunities

WHAT IS DISCOVERY?

- A first step in Customized Employment
- Discovery seeks to find who a person is right now
  - Interests and preferences
  - Skills and contributions
  - Conditions of employment
- Used to match job seeker to employer needs

What are ways in which your job has been customized over time?

DISCOVERY VALUES

- Each stage of the process supports the premise that there are unlimited ways to make a living in the world and there is a place for everyone to make a contribution and earn a living.
- All people are viewed as “employable” and can make a contribution to the economic well being of a business.
- Guidance from a Discovery facilitator does not mean control.
- The individual must be the key decision maker and agrees to take action on their plan.

Adapted from M.E. Copeland/WRAP

USE OF DISCOVERY IN ANY PROGRAM - I

- Useful for initial assessment of skills, contributions and conditions of employment

- Identifies supports needed and partners to bring in (e.g., AJC, DVOP, SOAR, VA CEC, COC, SSVF)

USE OF DISCOVERY IN ANY PROGRAM - II

- Creates a Blueprint for Employment that guides plan and job development
- Promotes braiding and leveraging of resources across systems
- Leads to successful outcomes for all!

GUIDED GROUP DISCOVERY

- Adapted from the work of Marc Gold & Associates; Griffin-Hammis Associates; and TransCen, Inc.
- Involves self-reflection
- Offers the opportunity to learn and receive feedback from others
- Potentially for anyone, but not for everyone.

RATIONALE FOR GUIDED GROUP DISCOVERY

CE CIRCUMVENTS A COMPARATIVE APPROACH

Traditional job development strategies:

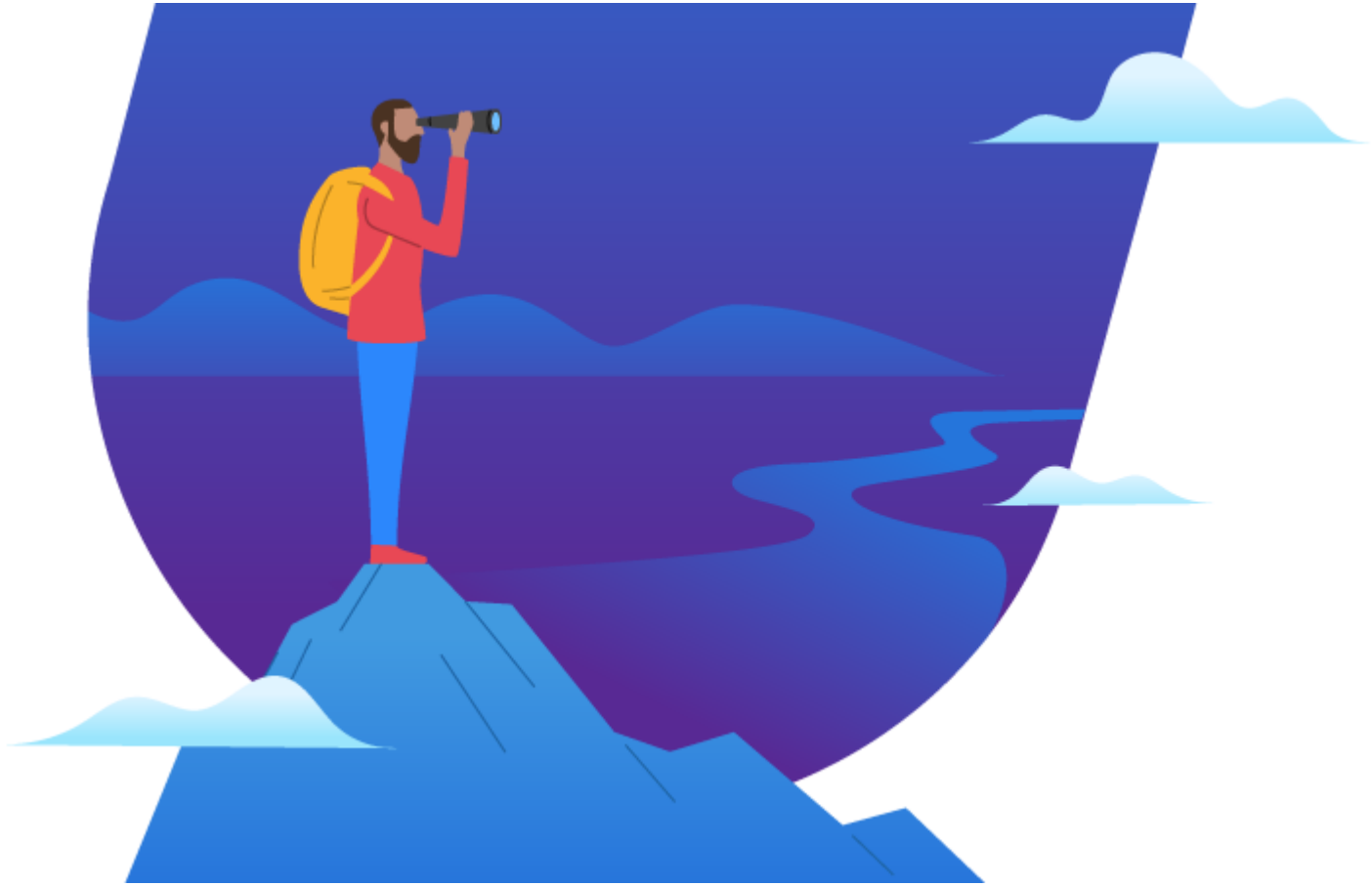
- Vocational Assessment
- Resume development
- Interview practice
- Responding to posted jobs (the public workforce, want ads, Craig's List, etc.)
- Applications and Interviews

A Customized Approach:

- Discovery
- Profiles. May include portfolios, picture or video résumés, etc.
- Informational interviews/connections
- Match skills and employer needs
- Employment Proposals

FORMATS FOR DISCOVERY

- Facilitated Discovery
- Guided Group Discovery
- Self-Guided Discovery



Adapted from Callahan, Shumpert, and Condon (2009). *Discovery: Charting the Course to Employment*, pp. 13-14

PARTICIPANT PROFILE FOR GUIDED GROUP DISCOVERY PARTICIPANTS

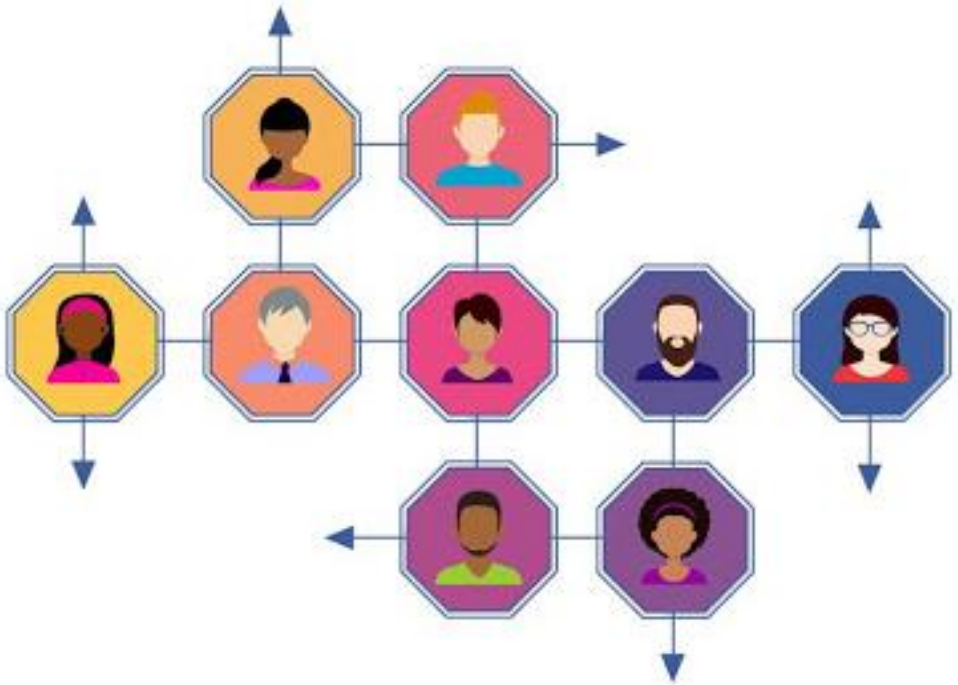
- Enjoys working with others
- Has one or more barriers to employment
- Has specific conditions of employment that need to be addressed
- Has been unsuccessful with traditional approaches

GUIDED GROUP DISCOVERY LESSONS

- Lesson 1 – Introduction to Guided Group Discovery and Identifying Employment Team
- Lesson 2 – Interests & Contributions
- Lesson 3 – Conditions, Accommodations & Disclosure
- Lesson 4 – The Art & Science of Networking
- Lesson 5 – Putting it All Together: Taking Action

LESSON 1 – INTRO TO GUIDED GROUP DISCOVERY

- Get to know each other
- Discuss different ways to approach job search
- Present the concept of Discovery and the Blueprint for Employment
- Identify your personal employment network
- ASSIGNMENT: Interview people in your personal employment network

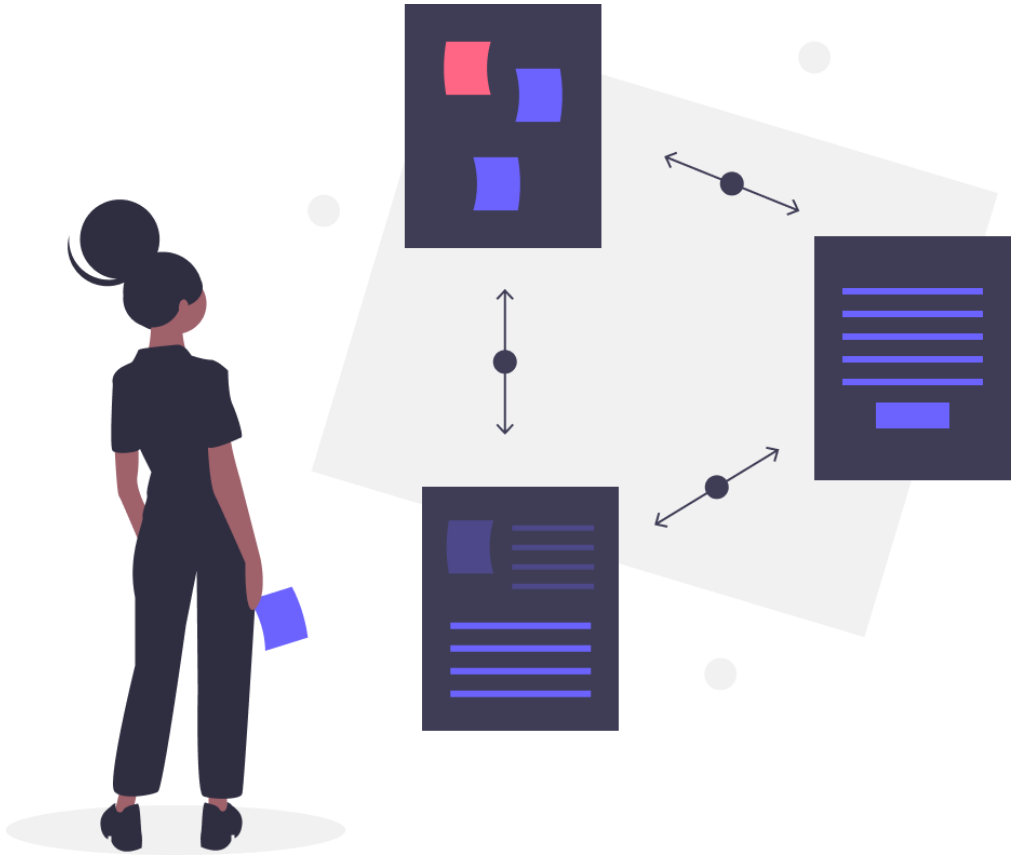


SESSION 1 INTERVIEW EXAMPLES

- What do you most admire about me?
- What do you think are my best skills?
- What do you think I have to offer an employer?
- In what type of environment do you think I would work best?
- What do you consider my most positive personality characteristics?

LESSON 2 – INTERESTS & CONTRIBUTIONS

- Identify interests
- Identify skills and tasks
- Focus on Positive Personality Traits
- Identify Vocational Themes™
- ASSIGNMENT: Review Contributions Chart with at least one member of your team. Identify a few local businesses that could match your themes & benefit from your contributions.



VOCATIONAL THEMES - I

Themes are NOT Job Descriptions

- Themes are big and hold many, many jobs
- Themes open up the possibilities in even the smallest communities

VOCATIONAL THEMES - II

- Identify 3. Why 3? One isn't enough, and if we have two and eliminate one, we're back to one
- Themes are imprecise but provide guidance for Discovery activities & career development
- Themes are Not The Sum Total of Skills, Tasks, Attributes, or Interests…but those make the Theme stronger

LESSON 3 – CONDITIONS, ACCOMMODATIONS & DISCLOSURE

- Conditions of Employment
- Job Accommodations
- Disclosing personal information
  - Personal decision
  - When to disclose
  - How to disclose
- Assignment: Personal decisions about disclosure and framing personal information

CONDITIONS OF EMPLOYMENT/CULTURE - I

- Considerations for good worksite fit
- Conditions & Cultural Considerations don’t change a Theme, they help discern which places are the best match

CONDITIONS OF EMPLOYMENT/CULTURE - II

- Conditions may include: work hours, use of particular skills or performance of specific tasks, pay, intensity of supervision

- Work Culture may include: dress, humor, muscles or brains

WHY INFORMATIONAL INTERVIEWS?

- Reveals Skills and Tasks found in workplaces
- Reveals Ideal Conditions of Employment
- Warms up to Job Development
- Helps avoid thinking in Job Descriptions
- Helps to discover new kinds of jobs
- Is a casual way to create professional relationships
- Increases Social Capital for the Job Seeker

THE INFORMATIONAL INTERVIEW - I

- Ask for advice and *listen*
  - Have questions to ask
- Take notes
- Get as many leads as possible
- Get names, email addresses, phone numbers

THE INFORMATIONAL INTERVIEW - II

- Determine the next steps
  - Recognize a good fit (i.e., workplace culture, work environment, match to interests and skills, etc.)
  - Follow through with leads
  - Remember: Rejection happens more often than not; don’t give up!

CRITICAL REVIEW - I

- What led you to that place or business?
- How did it make sense for the job seeker?
  - Themes
  - Ideal Conditions of Employment
  - Present skill or competency

CRITICAL REVIEW - II

- How did you contact the business?
  - What did you say?
  - How did you introduce yourself?
  - If you are representing a job seeker, how did you introduce the job seeker?

CRITICAL REVIEW - III

- What went well?
- What problems/concerns arose?
- How did job seeker/employer respond?
- What would you change?

LESSON 4 – THE ART & SCIENCE OF NETWORKING

- The importance of personal contacts in the job search
- Mapping out your own network (friends, family, other veterans, community members, etc.)
- Developing a networking pitch
- ASSIGNMENT: Fine tune and practice your networking pitch.

NETWORKING PITCH - I

Helps veterans get comfortable with:

- Introducing oneself
- Name dropping (if the person was recommended)
- Stating the type of work you are is interested in doing
- Describe abilities and positive personality traits related to the type of work you are seeking

NETWORKING PITCH - II

Helps veterans get comfortable with:

- Give an example of tasks you can offer the company
- Highlight at least 1 success
- Make a specific request (for an informational interview, for a referral, for advice, for a tour)
- Thank the person!

NETWORKING PITCH EXAMPLE:

Hi! My name is John Dough and I'm interested in a career in baking. Shondra Hill at the Career Center recommended that I talk to you. I have experience as a baker in the Marines, and hope to go to culinary school at some point. I'm good at working with dough, making pastry, and decorations. Everyone I know asks me to make deserts for holidays and birthdays. Would you, or someone you know, be able to use someone like me?

LESSON 5 – TAKING ACTION

- Practice Networking Pitch
- Review of previous lessons
- Update Blueprint
- Design Action Steps
- Optional employer engagement and/or supplemental content
- Congratulations!!!

BLUEPRINT FOR EMPLOYMENT - I

SECTION 1
A BLUEPRINT FOR EMPLOYMENT

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Identify your team

JOB SEARCH NETWORK OF SUPPORT		
Person	Relationship	Contact Information

SECTION 1

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BLUEPRINT FOR EMPLOYMENT - II

SECTION 2
A BLUEPRINT FOR DISCOVERY

Contributions: What you have to offer

ALL ABOUT YOU	
Interests	Skills
Tasks	Positive Personality Traits

SECTION 2

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BLUEPRINT FOR EMPLOYMENT - III

SECTION 3
VOCATIONAL THEMES™

VOCATIONAL THEMES™	
Emerging Vocational Themes:	Where would People with Similar Themes Work?

SECTION 3

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BLUEPRINT FOR EMPLOYMENT - IV

SECTION 4
A BLUEPRINT FOR EMPLOYMENT

Consider issues around disability and other complex life circumstances

CONDITIONS FOR EMPLOYMENT	ACCOMMODATIONS, DISCLOSURE & FRAMING SENSITIVE INFORMATION

SECTION 4

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BLUEPRINT FOR EMPLOYMENT - V

SECTION 5
A BLUEPRINT FOR DISCOVERY

Taking action

ACTION ITEMS			
Task	I will ask for support from...	By when?	Complete
			☐
			☐
			☐
			☐

SECTION 5

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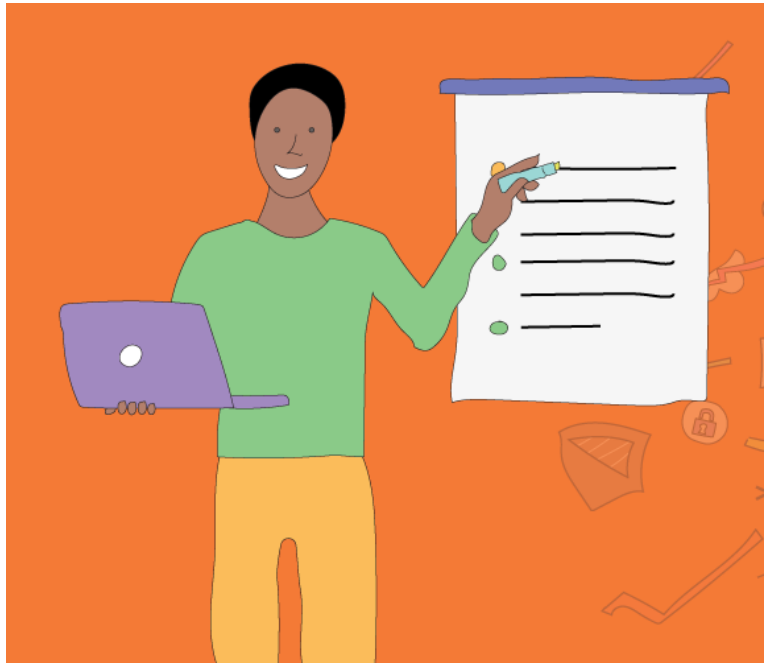
ROLE OF FACILITATORS & DESCRIPTION OF PARTNERSHIPS

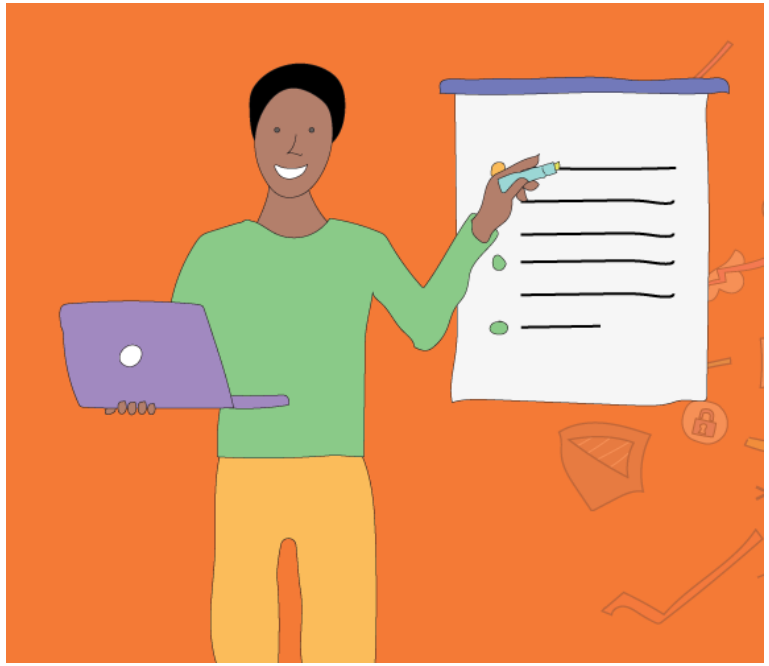
ROLE OF FACILITATORS - I

- Planning with partners
- Set up sessions – Job Club, virtual small group
- Recruiting participants
- Presenting materials
- Helping participants translate information into employment possibilities



ROLE OF FACILITATORS - II

- Helping participants translate information into employment possibilities
- Providing support and assistance with assignments.
- Ensuring Blueprints and/or Employment Plans are completed
- Provide or connect people with support AFTER Guided Group



GUIDED GROUP DISCOVERY RESOURCES

- Guided Group Discovery Veteran's Manual
- Guided Group Discovery PowerPoint
- Guided Group Discovery Participant Workbook
- Guided Group Discovery Online Participant Workbook

SELF-GUIDED DISCOVERY MATERIALS ON LEAD CENTER WEBSITE

- Self-Guided Discovery Facilitator's Guide: Helping People Discover Their Own Path to Employment
- Appendix A: Self-Guided Discovery: Customized Employment Planning Tools for Individuals and Families
- Appendix B: Developing Vocational Themes: Workbook
- Appendix C: Employment Toolbox
- http://www.leadcenter.org/resources/tool-manual/self-guided-discovery-facilitators-guide-helping-people-discover-their-own-path-employment