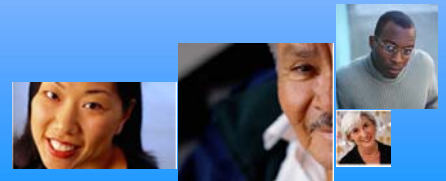


WORKING WITH ERS FACTORS

Workshop for Caseworkers

Dr. Dorothy Riddle
June 21, 2012



Employment Readiness Scale
Escala de empleabilidad



English

Client
Agency
Sponsor

Español

Cliente
Agencia
Patrocinador

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Want to know more?

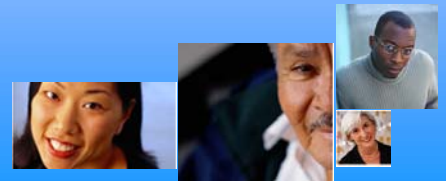


www.EmploymentReadiness.com

What Is the ERS?

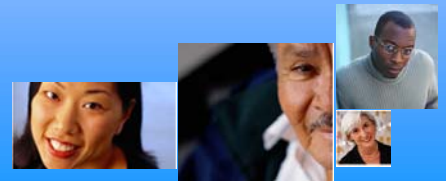
A web-based tool that:

- » measures clients' readiness against an internationally-validated Employment Readiness Model
- » supports practitioners in client work
- » assesses intervention effectiveness
- » provides input for program planning and accountability reporting

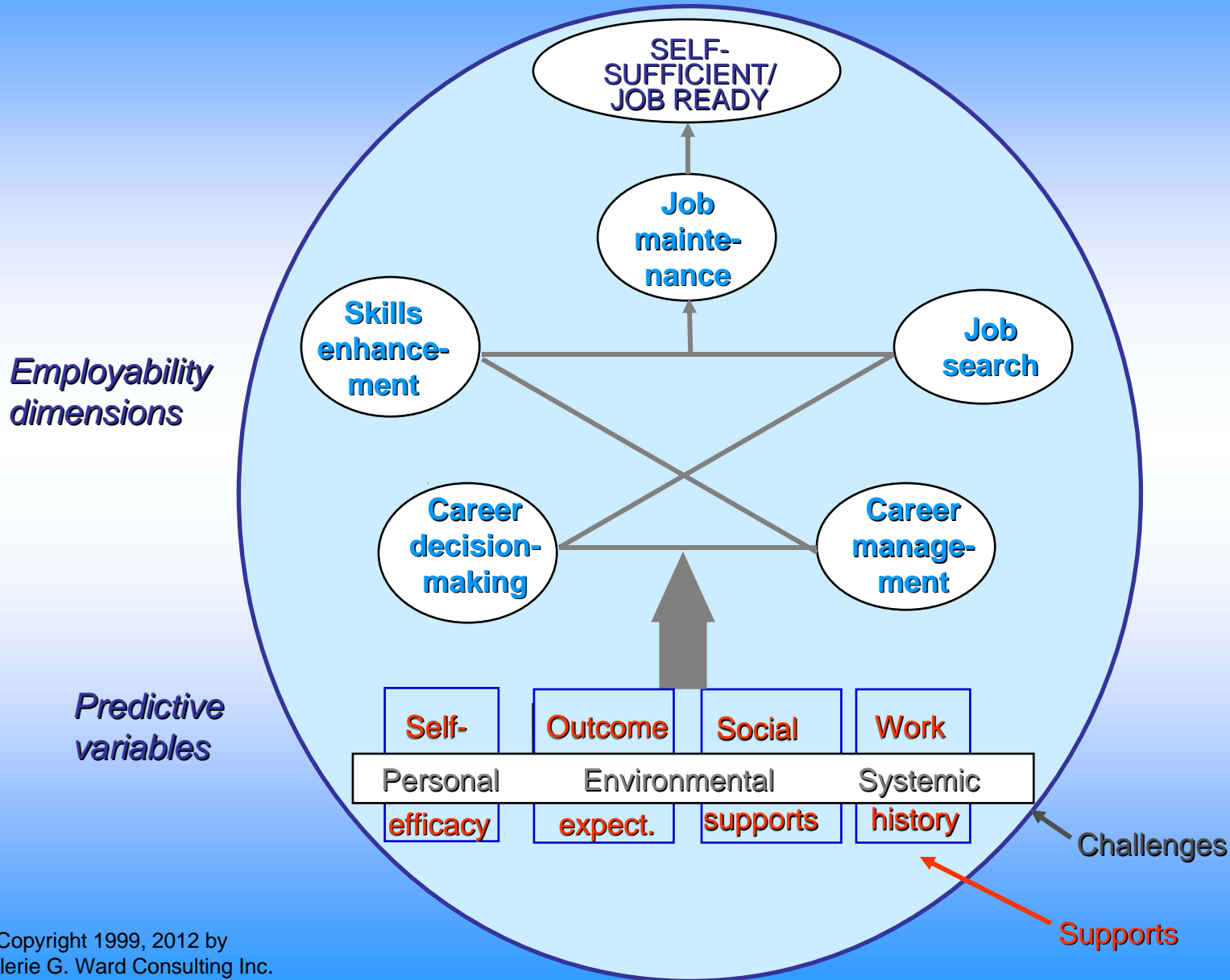


How is employment readiness defined?

Being able, with little or no outside help, to **find** and **keep** an appropriate job as well as to be able to manage transitions to new jobs as needed.



ERS Model for Maximizing Employment Success



What are the levels of readiness?

If they have no further help on readiness:

✓ Not Ready

» 40% chance of finding a job* and over 75% chance of losing it if they do find one

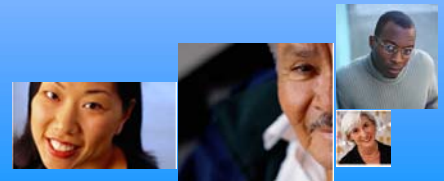
✓ Minimally Ready

» 60% chance of finding a job* and over 65% chance of losing it if they do find one

✓ Fully Ready

» 80% chance of finding and keeping a job*

*Within 12 weeks of starting job search

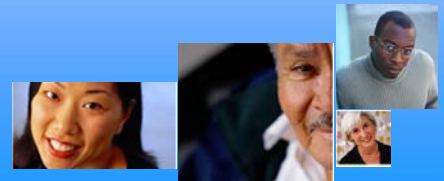


Exercise

What do you feel is the optimal order in which to address the ERS factors (1=first):

- ___ Career decision-making
- ___ Job maintenance
- ___ Job search
- ___ Ongoing career management
- ___ Outcome expectancy
- ___ Self-efficacy
- ___ Skills enhancement
- ___ Social supports
- ___ Work history

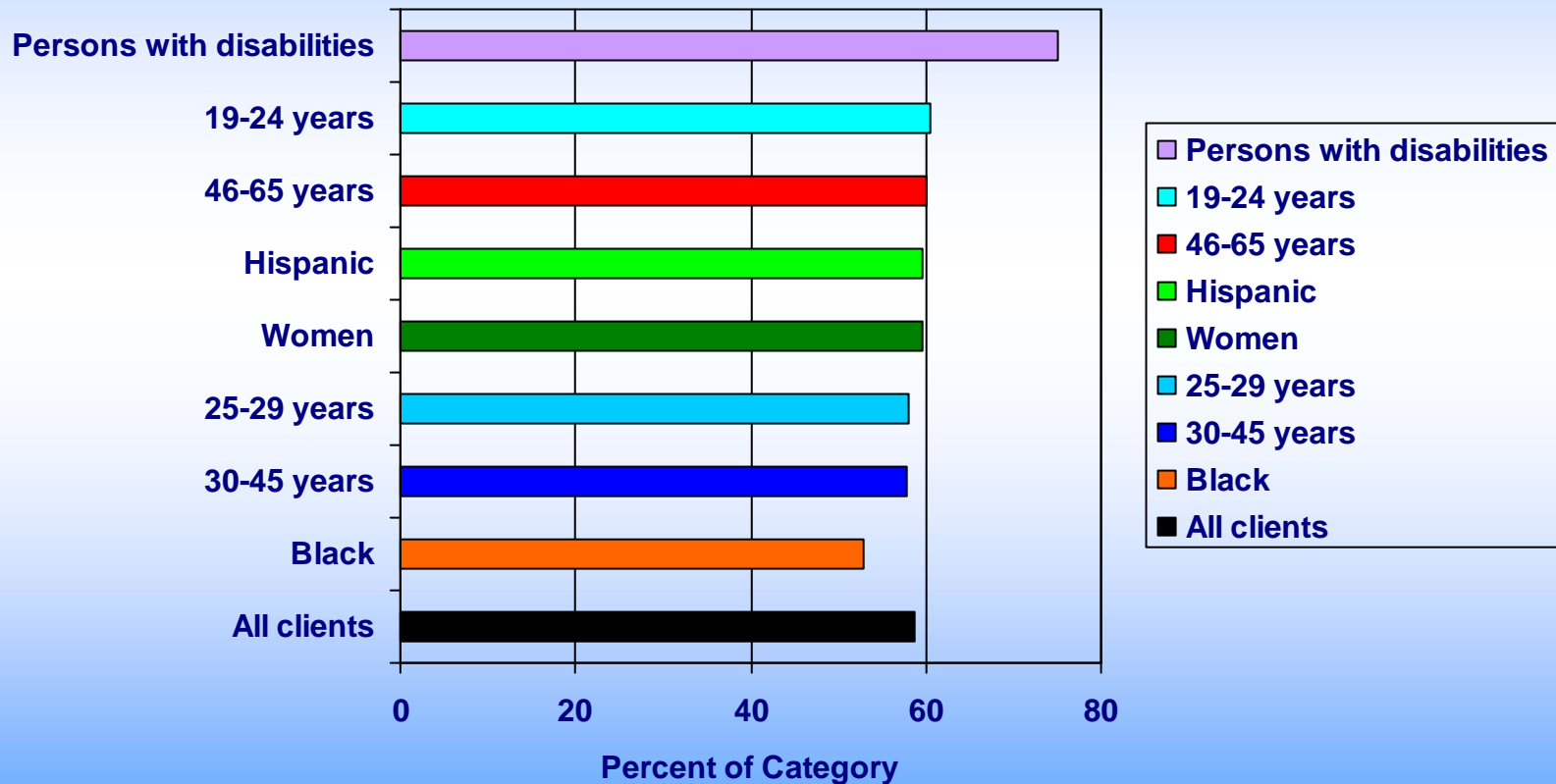
What if the sequence is not optimal?



Percent of U.S. clients needing help

	All Clients	“Not Ready”
Job search	69%	91%
Ongoing career mgmt.	67%	87%
Work history	56%	73%
Career decision-making	53%	70%
Skills enhancement	49%	65%
Self-efficacy	47%	62%
Social supports	43%	62%
Job maintenance	36%	45%
Outcome expectancy	32%	39%

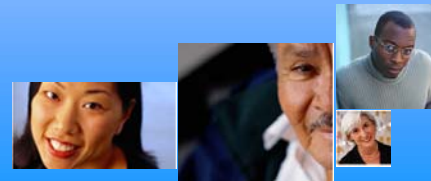
U.S. data on the percent of clients who scored “Not Ready”



Total clients included = 25,096

Effective Use of the ERS

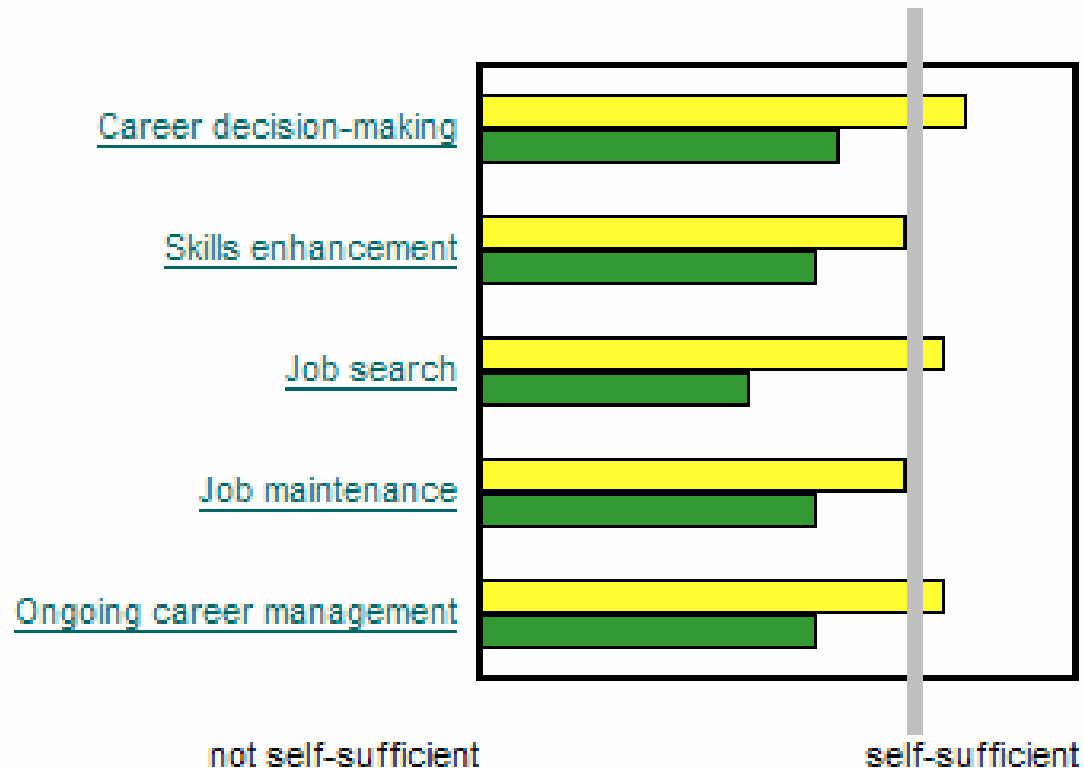
- ✓ Give the ERS at the “front end” for a baseline measurement
- ✓ Give the ERS to all clients in a particular category to ensure valid “change” data
- ✓ Have clients repeat the ERS at appropriate intervals



Sample Client Feedback Report Graph

Goal #1 for Success: Self-sufficiency on employability dimensions

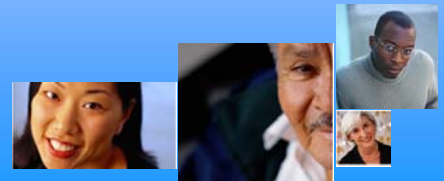
Self-sufficiency on employability dimensions



* Top bar is ERS #3

General Strategies for Working with Clients

- ✓ Lead with the “good news” story
- ✓ Address needs in incremental steps
- ✓ Normalize the results
- ✓ Link strengths and needs to the employment context
- ✓ Go with client momentum
- ✓ Use “Which Clients?” report to create short group interventions



ERS: Which Clients Are Not Yet Self-Sufficient?

Date range: Mon, January 1, 2001 - Fri, June 15, 2012

Client Coding:

Accepted?: All

Counselor: All

Funder: All

Region: All

Client groups: All

Age range: All

Factors: Job maintenance

Job maintenance

Harvey Acton

Mary Cantel

Arturo Gonzales

Gloria Perez

Anita Ruiz

Gina Thomas

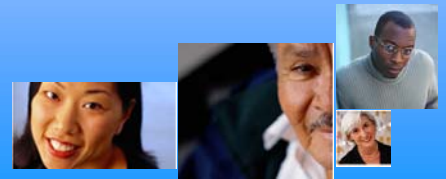
**This report is from the Employment Readiness Scale™,
www.employmentreadiness.com.**

Discussion

Why are soft skills

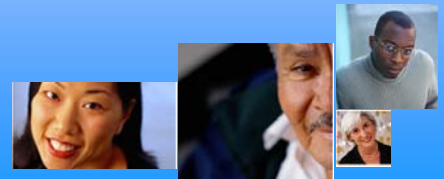
- » Self-efficacy
- » Outcome expectancy
- » Social supports
- » Job maintenance

important?



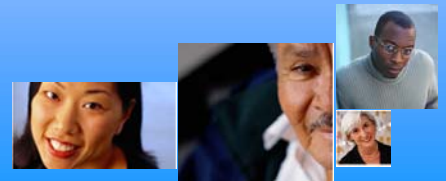
Self-Efficacy

- ✓ **A sense of competence or belief in your ability to perform & manage your life**
- ✓ **Ability to build on previous successes**
- ✓ **Positive sense of self-esteem**
- ✓ **Intervention focus:**
 - » Eliminate negative self-talk
 - » Strengthen awareness of their own successes and the transferability of their strengths
 - » Enhance willingness to experiment
- ✓ **Links to Career Decision-Making and Job Search**



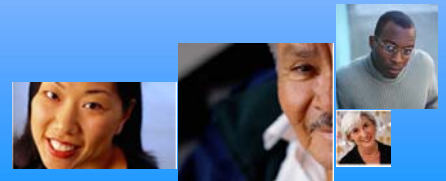
Exercise

- ✓ **Select one of your recent successes:**
 - » How did you create the success?
 - » What strengths does the success represent?
 - » How can you replicate the success?
- ✓ **How do you define success for yourself?**
- ✓ **Discuss the implications for working with clients**



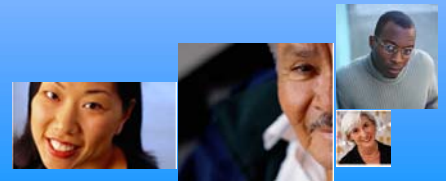
Outcome Expectancy

- ✓ **Belief that your efforts will result in a successful outcome**
- ✓ **Optimism about your work life future**
- ✓ **Willingness to take responsibility for creating work life success**
- ✓ **Intervention focus:**
 - » Strengthen sense of responsibility
 - » Strengthen awareness of own role & options
- ✓ **Links to Career Decision-Making and Job Search**

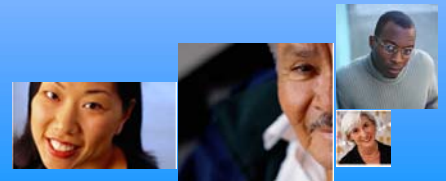


Exercise

- ✓ Describe to a partner a recent event where someone else was at fault
- ✓ Restate the event from the perspective of your own responsibility in the situation
- ✓ Discuss the implications of working with clients

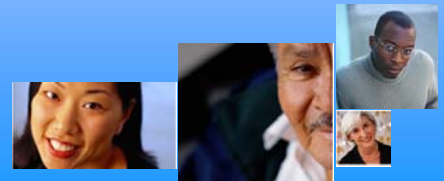


Refreshment Break



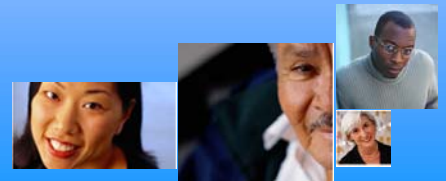
Social Supports

- ✓ Having someone to turn to
- ✓ Having a network of contacts through which you can learn about opportunities
- ✓ Having back-up help
- ✓ Knowing about available resources
- ✓ Intervention focus:
 - » Importance of networks
 - » Awareness of own existing networks
 - » Strategies to develop & nourish networks
- ✓ Links to Career Decision-Making and Job Search



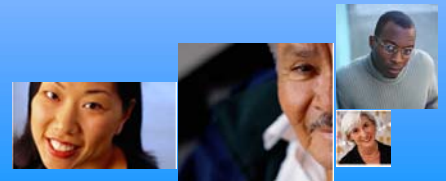
Social Supports (continued)

- ✓ **Historical “natural” networks vs. developed networks**
- ✓ **Nourishing networks**
 - » “What can I do for you?”
 - » Keeping contacts up to date



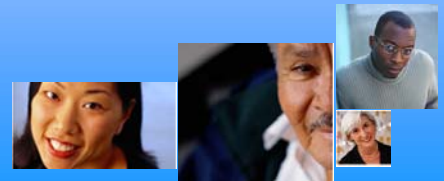
Brainstorm

Ways that clients can
strengthen their
networks



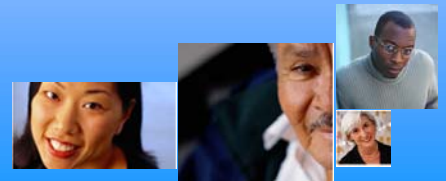
Job Maintenance

- ✓ Understanding what's expected of you
- ✓ Working well with others
- ✓ Being able to multi-task
- ✓ Being willing to accept supervision
- ✓ Being able to put aside personal problems to do your job
- ✓ **Intervention focus:**
 - » Strengthen interpersonal & self-management skills
 - » Strategies for initial job entry
 - » Strategies for keeping “on task”
- ✓ **Links to Career Decision-Making and Job Search**



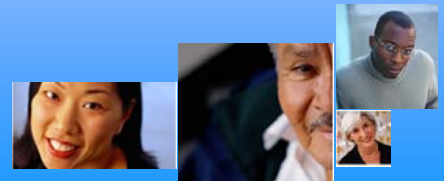
Exercise

- ✓ **What are the most common job maintenance issues for your clients?**
- ✓ **What strategies are the most helpful in addressing these issues?**



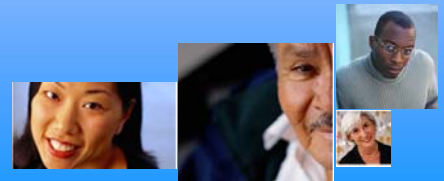
Career Decision-Making

- ✓ **Choosing a kind of work that:**
 - » Suits you well ~ a good fit with your strengths & what's important to you
 - » Is in demand so you can find work
- ✓ **Having a goal & an action plan for making it happen**
- ✓ **Intervention focus:**
 - » Clarify strengths, talents, interests, values
 - » Identify career options that are best fit
 - » Discuss mobility & telework options



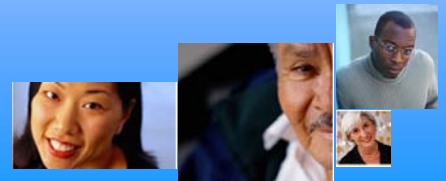
Ongoing Career Management

- ✓ **Being able to plan ahead to manage career changes**
- ✓ **Using network of contacts to find new positions**
- ✓ **Finding new ways to use your skills**
- ✓ **Lifelong learning**
- ✓ **Intervention focus:**
 - » Clarify the nature of the world of work & career paths
 - » Engage the ability to plan ahead for change
 - » Practice bundling skills in new ways



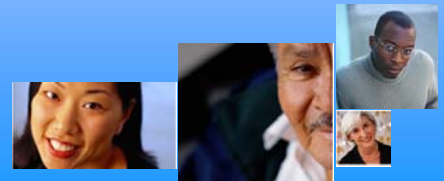
Exercise

- ✓ **Evaluate yourself on Ongoing Career Management:**
 - » Which areas are easiest? Why?
 - » Which areas are the most difficult? Why?
- ✓ **What are the implications for your work with clients?**



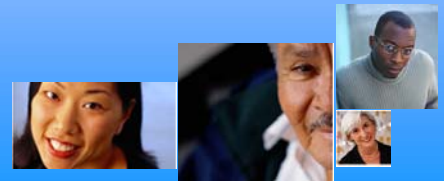
Job Search

- ✓ Having a strong, relevant resume
- ✓ Knowing how to contact suitable employers
- ✓ Being able to speak confidently about your skills & achievements
- ✓ Performing well in job interviews
- ✓ Being able to tell if a job is right for you
- ✓ Intervention focus:
 - » Ensure excellent resume & interviewing skills
 - » Review strategies for identifying opportunities
 - » Support during the job search process



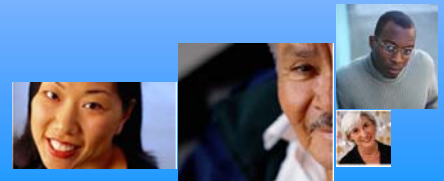
Work History

- ✓ Previous success at paid work, as a child or an adult
- ✓ Previous success in volunteer positions
- ✓ Previous success in family responsibilities
- ✓ Recognition by others of one's success
- ✓ **Intervention focus:**
 - » Identify successes & transferable skills
 - » Identify types of employer supports needed to succeed
 - » Select job options that would maximize success



Exercise

- ✓ Identify 3 employers who offer good orientation and supervision
- ✓ List questions clients can ask to determine if a job is a good fit for them



Skills Enhancement

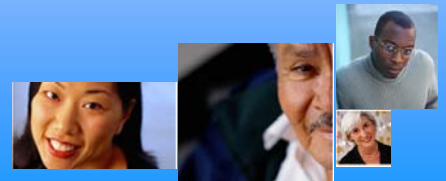
✓ Having the:

- » Knowledge (education, training)
- » General skills (e.g., computer)
- » Technical skills
- » Qualifications

to perform the kind of work you want to do.

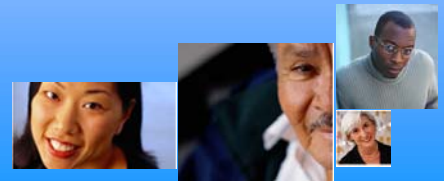
✓ Intervention focus:

- » Distinguish skills & credentials needed to qualify for a job from those learned on the job
- » Differentiate between specific job experience and knowledge & skills



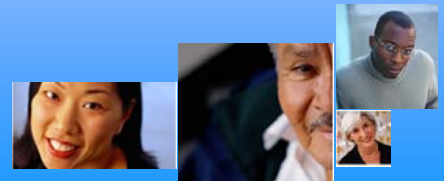
Examples of Personal Challenges

- ✓ Limited education
- ✓ Language / literacy
- ✓ Financial issues
- ✓ Substance abuse issues
- ✓ Criminal record / legal matters



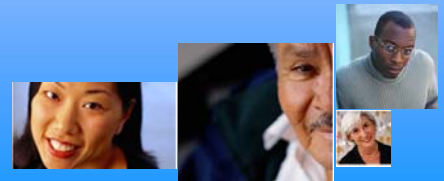
Examples of Environmental Challenges

- ✓ Responsibility for young children
- ✓ Caretaker for an aging parent
- ✓ Lack of the proper clothing, tools or equipment for the job



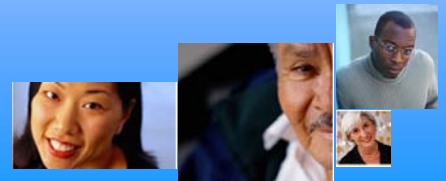
Examples of Systemic Challenges

- ✓ Education or training not recognized in your state
- ✓ Work sites not accessible to persons with disabilities
- ✓ No public transportation, or housing nearby to education or work
- ✓ Discrimination on the basis of age, gender, race, sexual orientation, etc.

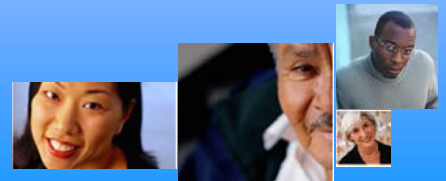


**We all need ways to manage
Challenges because we all face them
from time to time**

***If you are strong on Supports,
you can manage any
Challenge.***



Lunch Break



Appropriate Interventions

- ✓ Working with clients one-on-one
- ✓ Working with clients in small groups
- ✓ Referring clients to interventions

