



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.



PRESENTERS



Rebecca S. Salon

LEAD Center Co-Project Director

National Disability Institute

rsalon@ndi-inc.org



Nancy Boutot

Manager, Financial Empowerment

National Disability Institute

nboutot@ndi-inc.org

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

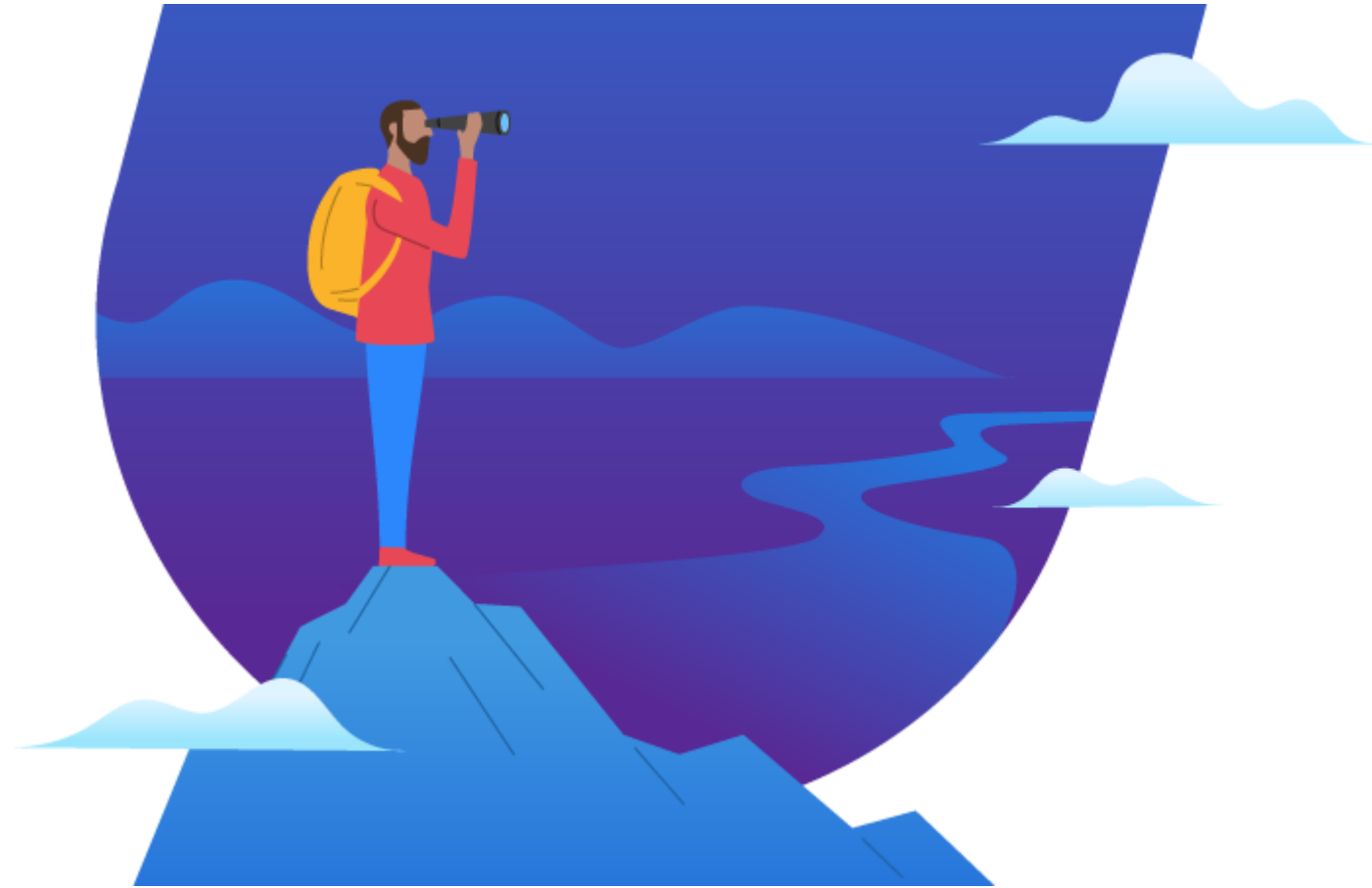
A Customized Approach:

- ▶ 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



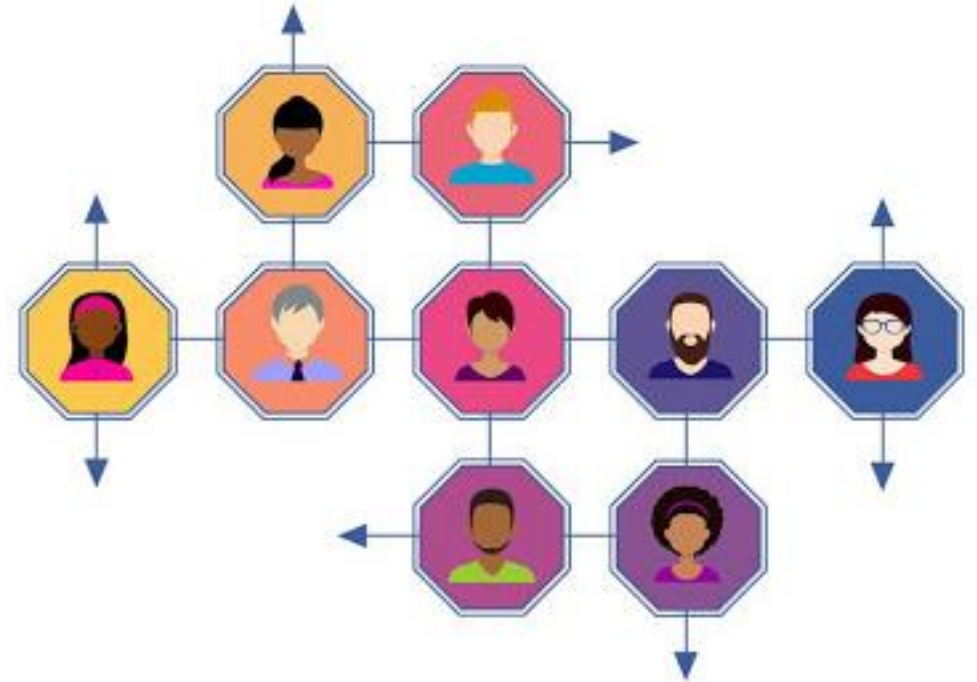
GUIDED GROUP DISCOVERY LESSONS

- ▶ 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

5

Identify your team

JOB SEARCH NETWORK OF SUPPORT		
Person	Relationship	Contact Information

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

BLUEPRINT FOR EMPLOYMENT - III

SECTION 3 VOCATIONAL THEMES™

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

SECTION 3

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

BLUEPRINT FOR EMPLOYMENT - V

SECTION 5 A BLUEPRINT FOR DISCOVERY

Taking action

ACTION ITEMS			
Task	I will ask for support from...	By when?	Complete
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>

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>

