

Effective Job Coaching — Session 2

Innovations in Employment Supports
Center for Human Services Education

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Distance Learning Protocol

1. You are expected to be on-time for an online training just like an in-person training. It is best to join the room a few minutes early so you can address any technical issues should they arrive.
2. Ensure you are in an environment free from distraction. Close your work email application so you will not be distracted by email notifications.
3. Follow any instructions given by the trainer regarding attendance so you can receive credit for the class. This may include filling out an evaluation after the session.
4. Innovations credit will not be given until you have completed all sessions of the training.

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Distance Learning Protocol

5. You must be able to attend all sessions of the scheduled training to receive credit. For example, if it is a two-part course and you only attend one part, you will need to register for the course at a later date and attend both parts in order to receive credit.
6. Participation in polling questions and chat box discussions is required.
7. Please cancel your registration if you are unable to attend the webinar so you are not marked as a "no-show".
8. Each registered student should use their own device to participate in the webinar so Innovations staff can accurately account for who attended. Multiple students should not participate using the same computer.

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Attendance & Engagement

- Type your name in the chat box and this will serve as a sign in sheet
- 100% participation in polls is expected
- Everyone is expected to contribute to the chat box during this virtual learning experience
- If you have questions or comments at any time, please type in the chat box
- If you would like speak, please raise your hand



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A Brief Review

- Expectations of a job coach
- Employer interactions
- Job analysis / site observation
- Learning styles
- Systematic training techniques
- Task analysis

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[Page 32, workbook]

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Chat Box

How did your task analysis compare?

Were any steps missing?

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Forward Chaining

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Teaching Job Tasks

Trial	1	2	3	4	5	6	7	8	9
Take out bread	L	L	L	L	L	L	L	L	L
Open bag	C	L	L	L	L	L	L	L	L
Take out 2 pieces of bread	C	C	L	L	L	L	L	L	L
Take out bread knife	C	C	C	L	L	L	L	L	L
Take out peanut butter	C	C	C	C	L	L	L	L	L
Take out jelly	C	C	C	C	C	L	L	L	L
Open peanut butter	C	C	C	C	C	C	L	L	L
Put bread knife into peanut butter	C	C	C	C	C	C	C	L	L
Put peanut butter on knife	C	C	C	C	C	C	C	C	L
Put peanut butter on one side of bread	C	C	C	C	C	C	C	C	C
Open jelly	C	C	C	C	C	C	C	C	C
Put bread knife into jelly	C	C	C	C	C	C	C	C	C
Put jelly on knife	C	C	C	C	C	C	C	C	C
Put jelly on top of peanut butter	C	C	C	C	C	C	C	C	C
Put piece of bread on top of jelly	C	C	C	C	C	C	C	C	C

L = Learner C = Coach

Backward Chaining

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Teaching Job Tasks

Trial	1	2	3	4	5	6	7	8	9
Take out bread	C	C	C	C	C	C	C	C	C
Open bag	C	C	C	C	C	C	C	C	C
Take out 2 pieces of bread	C	C	C	C	C	C	C	C	C
Take out bread knife	C	C	C	C	C	C	C	C	C
Take out peanut butter	C	C	C	C	C	C	C	C	C
Take out jelly	C	C	C	C	C	C	C	C	C
Open peanut butter	C	C	C	C	C	C	C	C	L
Put bread knife into peanut butter	C	C	C	C	C	C	C	L	L
Put peanut butter on knife	C	C	C	C	C	L	L	L	L
Put peanut butter on one side of bread	C	C	C	C	L	L	L	L	L
Open jelly	C	C	C	L	L	L	L	L	L
Put bread knife into jelly	C	C	L	L	L	L	L	L	L
Put jelly on knife	C	L	L	L	L	L	L	L	L
Put jelly on top of peanut butter	C	L	L	L	L	L	L	L	L
Put piece of bread on top of jelly	L	L	L	L	L	L	L	L	L

L = Learner C = Coach

Mixed Chaining

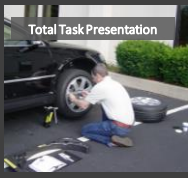
Teaching Job Tasks

	Trials							
	1	2	3	4	5	6	7	8
Take out bread	L	L	L	L	L	L	L	L
Open bag	C	L	L	L	L	L	L	L
Take out 2 pieces of bread	C	C	L	L	L	L	L	L
Take out bread knife	C	C	C	L	L	L	L	L
Take out peanut butter	C	C	C	C	L	L	L	L
Take out jelly	C	C	C	C	C	L	L	L
Open peanut butter	C	C	C	C	C	C	L	L
Put bread knife into peanut butter	C	C	C	C	C	C	C	L
Put peanut butter on knife	C	C	C	C	C	C	L	L
Put peanut butter on one side of bread	C	C	C	C	C	L	L	L
Open jelly	C	C	C	C	L	L	L	L
Put bread knife into jelly	C	C	L	L	L	L	L	L
Put jelly on knife	C	L	L	L	L	L	L	L
Put jelly on top of peanut butter	C	L	L	L	L	L	L	L
Put piece of bread on top of jelly	L	L	L	L	L	L	L	L


L = Learner C = Coach

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Total Task Presentation



REPEAT



Repetition



Clustering

Teaching Job Tasks

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“PROFESSIONAL IS NOT A LABEL YOU GIVE YOURSELF - IT'S A DESCRIPTION YOU HOPE OTHERS WILL APPLY TO YOU.”

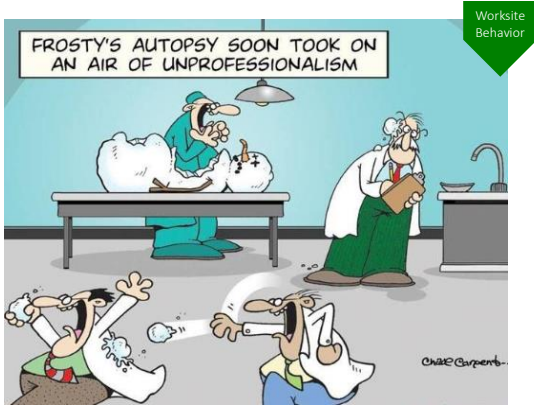


Effective Job Coaching

3. Worksite Behavior

- Professionalism
- Responding to challenges

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PROFESSIONALISM

- Modeling workplace behaviors
- Dressing the part
- Using appropriate language
- Setting boundaries

A green arrow-shaped box in the top right corner of the slide area contains the text "Worksite Behavior".

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Problem Solution

JOB SITE CHALLENGES

- Determine the scope of the problem
- Do some fact finding
- Redefine the problem/issues to be addressed
- Generate alternative solutions
- Determine best alternative

A green arrow-shaped box in the top right corner of the slide area contains the text "Worksite Behavior".

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Functional Limitations
vs.
Lack of skills

- Determine the root of the issue
- What can be controlled?
- How can we provide support?

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Effective Job Coaching

4. NAVIGATING CULTURE
- What is Culture?
 - How do we Assess for it?


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Workplace Culture

- Co-worker Support
- "Gathering Places"
- Break Routine
- Special Language
- Personalization of workspace
- Celebrations

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Chat Box

Describe something unique, special or quirky about your workplace?

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Effective Job Coaching

5. Facilitating Natural Supports

- Natural supports
- Inclusion
- Fading

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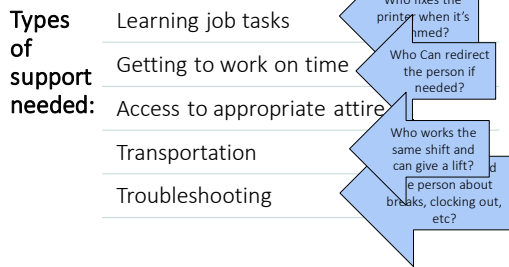
Examples of Natural Supports

- ✓ Co-workers
- ✓ Relatives
- ✓ Friends
- ✓ Classmates (former)
- ✓ Clergy
- ✓ People at local stores
- ✓ Postal Workers
- ✓ Local Merchants
- ✓ Crossing Guards
- ✓ Neighbors
- ✓ Teachers
- ✓ Staff – Present/Former

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Natural Supports

Natural Supports



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Natural Supports

NATURAL SUPPORTS

Don't Foster Dependency and Learned Helplessness

- What are you doing for the person that should be done by a supervisor or other natural support?
- What are you doing for the person that they should be doing for themselves?
- Are you giving them space and freedom to fail?



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Natural Supports

WHAT IS INCLUSION?

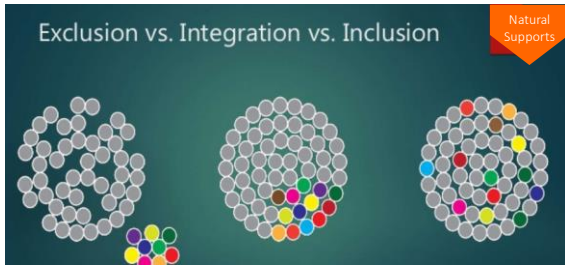
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Chat Box
Describe how you know you are included in your job?

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Exclusion vs. Integration vs. Inclusion Natural Supports



ARE YOU INCLUDED?

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Natural Supports

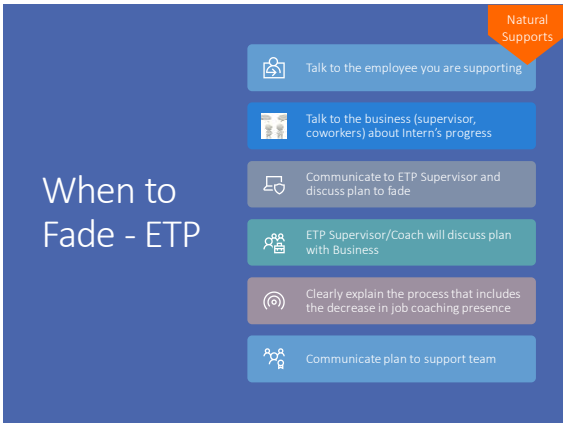
BENEFITS OF INCLUSION

EMPLOYEE	Higher self-confidence	BUSINESS	Greater diversity
	Increase of available supports		Enhanced morale
	Increased job satisfaction		Improved retention
	Improved Quality of Life		Increased employee satisfaction

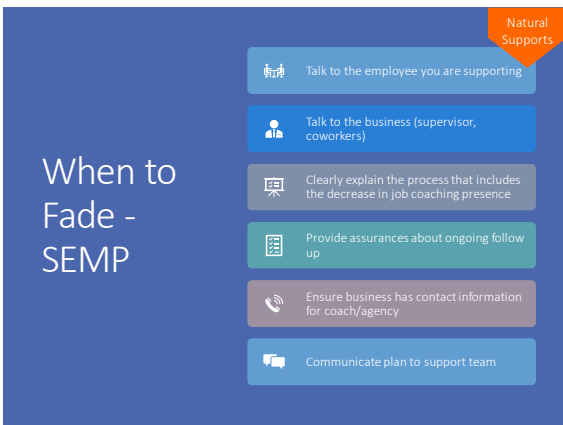
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Natural Supports



Developing a Fading Plan


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Natural Supports

- Create a schedule
- Document progress
- Provide ongoing Communication
- Initiate an Extended Services planning process
- Be ready to increase support if needed
 - New tasks
 - Personal challenges



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Effective Job Coaching

6. Continuing Career Development

- Job retention
- Providing feedback
- Accommodations

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Career Development

Employee Retention

- Continue to set SMART goals to keep progressing in the job
- Support and facilitate building relationships
- Assess for ongoing satisfaction with current position
- Explore opportunities within business
- Cross-train in other positions or tasks
- Keep the conversation, about career development, ongoing

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UPSKILLING: Definition:
Teach (an employee) additional skills

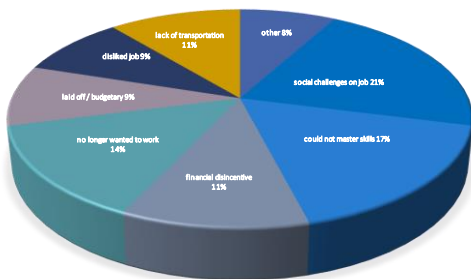
- Improves retention
- Boosts morale
- Increases employer satisfaction

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WHY PEOPLE LOSE JOBS

Have you addressed these?

Career Development



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Career Development

Chat Box

Describe things that can be done to elevate some of the issues we just talked about.

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PROVIDING FEEDBACK

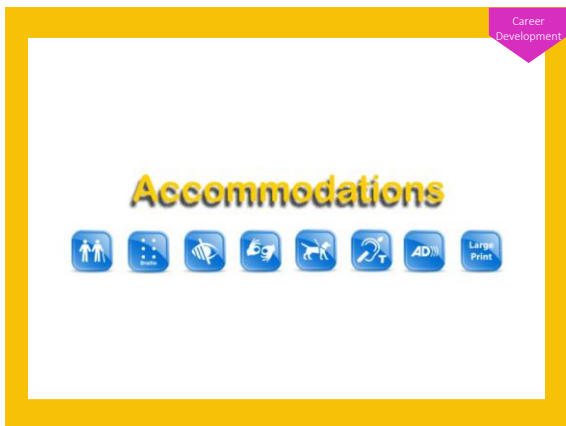


Career Development

- Keep it Positive
- Be Specific and Timely
- Ensure Open, Two-Way Communication

Adapted from <https://blogs.managementconcepts.com/a-quick-refresher-on-giving-feedback/#XUO7huhKjIU>

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Career Development

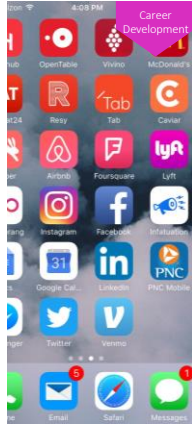
Accommodations

Icons representing various accommodations: people, speech, hearing, vision, physical, AD, and Large Print.

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APPs: The New Revolution in Job Supports

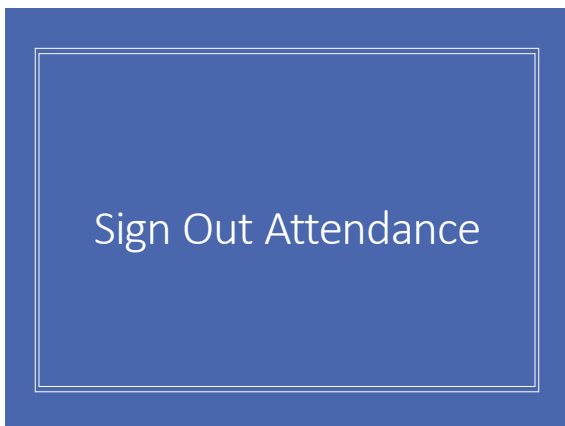
- ❑ **Readily available and pre-installed APPs** and technology can be used for a variety of job placement support needs
- ❑ **Can assist with:** attendance, tardiness, leaving early, attitude, appearance, appropriateness, taking initiative, communication, abusing break times, staying on task, etc.
- ❑ **Types of APPs – Examples:**
 - ❑ Picture schedules
 - ❑ Video modeling, video prompting, continuous video modeling, video feedback
 - ❑ Task sequencing
 - ❑ Time management
 - ❑ Communication
 - ❑ Transportation



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Contact Information

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