

# Coaching for Retention and Advancement



Innovations in Employment Supports  
585-340-2051



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*Supported Employment and Natural Supports:  
A Critique and Analysis*

Ongoing supports, as defined in the amended regulations for the Federal Supported Employment Program (Federal Register, June 24, 1992, p. 28438), are those “needed to support and maintain an individual with severe disability in supported employment.” Ongoing supports are activities and relationships that help a person maintain a job in the community.



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## Section 1

Brief review of the purpose and process of Discovery



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What have we been missing?



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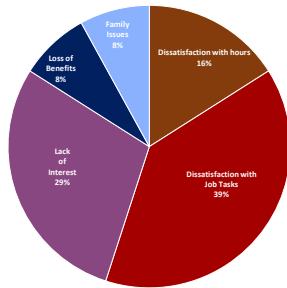
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### 2019 SEMP: Reasons why Individuals Quit jobs



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#### REACTIVE

Takes power away

When you hear...

- I can try
- I can't do it
- There's nothing I (we) can do
- I (we) were told is has to be done
- I can't
- No one thinks we can or will let us try

#### PROACTIVE

Puts you in control

When you hear...

- I'll do it
- You can do better than that
- Let's look at some different options
- I (we) would love to give it a shot
- There's got to be a way
- We won't let other people's opinions get in our way

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## Section 2

### Belonging and Inclusion

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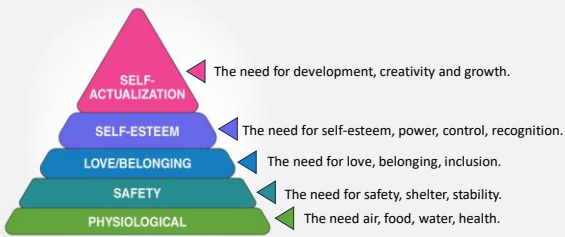
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### MASLOW'S HIERARCHY OF NEEDS



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<https://byjus.com/biology/maslows-hierarchy-of-needs/>

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### Elements of Belonging at Work



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[www.zavvy.io](http://www.zavvy.io)

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### Importance of Building a Sense of Belonging



Employees feel less isolated



Enhances employee well-being



Improves job performance



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### Bottom Line Benefits to Business

-  → Improved job performance
-  → Lower turnover
-  → Fewer employee sick days
-  → Reduced absenteeism
-  → Increased productivity
-  → Greater profitability

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### VSP Activities to Support Belonging

1. Connect with someone new

2. Call out exclusive behavior

3. Watch your language

4. Amplify other people

5. Ask questions



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# Section 3

## Workplace Culture and Natural Supports

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### What is Workplace Culture?

“Commonly held characteristics such as attitudes, beliefs, values, customs, and patterns of behavior possessed by a group of people, which have been learned and reinforced through a socialization process.”  
W. Bryan 1999



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### Natural Supports

What the heck are they, anyway?



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### Natural Supports: Role of the VSP

- Create an expectation that that business will assist with training and support of the employee
- Design the job so the SE has regular contact and interaction with workers
- Explain to the employer the role of the job coach
- Ensure the SE has work schedules and break times with others
- Explain to the employer the importance of social inclusion to the long-term success of the employee
- Ensure the SE is not isolated, but is physically integrated into the workplace



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### NATURAL SUPPORTS

- Be careful they don't Foster Dependency
- Be cautious not to induce Learned Helplessness
- Don't impose a new model on the business
- Don't use natural supports to provide "skimpy" services
- Allow the SE the space and freedom to fail (allowing for Dignity of Risk)?



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QuestionPro.com/blog

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The **MORE** you **PRACTICE** the **BETTER** YOU GET

*Exercise*

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# Section 4

## Cross Training, Upskilling and Reskilling



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### Skills Development



#### UPSKILLING

Helps improve a person's performance with their current work in their current role.



#### CROSS-SKILLING

Helps a person take on new work in their current role.



#### RESKILLING

Helps a person shift to a new role or adjust to dramatic change in their current role.



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### Benefits of Cross-Training

#### FOR EMPLOYERS

- Greater flexibility in scheduling
- Business sustainability and continuity
- Employees better understand their roles and impact in the big picture

#### FOR EMPLOYEES

- Learning new skills
- Working more efficiently and effectively with other departments
- More invested in the company
- Growth opportunities



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## Potential Challenges with Cross Skilling

1

Time and financial investment

2

Employee and manager resistance to change

3

Hard to standardize the process

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Difficulty evaluating performance

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Challenge in maintaining focus to tasks

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Possible job satisfaction

<https://www.zavvy.io/blog/cross-training-employees>

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[abacuspay.com](http://abacuspay.com)

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# Section 5

## Career Development /Reskilling

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# Career Planning

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## Career Planning

1. Does the person have a Discovery Report and/or Job Development Plan?
2. If yes, revisit it and amend/update it.
3. If not, do one.

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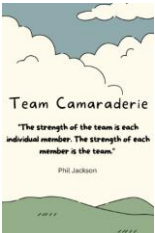
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## Cross Training at Work



Shadowing

Mentors

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## Practice Scenario's



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### Sandra

Sandra has been working at Pizza Hut for 2 years. She loves her job making pizza, setting up and maintaining the lunch buffet, and delivering food to customers. She has great co-workers who are wonderful natural supports and assist her choosing healthy lunch options, because Sandra has told them of her diabetes.

Recently, a new supervisor started, and she has a very stern, quiet, seemingly distant demeanor that Sandra does not care for. Sandra has always been extremely open and friendly with everyone and Sandra reports "this manager rubs me the wrong way". Sandra recently her job coach, that she would like a new job. She states she is not sure exactly what she wants to do. She states she may want stay in food service or try something new.

You are Sandra's job coach, what are some activities that you can do with Sandra?

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### Percy

Percy has been working for 15 years in a manufacturing job as a material handler. Not long ago, Percy was diagnosed with arthritis, which is starting to cause pain and discomfort doing tasks at work. Percy has told you that he still wants to work, but really needs to find a job that will suit his changing medical needs. Percy is interested in exploring options.

As Percy's job coach, what are some activities that you can do to assist him?

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Robert

Robert has been working in a food runner position at a local college dining hall. He is working part time but wants to work more hours. Robert expresses an interest in learning additional tasks to support him getting the additional hours. Robert also enjoys helping in the catering department and would like to do more work with them.

As Robert's job coach, what are some activities that you can do to assist him?

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- ✓ Utilizing SEMP for long term supports
- ✓ Identify the opportunities for growth
- ✓ Benefits to the business when implementing opportunity for growth
- ✓ Using the Discovery Report and Job Development Plan for growth

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PLEASE SIGN OUT  
IN THE  
CHAT BOX



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