



1

Distance learning protocol

- Attendees must be on time. Late arrivals will need to reschedule
- Do not take or make phone calls. Avoid having conversations with others around you
- Keep your camera on and your full face visible. Avoid walking around with your device
- No smoking or vaping on camera
- Keep your device muted when you are not speaking to group
- Only 1 person per device.
- Sit close to your keyboard in order to participate. 100% participation is required (chat discussions, poll questions, etc.) Be sure to UPDATE ZOOM.
- Must attend the full day or 2 days as scheduled to receive credit
- Driving or riding in a vehicle or on the subway is not permitted
- Utilization of cellphones is not permitted. Usage of a tablet is allowed in landscape view.

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ATTENDANCE

Please type your full name in the chat box to "EVERYONE"

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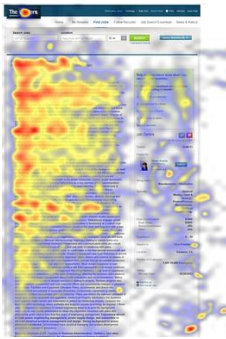
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Step 1. Recruit

The Trouble With Job Ads

- Perceived vs. real time spent reviewing job postings
- Job seekers look first at the job title, then company information, then salary and some other details
 - 14.6 seconds reading requirements
 - 25.9 seconds reading description
 - 23 seconds reading company description

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Step 1. Recruit

Write Job Posts That Attract

- Keep it concise
- Be careful of getting too casual
- Let candidates know what's in it for them
- Don't spend too much time talking up your company
- Define exactly what success looks like
- Get your job post up early in the week
- Use gender-neutral words for greater diversity

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Step 1. Recruit

Strategies for Recruiting Employees

- Treat candidates like customers
- Use social media
- Implement an employee referral program
- Create compelling job descriptions
- Check resumes posted online
- Attend industry-related meetups

The image shows a hand using a blue marker to draw a brain inside a lightbulb. There are four other lightbulbs around it, two of which are already drawn. The word "TALENT" is written in bold, black capital letters above the lightbulbs. In the background, there is a laptop, a coffee cup, and a whiteboard.

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Step 2. Interview

Hiring New Employment Support Professionals

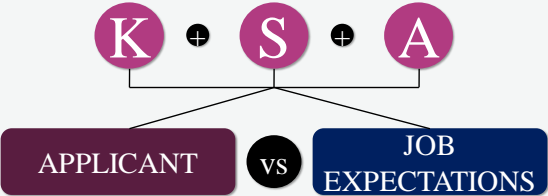
- Step 1. Recruit
- **Step 2. Interview**
- Step 3. Onboarding



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Step 2. Interview

Components of a Good Job Match



K + S + A

APPLICANT vs JOB EXPECTATIONS

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Step 2. Interview



General Requirements

- Education
- Driver's license / reliable vehicle
- Drug test / finger printing / background check
- Previous experience
- Writing skills
- Technology skills
- Availability / flexibility
- Others?

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Step 2. Interview



Work Characteristics Unique to Employment Services

- Working "in the field" for most of the job
- Interface with a variety of stakeholders
- High focus on relationship building
- Ability to market services to others
- Ability to provide excellent customer service
- Training others "in the field"
- Extensive and ongoing documentation
- Ability to work independently

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Step 2. Interview

What are you interviewing for?


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Step 2. Interview

Describing What You Want

How will you assess and measure:

- Skills?
- Knowledge?
- Abilities?



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Step 2. Interview

Describing What You Want



Be a Good Interviewer

Interview Best Practices:
Do vs. Don't Do

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Step 2. Interview

Breakout Exercise

What are 3+ qualities, skills, or knowledge that you want in a new hire?

Create questions that will give you information regarding your requirements

DOC

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Step 3. Onboarding

Successful Onboarding—It's Important

Length of Formal Onboarding Programs

1 day	16%
1 week or less	24%
2 weeks	11%
3-4 weeks	8%
1-3 months	17%
3-6 months	8%
6-12 months	4%
1 year or more	3%
Not provided	10%

Source: SHRM

- Influence and positively reinforce employment decisions
- Ensure compliance
- Establish a sense of connectedness with the organization
- Enable the new hire to contribute as quickly as possible

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Step 3. Onboarding

In the Beginning

- The training process ensures that the new hire feels welcomed, comfortable, prepared, and supported.
- These feelings increase the new hire's ability to make an impact within the organization, both immediately and over time.
- Employee success leads to satisfaction and retention, which allows the organization to continue to meet its mission.

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New Employment Support Professionals

What do they need to know before they provide supports?



Step 3. Onboarding

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Staff Development Strategies

Organizational and Departmental

- Mentoring
- Shadowing
- Coaching
- Job assignments
- Professional organizations

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Step 3. Onboarding

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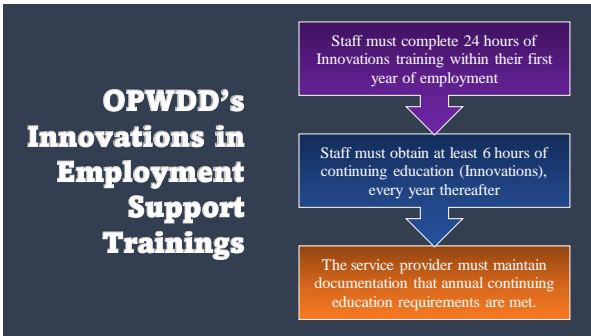
Step 3. On-Boarding

How do you support employees to be successful with Innovations courses?

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- 1 Introduction to Employment
- 2 Discovery: Assessment and Planning
- 3 Effective Job Coaching
- 4 Basics of Business Engagement

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- 5** Beyond Discovery
- 6** Job Development
- 7** Community Prevoc Services
- 8** Employment Training Program [ETP] 101
- 9** Management Skills for SEMP Leaders

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- 10** Technology for Vocational Services
- 11** Demonstrating the Benefits of Supported Employment to Businesses
- 12** A Case Study in Discovery

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Then vs. Now
Innovations Training

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Step 3. Onboarding



Supporting Staff in Learning Virtually

- Select courses in an order that will make sense
- Ensure employees have proper technology to participate
 - Reliable computer / tablet
 - Speakers/Mic / Camera
 - Reliable internet
- Prior to training, ensure employees can use equipment and are familiar with Zoom
- Review Eleversity Virtual Learning Protocol
- Expectation of being prepared and on time
- Discuss how each course will connect with their services
- Instruct on how to proceed with connection or schedule issues [585-340-2051]

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