



Resisting Employer Resistance

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The Challenge

- ➔ Why employer's resist selecting candidates with employment barriers
- ➔ Our part in supporting or eliciting employer resistance



The Solution

- ➔ We have a more profound role in generating employer resistance than we acknowledge or realize
- ➔ Reduce resistance by understanding and correcting our role in it



Credentials

- ➔ Worked or working with 12 states on helping to redesign job development activities to be able to generate more employment outcomes for everyone
- ➔ Work with organizations placing one to 100,000 people

Benefits

- ➔ Reduced employer resistance to hiring
- ➔ More control in the employer interaction
- ➔ Get rid of some bad habits

Agenda

- ➔ Why do employers resist?
- ➔ We validate this resistance by own interaction and acceptance
- ➔ Promoting resistance through lack of confidence
- ➔ Classic job developer resistance generating behaviors

Why do Employer Resist?

- ➔ Don't like people with disabilities
- ➔ They are closed minded about hiring people with disabilities
- ➔ Job Developers pull the resistance out of the employer – we generate the resistance

Generating Resistance

- ⇒ Employers are neutral
- ⇒ Have not seen the candidate only the job developer
- ⇒ Not the candidate the employer resists – but the job developer

Harder to Serve

- ➔ Doubting a population's employability causes us to believe the resistance we have pulled out
- ➔ Job Developer/Counselor confidence
- ➔ Verify own doubt in the resistance and negativity we draw out of the employer

Reinforced Resistance

- ➔ Believing the resistance is valid reinforces the resistance and creates downward spiral – our candidates are not as good as others – can they do the job?
- ➔ Getting the employer to say “no” this is not interesting to me validates it is a waste of time to have asked

Drawing Out Resistance

- ➔ Job developer starts in the wrong direction – can I tell you about our services
- ➔ Job developer sets him/herself up to talk too much or just talks too much about themselves – me, me, me...

Drawing Out Resistance

- ➔ Job developers tries to sell too soon – 1st contact is seen as a selling contact
- ➔ Job developer sets up to lose or just looses control of the interaction – job developer unsure of what to ask for or what is the point of the interaction except talking about him/herself

Drawing Out Resistance

- ➔ Job developer oversells and oversells too soon – creates unrealistic expectations – by over promising
- ➔ Creates unrealistic expectations with poorly thought out questions – asking for the top qualities or too general qualities in the candidate – What are the qualities you want in your employees?

Drawing Out Resistance

- ➔ Job developers hide from key employer concerns – don't ask about them or over promise to make them seem irrelevant
- ➔ Job developers try to win competitions and not the timing game – our candidates are poor competitors – but great workers

Drawing Out Resistance

- ➔ Disguising the agenda in discussions with the employer – we would like a work experience or job trial – but what we really want you to do is to hire them
- ➔ Bad timeframes around finding the job and looking for one job for one candidate – coming across as really needy

Drawing Out Resistance

- ➔ We should be able to anticipate every type of response so there are no surprises. It is what skilled job developers do so they never lose the comfort level – instead we wing it – ending with – you are making me figure out too much and this is a waste of time

Conclusion

- ➔ We are as responsible for failure as we are for success
- ➔ If we fail to recognize our role in failure we cement the candidates future without them ever having left the station



More Information

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