



Changing Your Perspective

Wisconsin Rehabilitation &
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The Challenge

- ➔ What role does our own perspective play in employment outcomes success or failure?
- ➔ Can changing how we look at the problem change the results?

The Solution

- ➔ How we think about something guides how we act towards it
- ➔ We are going to look at some crucial perspectives that will change how we see vocational rehabilitation so we can change how we act



Credentials

- ➔ Work or worked 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

- ➔ Control – candidates, employers, future
- ➔ Better use our talents
- ➔ Verification
- ➔ More candidate success

Agenda

- ⇒ How our perspective colors reality
- ⇒ We control more of the candidates success than we acknowledge
- ⇒ Perspective shifts that are easily done
- ⇒ Perspective shifts which are more difficult but very helpful

Perspective Colors

- ➔ Most studies on what employers want in their employees are ...
 - ◆ Communicate, manage info, use numbers, think & solve problems, positive attributes and behaviors, be responsible, be adaptable, learn continuously, work safely, work with others, participate in projects and tasks

Soft verses Hard Skills

- ➔ Where is the emphasize on soft skills
- ➔ Why are performance skills regarded so highly

Perspective Colors

- ➔ Where you started in the VR business seems to color perspective:
 - ◆ Wisconsin hard to serve
 - ◆ New Mexico DOL
 - ◆ TANF, One Stop, Youth, Older workers – the pecking order
 - ◆ There is always a top and bottom perspective to a caseload

The 50% rule

- ➔ We believe the bottom 50% can get jobs the same way the top 50% got their jobs
- ➔ The top 50% is used as the model and defending stats
- ➔ Now working with mostly the bottom 50%
- ➔ Need to change the ideals – does individualized planning really work?

Motivation

- ➔ Action is made up of **motivation** – the willingness to act and **skills** – the ability to act
- ➔ Motivation is the key to all employment
- ➔ How many on your caseload would you trust are motivated to work?

Service and It's Importance

- ➔ Most complaints about candidates are about poor support service given by the selling agency
- ➔ Service support for success or failure allows us to grow as an industry
- ➔ We need to take our role and our value more seriously
- ➔ Service is both to help the candidate as well as to build the employer relationship

The Job Match

- ➔ Finding jobs is job matching – job to candidate
- ➔ Finding jobs is detective work – finding opportunity and building solutions
- ➔ Few jobs are described with terms that reflect our candidates – hard to see where to find the match
- ➔ Look for needs to match not jobs to match

Competition

- ➔ Can we compete – should we avoid competition?
- ➔ Timing, confidence and viability crucial to not competing
- ➔ Losing a competition must be seen as normal not extraordinary

Barriers as Deficiencies

- ➔ Support is seen as correcting a deficiency – not as adding value
- ➔ Given the visual impairment we work extra hard to make the sight issue a non issue and pay extra attention to motivation and fit

Philosophy Changes

- ➔ Teach a man to fish philosophy – does it work in employment?
- ➔ You do not have to be job ready to go to work – what is the definition?
- ➔ Who owns the barrier to employment – the candidate or the employer?



More Information

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