

Employment Partnerships

An Employer's Perspective

Today's Objectives

- Knowing what matters to employers
 - Before the interview
 - After the hire and beyond
- Supporting employers and consumers during difficult situations at work

What Matters Before the Interview

Main Hiring Concerns

- Can they do the job?
- Will they be a reliable employee?
- How much will it cost?
- Will this person be difficult to train?
- How will this employee impact my bottom line?

Typical Considerations: The 'KSAO' Model

- Knowledge
- Skills
- Abilities
- Other Characteristics

How to Present Your Job Seeker

KSA's

- **K:** Highlight applicable experience, education, training
- **S:** Coach the job seeker on how to present abilities and experiences in a positive manner
- **A:** Bring a personality to the table! Gregarious? Calm? Confident?

Other Characteristics!

- This is where the YOU can shine.
- You can provide so much more support than typical employees receive – highlight that!
- Helping their local community may be more important to some employers than others – use your judgement

Remember what
we are trying to
address during
this process!



Can they Do the Job?

- Highlight on-the-job supports available during the training period
- Talk about a collaborative approach to evaluating the training period: 100% job coaching for X amount of time, then 75%, 50%, etc.
- All parties (employee, job coach, employer) must agree that the job is being done to the employer's standards before job coaching supports begin to wane
- Reference supporting examples if you have some in a similar industry – you've done this before!



Will they be Reliable?

- Have a good transportation plan
- Talk about options – the employer probably knows better than you do
- Have a backup plan
- Is the desire to work something you can highlight? Might they value the job more than other applicants?



How Much Will it Cost?

- Know your tax credit information
- Part-time vs. Full-time
- Additional supports provided at no cost to the employer – a “free employee” in addition to their new hire

What are we
Missing?

Congratulations!
Now What
Matters to the
Employer?

Exemplify Reliability

- **DO WHAT YOU SAID
YOU WOULD DO**

Most vs Least Helpful

- Being at the business
- Being available when needed
- Supporting with training & learning new responsibilities as time goes on
- Good communication skills
- Being invested in the business
- Being unavailable
- Forgetting to leave coverage information for your client or their employer
- Not addressing employer concerns in a timely manner
- Making excuses



When Difficult Situations Arise: What to Do?

Learn Everything You Can

- Learn what expectations are not currently being met
- Learn what changes the employer expects the employee to make
- Learn what role you can, or are expected to play in facilitating those changes
- Is it fixable?
- One-time or recurring incident?



Facilitate a Meeting

- Don't be judgmental
- Use strength based language and positive messaging
- Stick to the facts, not the feelings
- Be clear about expectations and the consequences of not meeting those expectations

Follow Up #1

- Ask for a few minutes after the meeting to step outside with the employee, if possible.
- Avoid break rooms or other areas where other employees may be present
 - May be smart to discuss this plan beforehand with the employer
- Use your Motivational Interviewing skills: Summarize, Affirm, ask Open-ended questions, Reflect disappointment, anger, etc.
- Normalize – everybody gets constructive criticism at work!
- Make a plan for improvement, and offer increased supports



Follow Up #2

- Let the employer know the plan that was made for improvement
- Ask for continued feedback – and mean it!
Communicate!
- Continue to be visible and support the employee and employer
- Failure to follow up leads to the employer thinking it's not worth their time – leads to a quick termination the next time around.



Questions?