

Customized Employment Personnel Certificate

Training Series

SESSION #2

CUSTOMIZED JOB DEVELOPMENT AND NEGOTIATION

AGENDA FOR DAY 1

8:30 am	Introduction Sign-In Sheets Housekeeping Agenda & Course Review Introduction to Job Development Big Sign Syndrome CE Examples – Video Slides Discovery Profile to Work Discovery Profile to Work - Activities Job Analysis Review & It's relationship to Job Development
11:45 am	Break for Lunch
12:45 pm	Reflect on Morning's Work Discovery Profile to Work - Activities Job Analysis Review & It's relationship to Job Development Work Experience Options & Obstacles Representing the Individual Community Image & Customer Service

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Job Design Strategies in Customized Employment
Negotiation & Influence in Employment Development
Active Employer Councils

4:30 pm Day's Reflection
 Q & A
 Discussion
 Review Field-Based Assignment
 Sign-Out Sheets
 Session Evaluation

5:00 pm Adjourn

Note:

Mid-morning and mid-afternoon breaks will be taken at times appropriate to the group and content.

SESSION #2

CUSTOMIZED JOB DEVELOPMENT AND NEGOTIATION

TOPICS TO BE COVERED

Introduction

Networking & Social Capital
Values of Community Employment
The Myth of the Labor Market
Mission Drives Accomplishment

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Big Sign Syndrome

- Getting Behind the Front Counter
- Back office operations
- Small Business is hiring
- Iceberg Effect
- Getting Beyond the Job Description

Customized Employment Examples: Slides & Video

- Wage Employment
- Job Creation and Carving
- Resource Ownership

Connecting Discovery Profile to Work

- Ideal Conditions
- 3 Themes
- Brainstorm 20
- Exploitable Resources
- Community Context
- Activities

Job Analysis Review & It's relationship to Job Development

- Core
- Episodic
- Work Related
- Cultural Components of a Job

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Forms & Processes

Work Experience Options & Obstacles

Volunteering, Community Services, or Work

Paid Work Experience

Informational Interviews

Representing the Individual

Portfolios

Employment Consultant as Agent

Community Image & Customer Service

Job Design Strategies in Customized Employment

Cold Calls Vs Warm Calls

Leave Behinds: Portfolios, Picture Books & Fact Sheets

Disclosure & Resumes

Closing

Negotiation & Influence in Employment Development

Interest-Based Vs Positional Negotiation

Big Win/little win

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Smooth Listening

Relationship Selling/Influence Action Planning

Handling Employer Objections

Active Employer Councils

Core Activities

Sample Agendas

Employer Engagement