

# Customized Job Development

*Griffin-Hammis Associates*

## QUALITY VS QUALIFIED

MNTAT.Org

# Job Development

- ① **Myth of the Labor Market**
- ① **Employers are Always Hiring**
- ① **Broken Windows Theory and the Image of People with Disabilities & CRPs**
- ① **Why Customized Employment is Different**
- ① **Avoid the Dream Job Trap**

# Guiding Values

- **Zero Exclusion**
- **Partial Participation**
- **Zero Instructional Inference**
- **Interdependence**
- **Self-Determination** (Freedom, Support, Authority, Responsibility)
- **Contribution**



# Examples

- **Mellowny**
- **Joseph**
- **Rona**
- **Kip**

# Vocational Profile Guides the Process

- ⦿ **Heather wants to:**
- ⦿ **Work Outside & Inside**
- ⦿ **Work Alone & with others**
- ⦿ **Do Gardening & Clerical**
- ⦿ **Travel**
- ⦿ **Be around Wealthy People**

# Job Analysis

- **Core Routines**
- **Episodic Routines**
- **Work Related Routines**
- **Culture of the Company**

Callahan & Garner

# Job Analysis

- ⦿ **Review Job Analysis Record (JAR)**
- ⦿ **Stealth Information Gathering**
- ⦿ **Video Taping**
- ⦿ **Team/Family/Individual Analysis**

# Job Analysis: Getting in the Door

- **Go Where the Career Makes Sense**
- **Examples: Public Swimming Pool, Tavern, Video Arcade**

# Job Analysis: Activity

- ① **Informational Interviews**
- ① **Job Analysis Observation**
- ① ***(2 hours plus Reporting)***

# Job Analysis: Activity

- ⦿ **Informational Interviews:**
- ⦿ **History, Products & Services**
- ⦿ **Recruitment & Retention, Training**
- ⦿ **Role of Technology now and in the Future**
- ⦿ **Competition, Growth, Concerns**

# Job Analysis: Activity

- **Informational Interviews:**

**Culture of the Company -**

***Dress, Humor, Orientation, Formal & Informal Power, Role of Technology, Customer Service Clues, Social relationships, Formality, Bureaucracy, Team Work, Natural Support ....***

# Job Analysis: Activity

- **Informational Interviews:**

*Tour and Observe:*

*Work Processes*

*Natural People & Means*

*Specific Jobs being Performed (Core  
& Episodic Routines Especially)*

*Record Observations!*

# Resource Ownership

- ⦿ **Exploitability**
- ⦿ **Weaving the Resource Discussion into Job Development**
- ⦿ **Naive Job Development (*Colombo Method; Deepening the Pain*)**

# Resource Ownership: Concerns

- ⦿ **Buying Jobs**
- ⦿ **Liability**
- ⦿ **Ownership**
- ⦿ **Funding**
- ⦿ **Employer Agreements**
- ⦿ **Examples**

# Paid Work Experience

- ① **Building on Discovery & the Portfolio**
- ① **Using your Board & Network**
- ① **Setting Time Limits**
- ① **Engaging VR, WIA, DD/MH, LEAs, SSA, Families**

## **Paid Work Experience: DOL**

- ⦿ **No Displacement of other Workers**
- ⦿ **No Material Benefit to Employer**
- ⦿ **Direct Supervision by Employer or Rehab Personnel**
- ⦿ **Time Limited Written Training Plan**
- ⦿ **No Guarantee of Employment**

# Big Sign Syndrome

- ◎ **27,000,000 Businesses in the U.S.**
- ◎ **Only 16,000 have 500+ Employees**
- ◎ **Harder to Carve & Create in a Corporate Environment**
- ◎ **In Small Biz the Owner/Manager Makes Decisions**
- ◎ **Under-Capitalized Opportunities**
- ◎ **Easy to Get In**
- ◎ **Observe the Back-Office Operations**

# Interest-Based Negotiation

- ① **Competitive Employment Fails for a Reason**
- ① **Big Win/little win strategy**
- ① **Moving from Smooth Talker to Smooth Listener**
- ① **Relationship Selling**

# Interest-Based Negotiation Tools

- **Managing Behavior During Negotiation:**

**Change Cycle (*Contentment, Denial, Anger, Depression, Confusion, Renewal*)**

**Handling Objections: *Feel, Felt, Found*  
Left Hand/Right Hand Analysis**

# Interest-Based Negotiation

- ① **Try Another Way** (*Ropes Exercise or Highest paper Tower*)
- ① **Video Examples:** *Defending Your Life, Dude Where's My Car, Letterman @ McDonald's*

# Job Carving & Creation

- ⦿ **Partial Participation**
- ⦿ **Intersecting Tasks (from Job Analyses)**
- ⦿ **Worksite Inventories: *Examples from Botanical Gardens, Welding Shop, et al***
- ⦿ **Video Review**
- ⦿ **Getting Beyond the Job Description**

# Job Carving & Creation

- **Carving & Creation Activity: 2 Hours**
- **Teams Visit local Businesses**
- **Inventory Work Tasks**
- **Observe Shared Tasks & Natural Supports**
- **Observe Culture**
- **Design New Jobs**

# Sales & Opportunity Building

- ① Relationship Charting Exercise
- ① Organizational Networking (*Values*)
- ① Personal Networking (*Informal & Formal Associational Life*)
- ① Going Where the Career Makes Sense (*Building the Community Calendar*)

# Job Development Tools

- ① Warm Calls
- ① Leave Behinds
- ① Fact Sheets
- ① Portfolios & Picture Books
- ① Resumes
- ① Testimonials

# Job Development & Sales

- ① **Video Review (*Car Sales*)**
- ① **Feature/Benefit Chart Exercise**

# Job Development & Sales

- ⦿ Preparation is Crucial
- ⦿ Show you Care
- ⦿ Prospect Continuously
- ⦿ Listening is more Useful than Talking
- ⦿ Allow Employers to say No
- ⦿ Stay in touch; Follow-up
- ⦿ Be a Gracious Guest
- ⦿ Be on time, Be Professional, Be Concise
- ⦿ Ask for Referrals
- ⦿ Keep your Promises

# Job Development & Sales

- **Closing the Deal:**

*Know when to Ask for the Job*

*Know when to Quit Talking*

*When an Employment Agreement  
makes Sense*

*Know who is training Whom*

*When do we start?*

# Natural Supports

- **Mark Twain's Theory**
- **Natural Means**
- **Natural People**
- **Natural Methods**
- **Accommodations, Circumventions, Modifications**

# Natural Supports

- ① Try Another Way
- ① Supporting Natural Trainers & Supervisors
- ① Revering Corporate Culture (*Toby's Story; Parts Delivery Example*)
- ① Video Review of Natural Trainer

# Active Employer Councils

- ⦿ **Not your Father's BAC**
- ⦿ **Making Membership a Priority**
- ⦿ **Employer Engagement**
- ⦿ **Consumer Direction**
- ⦿ **Staffing & Funding**
- ⦿ **Agenda Review**
- ⦿ **Public Relations**
- ⦿ **Outcomes Management**

# Person Centered/Business Centered Job Development

- **Review of Key Topics**
- **Issues and Answers**
- **Next Steps**
- **Suggested Activities & Reading**
- **Adjourn**