Effective Employer Engagement

Rick McAllister
APSE MO
Ground Rules
YOUR NEEDS
THE DEFINITION of EMPLOYMENT SERVICES!

MANAGING CHAOS!!!
DEVELOPING EMPLOYMENT OPPORTUNITIES:

Thoughts and Considerations!
The business of doing business with business!
Two Worlds: Human Services and Employment
Three Customer Groups

1) Job Seeker

2) Employer

3) Funding Sources
What does each customer want from us?
Only **ONE** place where all three customers expectations are met!

**JOB MATCH**
The secret to successful business partnerships!
The 10 yard mile!
Understanding the relationship!!!

Employee

Employer

Us
EMPLOYMENT FLOW

Referral

High Quality Assessment of Wants and Needs

Plan

Job Match

Follow Up

Initial Contact

Relationship Building

Proposal

Service After the Match

Network
Skills, Needs, Wants and Desires

- PREFERENCE INVENTORIES
- SKILL INVENTORIES
- EXPERIENCE SUMMARIES
EMPLOYMENT FLOW

Referral

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Network
EMPLOYMENT FLOW

Referral → High Quality Assessment of Wants and Needs → Plan → Job Match → Follow Up

Network

Initial Contact → Relationship Building

Proposal

Service After the Match
PERCEPTIONS
Four Doors into an Employer
ALLOCATING RESOURCES

NETWORKING

FORMAL

INFORMAL

JOB SEEKER

TEAM MEMBERS
Dating?
Stages of Employment Development

- Initial Contact
- Relationship Building
- Proposal
- Service After the Match
INITIAL CONTACT GOALS

Appear professional

Be concise and to the point

Assess needs

Be welcome back
INITIAL CONTACT - Considerations

Who are you?

What do you want?

WIIIFM
Disclosure???????
EMPLOYER FILE

- DEMOGRAPHICS
- CONTACT INFORMATION
- RELATIONSHIP MANAGEMENT PLAN
- CULTURAL ASSESSMENTS
- JSI
- FLOW CHARTS
RELATIONSHIP BUILDING GOALS

- Assess job/s
- Assess the culture
- Know your customer
- Be welcome back
Relationship Building - Considerations

- See the job
- Know the direct supervisor
- Know the culture and flow
TOOLS

- Skill Inventories
- Cultural Assessments
- Task and Sequence Analysis
- Flow charts and diagrams
PROPOSAL GOALS

Know the person

Know the job

Know the resources

Present a clear plan
Proposal - Considerations

- Verbal
- Follow-up in writing
- Know the resources and look for creative options
TOOLS

Gap Analysis

Flow charts and diagrams
GAP or Discrepancy Analysis

- Tool for anyone attempting to increase a person's independence within a job
- Documentation that manages the relationship with all stakeholders
- Prevents the crisis or reduces intensity
## DISCREPANCY ANALYSIS TOOL

<table>
<thead>
<tr>
<th>Job Requirement</th>
<th>Person/Status</th>
<th>Intervention</th>
<th>Progress</th>
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SERVICE AFTER THE MATCH

GOALS

- Keep all promises
- Keep all promises
- Communicate
- The relationship matters
Service After the Match - Considerations

- Customize to the situation
- Make sense to the employee
- Most natural supports
- Make sense to the employer
DISCUSSION and QUESTIONS
Contact Information

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