SESSION TWO

Dealing with Obstacles to Re-Employment

FLIP-CHARTS

1.

AGENDA

- Welcome Back!
- Perceived Obstacles
- Dealing with Perceive Obstacles to Employment
- Concrete Examples
- Debrief

2.

PERCEIVED OBSTACLES TO RE-EMPLOYMENT

3.

PERCEIVED OBSTACLE	
EMPLOYER'S FEARS	WHAT YOU CAN DO OR SAY TO OVERCOME EMPLOYER'S FEARS

4a.

MOST DIFFICULT THINGS ABOUT ADDRESSING THE EMPLOYER'S FEARS

4b.

WAYS OF OVERCOMING THESE DIFFICULTIES

5.

SESSION TWO DEBRIEF
WHAT WORKED AND WHAT DIDN'T

SESSION TWO

HAND-OUTS FOR EXERCISES
and
ADDITIONAL INFORMATION HAND-OUTS

SESSION TWO: Hand-outs for Workshop Activities

2-1 Defuser Scripts

2-2a Defusing Employer's Fears

2-2b Defusing Employer's Fears

2-3 Concrete Examples: Describe Skills or Defuse a Fear

SESSION TWO: Additional Information Hand-outs

(None)

DIALOGUE	INSTRUCTIONS AND GRAPHICS	HAND-OUTS AND NOTES
	SESSION TWO **Dealing with Obstacles to Re-Employment**	
Introductions: Every morning we'd like to ~~warm us up~~ start off by going around the room and sharing one thing we did since yesterday – it may be something you did for your job search, something nice you've done for yourself since yesterday, or just something interesting you did since we met. • We'll start… (Trainers model a brief answer)	**I. INTRODUCTIONS** **A. Welcome and Sharing** **B. Introduce Agenda for the Day**	 10 Minutes 2 Minutes
	1. AGENDA ───────────── • Welcome Back! • Perceived Obstacles • Dealing with Perceive Obstacles to Employment • Concrete Examples • Debrief	
	• Trainers ask: "Are there any questions?"	

DIALOGUE	INSTRUCTIONS AND GRAPHICS	HAND-OUTS AND NOTES
	II. PERCEIVED OBSTACLES AND CHALLENGES THAT PARTICIPANTS ARE FACING	<u>**Normalising Challenges and Fears**</u>
	A. Pat Brown's Perceived Obstacles	10 minutes
	1. Present: "Yesterday, we talked about thinking like the employer by identifying applicant characteristics. We discussed our strengths and how we can describe our skills using concrete examples. Let's begin today by discussing a hypothetical person called Pat Brown. Pat is a 54-year-old job seeker, who was fired from her last job 3 months ago. She was previously employed in a supervisory position at a marketing firm for 12 years. At the marketing company, she started in an entry-level position, and over time, worked her way up the ladder to an important position in the company. She is now feeling as if she will be starting over and needs some advice."	
	2. Practice and Chart on Flip: Trainer asks: ⊗ "What should she focus on in an interview? ⊗ What do you think she is worried about regarding her employability?"	
	3. Split participants into groups of 3 or 4and record their responses to the two questions on flips	
	4. Reconvene to whole group & facilitate feedback.	
	5. Summary: "So we've talked about what we think might be Pat's greatest obstacles to re-employment. Now let's take time now to look at what we think are our greatest challenges. We all have certain obstacles, or know someone who has something, that we think might keep us from getting hired."	

	B. Participants' Perceived Obstacles	
	1. Present: "Let's look at our individual and sometimes commonly perceived obstacles to re-employment."	45-60 Minutes
	2. Practice and Post on Flip Chart:	
	⊗ Participants disclose their greatest challenges or perceived obstacles to re-employment.	
	⊗ Facilitators post challenges:	

2.

PERCEIVED OBSTACLES TO RE-EMPLOYMENT
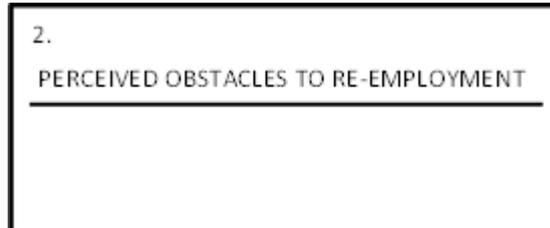
- Participants place coloured sticky dots on the flip-chart next to their most significant perceived obstacles.

3. Debrief: "As you look at the list of challenges we have just created, how does it feel to see that others sometimes share your concerns about job loss and job search?"

4. Summary: "So it seems that job seekers often worry that certain obstacles will keep them from getting a job: their age, their level of education, their need for a high starting salary or the fact that they were unemployed for a long time."

- (Refer to the flip-chart list of Perceived Obstacles generated by participants.)

"These obstacles could unfairly prevent you from getting a job – but not necessarily.

- The first step to defusing an obstacle is to see the way employers view these . In the next exercise, we're going to look at an example of a method for overcoming obstacles to re-employment."

DIALOGUE	INSTRUCTIONS AND GRAPHICS	HAND-OUTS AND NOTES
	III. DEFUSING EMPLOYERS' FEARS: DEALING WITH PERCEIVED OBSTACLES TO EMPLOYMENT	
	A. Trainers Walk Through an Example with Participants 1. Present: "Let's take an example of a perceived obstacle to employment from the group." 2. Practice and Post on Flip Chart: • Trainers ask participants for an obstacle to use in the group example. NEXT • Trainer encourages participants to think like the employer and to generate fears that the employer may have about the obstacle. NEXT • Trainer encourages participants to generate ways of overcoming the employer's fears. 3. <table><tr><td colspan="2">PERCEIVED OBSTACLE</td></tr><tr><td>EMPLOYER'S FEARS</td><td>WHAT YOU CAN DO OR SAY TO OVERCOME EMPLOYER'S FEARS</td></tr><tr><td></td><td></td></tr></table> • Optional: Trainers ask participants if they would like to do another group example. 3. Debrief: "If you were an employer, what would you think about what we have just come up with?"	40-45 Minutes

	B . Trainers Role-play Effective and Ineffective Use of Defusers	5 Minutes
	1. Present: "We're going to do another sketch that demonstrates the kind of impression these defusers can make."	OPTIONAL HAND-OUT: 2-1: "Defuser Scripts"
	2. Practice: Trainers model the defusing process as the Employer and Applicant with the group serving as the Observer.	
	A. I play the Applicant and _____ plays the Employer. (To Trainer): I want you to ask me about why I have had so many jobs in the last five years. E. I see you have had quite a few jobs during the last five years. Could you tell me a bit about that?	

	• Yes, I have had lots of jobs. However, I never left any of them for disciplinary reasons.
	  • "Was I addressing the employer's fear or the obstacle? [I was addressing the obstacle of being fired.]"
	  • "What suggestions do you have for how I can improve my answer?" Chart suggestions on Flip.
	  • "Okay, let's try again."	

	E. I see you have quite a few jobs during the last five years. Could you tell me a bit about that?
	
	    F. Of course. I'm pleased you asked me about this. One of the strengths in my background is that I have held several positions in the last five years. I wanted to try out a number of different types of work to find out what I was best at. I've decided that I want to stay in supervision because I feel it is where my best skills lie. I like motivating people and I get good results so I plan to make a long-term commitment to this type of work.
	
	    Also, I have a lot of contacts and broad experience from the last five years.	

	3. Debrief: "How did I do that time? What was more effective this time?"	
	C. Participants Practice for Defusing Employer's Fears	20-30 Minutes
	1. Present: Participants complete hand-out on an individual basis.	HANDOUTS: 2-2a or 2-2b: "Defusing Fears"

	2. Practice: Participants practice in pairs.
	⊗ "Each applicant should tell the employer the particular job s/he is interviewing for and what obstacle they want the employer to ask about."
	
	• "The applicant should focus on addressing the employer's fears about the obstacle."
	  o "Run the interview with the employer asking the questions (eg, "You appear to have been out of work for three years")
	  o Applicant should give their responses.
	  o Review how this interview worked and consider whether there are alternative/ additional defusers you could add to your list.
	  o Invite the employer/ observer to offer any advice or suggestions, which you could add to your list
	  o Run the interview again, making use of any suggestions you feel are relevant
	  o
		Break into Groups of 2

Debrief: • So the real obstacle is <u>not</u> those characteristics in our job record, it's the <u>employer's fears</u> about what they may represent. • Our focus should be on what the employer <u>fears</u>, not the obstacles, in thinking of what to say in an interview or to write on a CV.	3. Debrief: "How was that? What did you find useful about this? If you were an employer, what would you think about what we have just come up with? As employers, how many of you found that your fears were addressed by these answers? Do you think that the issues you described as obstacles will prevent you from getting employment?"	5 Minutes
	4. Optional: Ask the group if they would benefit fom another example of defusing employer's fears. ⊗ "Would the group like to do another example on the flip-chart of defusing an obstacle you feel needs more work or perhaps one which you feel is particularly good?"	

	5. **Inoculation**: "What are the most difficult things about addressing the employer's fears? Now what are the ways to overcome those fears?" ┌─────────────────────────┐ │ 4a. │ │ MOST DIFFICULT THINGS ABOUT ADDRESSING │ │ THE EMPLOYER'S FEARS │ │ │ │ │ └─────────────────────────┘	30 Minutes

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	│ 4B. │
	│ WAYS OF OVERCOMING THESE DIFFICULTIES │
	│ │
	│ │
	└─────────────────────────┘
	
	⊗ "Which of the ways of overcoming these difficulties will you use?"
	
	⊗ Trainer encourages participants to vocalise
	    → to the participant sitting next to them OR
	    → to the large group OR
	    → to indicate on the flip-chart with a check mark their choices for overcoming difficulties.
	
	6. Summary: "So far today, we have explored what we perceive are obstacles to re-employment, and then we practiced ways of defusing any fears that the employer might have about our perceived obstacle.
	
	Let's continue to build on our ability to confidently present ourselves in an interview by practicing another concrete example like ones we did yesterday."	

DIALOGUE	INSTRUCTIONS AND GRAPHICS	HAND-OUTS AND NOTES
	IV. PARTICIPANTS PRACTISE ANOTHER CONCRETE EXAMPLE	20 Minutes

	This exercise is designed to help you practice describing your skills and giving evidence about your skills, to reduce employers' fears.
	
	1. Present: Participants complete their own Concrete Example using the hand-out.
	  ⊗ Trainers encourage participants to defuse employer's fears using concrete examples of their skills to expand on their earlier interviewing practice.
	
	2. Complete Hand-out 2.3 individually
	
	3.Practice: Participants practice Concrete Examples in groups of three:
	  ⊗ Applicant
	  ⊗ Interviewer
	  ⊗ Observer
	
	4. Debrief: "Earlier you identified obstacles and ways of defusing obstacles, and now you've practiced describing your skills using concrete examples again. How was this practice of describing your skills useful this time?"
		HAND-OUT 2-3: "Concrete Examples: Describe Skills or Defuse a Fear"
		
		Break into Groups of 3
		
		Trainers check that H/O 2.3 is completed appropriately and provides feedback before moving on.

DIALOGUE	INSTRUCTIONS AND GRAPHICS	HAND-OUTS AND NOTES

	V. CLOSING
	
	1. Present: Review day
	   ⊗ "Welcome and Sharing
	   ⊗ Pat Brown's Perceived Obstacles
	   ⊗ Defusing Employer's Fears
	   ⊗ Group Example of Dealing with Perceived Obstacles
	   ⊗ Two Sketches: Ineffective and Effective Use of Defusers
	   ⊗ Pairs Practice Defusing Employer's Fears
	   ⊗ Practice Describing Skills Using Concrete Examples to defuse fears"
	
	2. Practice: Participants give feedback on what did and didn't work.
	
	3. Debrief: "What was effective? What was not effective?"
	
	5.
	    SESSION TWO DEBRIEF
	    WHAT WORKED AND WHAT DIDN'T
	
	4. Preview of Session Three:
	   ⊗ "Finding Job Openings Through Networking"
	   ⊗ Sources of Job Leads
	   ⊗ Informational Interviewing
	   ⊗ Introduction to CVs
	
	5. Closing:
	   ⊗ Go around the room and have each participant share one thing that sticks out in his/her mind about today's session.
	   ⊗ "Have a pleasant and productive day. We'll see you tomorrow."
		5-15 Minutes

SESSION TWO – Hand-outs

Examples of Defusing Employer's Fears

Perceived Obstacles	Possible Employer's Fears	Possible Defusers
• <u>TOO OLD</u>	• I might get sick and miss a lot of work.	• In the past 4 years I've only missed 5 days due to illness.
	• <u>I might not have enough energy or stamina.</u>	• I think my hobbies keep me fit. I really enjoy hiking and dancing.
	• You have a lot of experience and may expect an above average salary	• Your company has a great reputation for quality, innovative work and I'm willing to make a long-term commitment to be a member of your team.
• HAVE BEEN FIRED	• I might not get along well with people.	• At Smiths I was voted the 'Most Valuable Team Player' by my colleagues.
	• I might not have the ability to do the job.	• I developed and implemented a plant improvement program that reduced the turnover rate by 50% over the past 3 years.
	• I might not be reliable or dependable.	• During the flood last year I got to work each day and filled in where ever I was needed. As a result we kept our customers satisfied.

Defusing Employer's Fears

Perceived Obstacles	Possible Employer's Fears	Possible Defusers

Defusing Employer's Fears

Perceived Obstacle

I WORRY THAT I MIGHT NOT GET HIRED BECAUSE:

Fear

THIS PERCEIVED OBSTACLE MAY PREVENT ME FROM BEING HIRED BECAUSE THE EMPLOYER MAY BE AFRAID (OR CONERNED) THAT:

Defuser

THERE ARE CONCRETE POSITIVE THINGS ABOUT ME, MY PAST EXPERIENCES AND MY ACHIEVEMENTS THAT I COULD TELL THE EMPLOYER TO SET HIS OR HER FEARS TO REST. THEY ARE:

Concrete Examples
Describe Skills or Defuse a Fear

List the fear you are aiming to defuse

1. SKILL

2. SPECIFICS

3. RESULTS

4. LINK THE NEW JOB