

JOB CLUB
LESSON 1:
COMMUNICATION

COMMUNICATION IS KEY

Week 1- Communication

What's Your Point? Role Play Script #1

- Mr. Z.: You're finally here!
- Jade: Hi, Mr. Z. Yes, I'm here to mow your lawn.
- Mr. Z.: Well, you didn't do a very good job last week.
- Jade: I wasn't the person who mowed your lawn, but I'd like to hear why you were unhappy with the job.
- Mr. Z.: It was just a mess!
- Jade: Can you please be more specific? What exactly didn't you like? In what way was it a mess?
- Mr. Z.: Well, it looked just awful.
- Jade: Mr. Z., I really want to make sure that whatever upset you last time doesn't happen again. If you will tell me exactly what you want done differently in the future, it will really help me to be sure your lawn is mowed just the way you like it.
- Mr. Z.: Well, the cut grass was left on the lawn, and the edges weren't straight.
- Jade: Okay, let me be sure I understand. Besides mowing, you want us to be sure to rake up, remove the grass, and be more careful to straighten the edging?
- Mr. Z.: Yes, that is exactly what I expect!
- Jade: Thanks, Mr. Z. I'll be sure to do those things today, and I will let the boss know that's what you'd like done from now on.
- Mr. Z.: Thank you very much.

Week 1- Communication

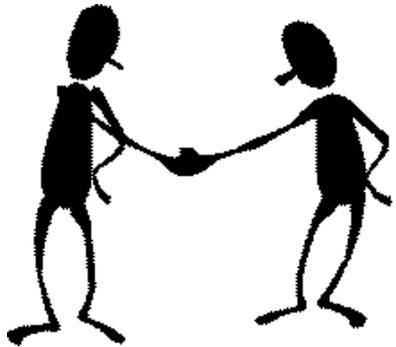
What's Your Point? Role Play Script #2

- Ms. T.: Hello, Will. I would like to talk with you.
- Will: Yes, Ms. T.?
- Ms. T.: Will, I've been watching you time this week, and I'm quite concerned.
- Will: Ms. T., I see that you're not happy, but will you please be more specific?
- Ms. T.: You're not getting here on time.
- Will: I know I've been arriving to work late, and I am sorry.
- Ms. T.: Well, look at your time today. You were supposed to be here at 3:15 this afternoon and it's now 3:30 and you just walked in. We need to be able to depend on you to be here at the time you're scheduled to work.
- Will: I understand that you expect me to be here on time. I'm getting here as quickly as I can after school. Would it be possible to change my start time to 3:30? I can put in the extra 15 minutes at the end of the workday instead.
- Ms. T.: Well, I suppose we can try that. Are you absolutely sure that you can make it here every day by 3:30?
- Will: I'm sorry that I've been getting here late and upsetting you. I really do think I can be here every day by 3:30, but if for some reason I can't make it here by that time, I will be sure to call to let you know.
- Ms. T.: That would be very helpful. Thank you, Will.



RULES FOR GROUP MEETINGS

- Participate in both speaking and listening.
- Respect each other.





ACTIVITY- NAME TOSS

- Get into a big circle





QUESTIONS TO THINK ABOUT: COMMUNICATION

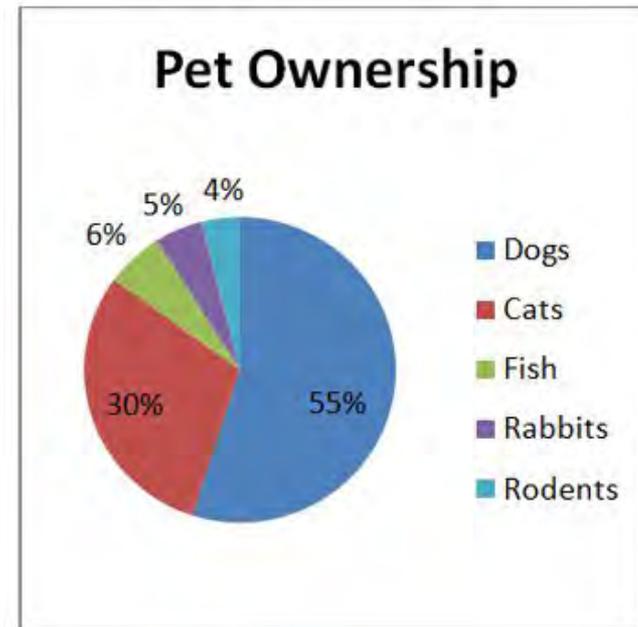


- What types of communication are there?
- What happens when verbal and non-verbal communication don't **match up**?
- How would you speak to your family?
Friends? Professionals?
- What makes listening an important part of communication?

WHAT TYPES OF COMMUNICATION ARE THERE?

Visual- communication through a visual aid and is described as the delivery of ideas and information in forms that can be read or looked upon

Food	Votes
Pizza	
Burger	
Pasta	
Hot Dog	





VERBAL COMMUNICATION

Verbal- the use of sounds and words to express yourself, especially in contrast to using gestures or mannerisms



Gestures- a movement of part of the body, especially a hand or the head, to express an idea or meaning

Mannerisms- a habitual gesture or way of speaking or behaving



ACTIVITY- FLIPPING THE SWITCH

Does communication change depending on the context?

Situation: _____

Friends: _____

Family: _____

Professionals: _____

Situation: _____

Friends: _____

Family: _____

Professionals: _____

Situation: _____

Friends: _____

Family: _____

Professionals: _____



WRITTEN COMMUNICATION

Written communication- involves any type of message that makes use of the written word

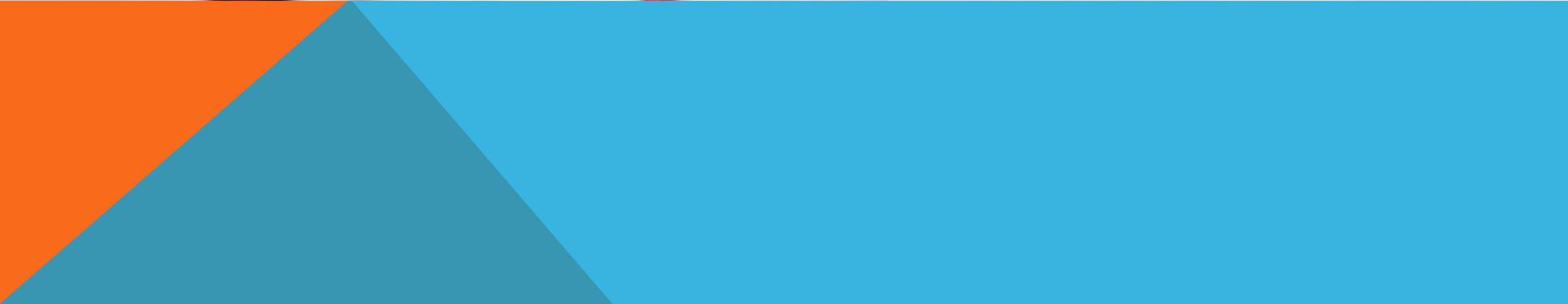


Examples- texts, emails, letters, handwritten etc.



IS THIS APPROPRIATE?

If not, what is a better way to communicate?



NONVERBAL COMMUNICATION

Nonverbal communication-

communication without words, includes facial expressions, eyes, touching, tone of voice, etc.





ACTIVITY- MIME GAME

Happy



Worried



Surprised



Curious



Shy

Sad



Angry

Scared



Frustrated



AURAL



Aural communication- involves the transmission of information through the auditory sensory system (the system of speaking and hearing)

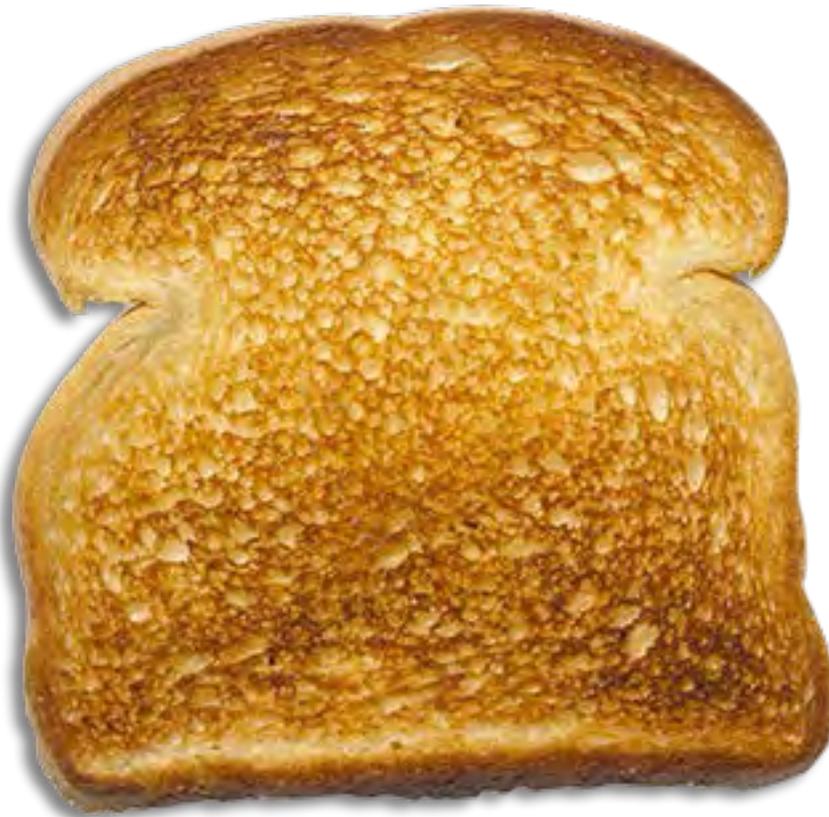


TELEPHONE





INTERPRETATION





WHAT'S YOUR POINT?

Jade has a job mowing lawns for Mr. Z and got some feedback.



Will works at a dentist's office and got in a bit of trouble with his boss, Ms. T.

REFERENCES

Office of Disability Employment Policy. (2012). *Skills to pay the bills*. Washington, DC.



**THANKS FOR ATTENDING JOB
CLUB!**



JOB CLUB LESSON 2: DISCLOSURE

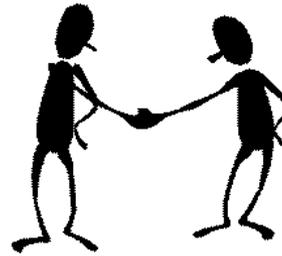
SHOULD I TELL THEM?

RULES FOR GROUP MEETINGS

- Participate in both speaking and listening.



- Respect each other.





RECAP OF WEEK 1



- 1) What are the four types of communication?
- 2) Give an example of how two forms of communication could be used at once.



WARM UP GAME

- What is your favorite color? What activity do you enjoy doing in the summer?
- Mill about the room and find others who share your favorite color or the same summer activity as you.



DEFINE

Disclosure: When you tell someone something that was previously unknown, intentionally releasing personal information about yourself for a specific purpose

Sensitive information: Information that is protected against unwarranted disclosure

Confidential: Intended to be kept secret



WHEN TO DISCLOSE

- It is your decision if and when you decide to disclose your disability.
- Good option, if you choose to disclose:
 - Once you've been hired! You can then discuss with your employer what accommodations you may need to be successful in your new job.

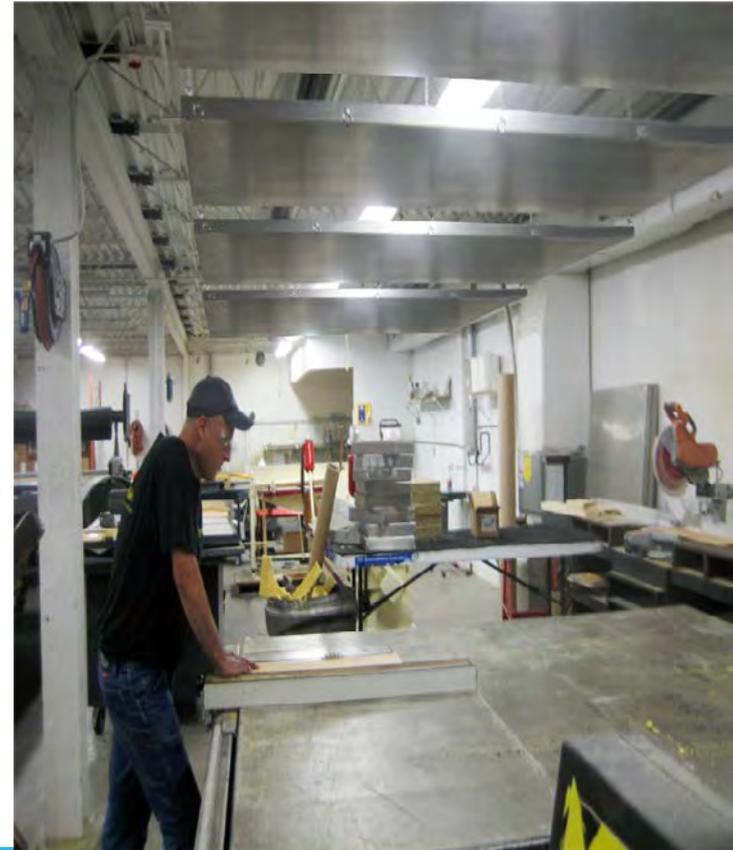


DISCLOSING

What is important and helpful to provide information about:

1) How your disability affects your capacity to learn and perform effectively.

2) The environment, supports, and services you'll need in order to access, participate in, and excel in your job, studies, and community.





ADVANTAGES VS. DISADVANTAGES

What are some advantages or disadvantages of disclosing in this situation?



DISCLOSURE ON THE JOB



- Deciding whether or not to disclose on the job can be a very difficult decision to make, BUT:
 - The decision to disclose on the job is entirely personal. **It's your decision.**
- Remember to consider: what supports and services do I need to be successful in my job?



REASONS TO DISCLOSE

- To get employment support networks
- To determine if you can meet requirements for a job
- To be able to explore supports available to you
- To develop mentoring structures



DISCLOSURE ON THE JOB

Do you have to share every detail of your disability with your employer if you choose to disclose?





INFORMATION TO DISCLOSE



- General information about your disability
- Why you've chosen to disclose your disability and how it may impact your job performance
- Types of job accommodations that have worked for you in the past
- Types of job accommodations you anticipate needing
- How your disability and other life experiences can positively affect your work performance



ACCOMMODATIONS

What accommodations do I need?

- Take a few minutes and write down accommodations you could see yourself needing in a work place.
- Are there accommodations you'll need to discuss with your employer?





YOUR DISCLOSURE SCRIPT



- What would you like your disclosure script to look like?
- Write out a draft of your script
- If you need any assistance, raise your hand and a job coach will come help!



YOUR DISCLOSURE STATEMENT CAN INCLUDE:

- General information about your disability.
 - Why you've chosen to disclose your disability, including its potential impact on your job performance.
 - The types of accommodations that have worked for you in the past (if applicable).
 - The types of accommodations (if any) that you anticipate needing with respect to your current job or the one for which you are applying.
 - How your disability and other life experiences can positively affect work performance.
- 

REFERENCES

Office of Disability Employment Policy. (2012). *Skills to pay the bills*. Washington, DC.



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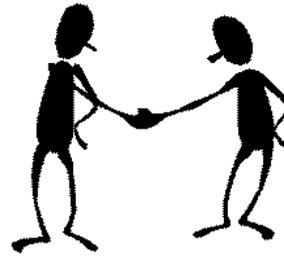
**JOB CLUB
LESSON 3:
PROBLEM SOLVING
AND CRITICAL
THINKING**

RULES FOR GROUP MEETINGS

- Participate in both speaking and listening.



- Respect each other.





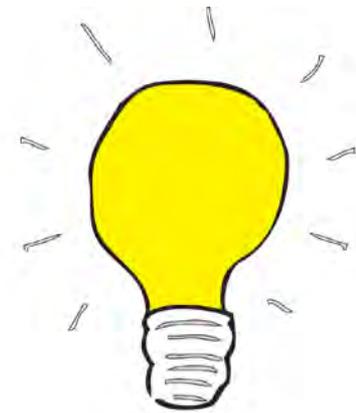
RECAP OF WEEK 2

- 1) Who at your worksite needs to know about your disability?
- 2) When should you disclose your disability to an employer?
- 3) Why would someone choose to disclose at work?

DEFINE:

Problem Solving: The process of finding solutions for difficult or complex issues

Critical Thinking: The objective analysis and evaluation of an issue in order to form an opinion





PROBLEM SOLVING AND COMMUNICATION

When is problem solving necessary for a job?

What are some examples of times you may need to problem solve while at work?

When a problem arises, do you need an immediate solution?



QUALITIES OF A GOOD PROBLEM SOLVER



- Can think critically and creatively
- Can share thoughts and opinions
- Can use good judgement
- Can make decisions

PRAISE, CRITICISM, OR FEEDBACK

Praise: An expression of approval

Constructive Criticism: Helping to improve; promoting further development or advancement in a

Feedback: General information about a person's performance of a task- used primarily as a basis for improvement
specific way

How do you respond to praise?
Feedback? Criticism?



PRAISE, CRITICISM, OR FEEDBACK

- 1) Mr. Jones told me how much he appreciated your thank you note after the job interview. He thought it was a great personal touch.
 - 2) Your desk is such a mess. Are you sure you are not trying to grow your own paper?
 - 3) I noticed that you've been coming in late the last couple of days.
 - 4) How many times do I have to tell you how to file these documents?
 - 5) You look great today.
 - 6) It would work better for me if I could explain my version of the story out loud before you ask questions.
 - 7) You've improved a lot this week.
 - 8) I found it difficult to evaluate this resume because it was messy.
 - 9) I liked it much better when we got to choose the projects instead of being assigned to one
- 



DEFINITIONS



Perception: a way of regarding, understanding, or interpreting something; what we are seeing

Reality: the state of things as they are or appear to be, rather than as one might wish them to be; what is happening



PERCEPTION VS. REALITY

FINISHED FILES ARE THE RESULT OF YEARS OF SCIENTIFIC STUDY
COMBINED WITH THE EXPERIENCE OF YEARS.

F

F





PERCEPTION VS. REALITY



- 1) What is the difference between the two scenarios read?
- 2) What was the critical factor in the different ways each person reacted?

PERCEPTION!!





WORKPLACE ETHICS



What should they do?

- 1) Identify the problem or ethical issue.
- 2) What are the facts?
- 3) What are some of the possible solutions?
- 4) What are you going to do?



**THANKS FOR ATTENDING JOB
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JOB CLUB LESSON 4: ENTHUSIASM AND ATTITUDE

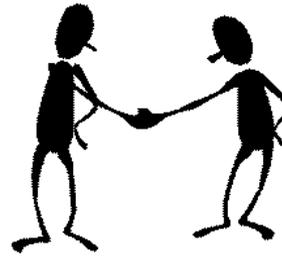
START WHERE YOU ARE. USE WHAT YOU HAVE. DO WHAT YOU CAN!

RULES FOR GROUP MEETINGS

- Participate in both speaking and listening.



- Respect each other.



RECAP WEEK 3

1) What is an example of a time you may need to problem solve while at work?

2) Why is critical thinking an important skill to have for working?





WARM UP: NEVER UNDERESTIMATE THE POWER OF POSITIVE MENTAL ATTITUDE

1: I am thankful for...

2: Other people compliment me on my ability to...

3: Something I would like other people to know about me is...

4: I feel really good about myself when...

5: I am proud of my ability to...

6: Something nice I recently did for someone else was...



DO FOR SHORTER PERIOD OF TIME OR BIGGER GROUPS!!!!!!

DEFINE:

Enthusiasm: intense and eager enjoyment, interest, or approval



Attitude: a settled way of thinking or feeling about someone or something, typically one that is reflected in a person's behavior



ATTITUDE

- What types of people do employers look for when hiring for their company?



CUSTOMER SERVICE



- 1) Think of a time when you experienced bad customer service.
- 2) What happened?
- 3) How did that experience make you feel?

ATTITUDE AND ENTHUSIASM

- Those with a positive attitude and enthusiasm are known to:
 - Provide good customer service
 - Resolve interpersonal conflict effectively
 - Work productively with others





ROLE PLAY: INTERVIEWING

- What was good about the first interview? Bad?

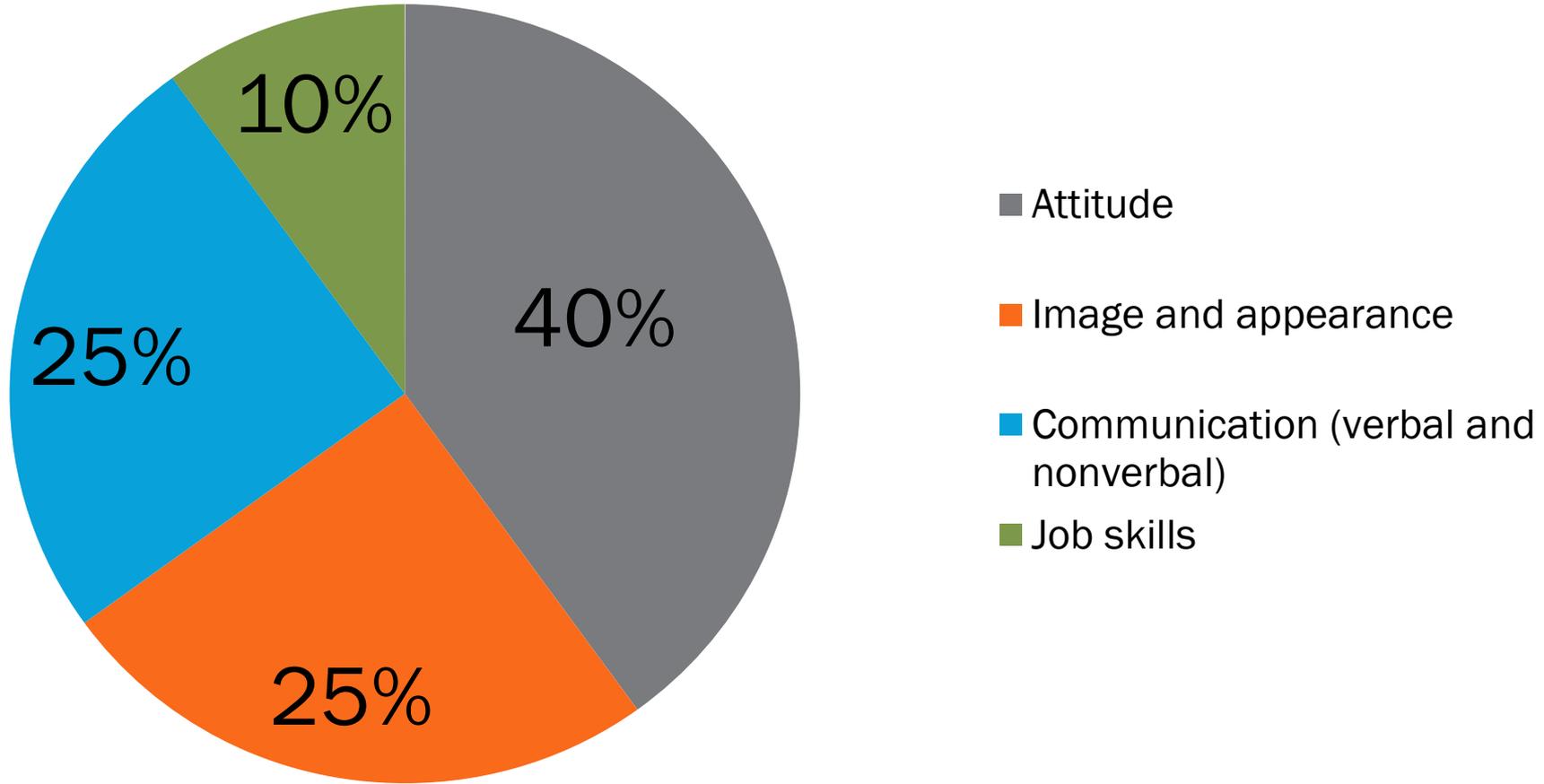


- What was good about the second interview? Bad?





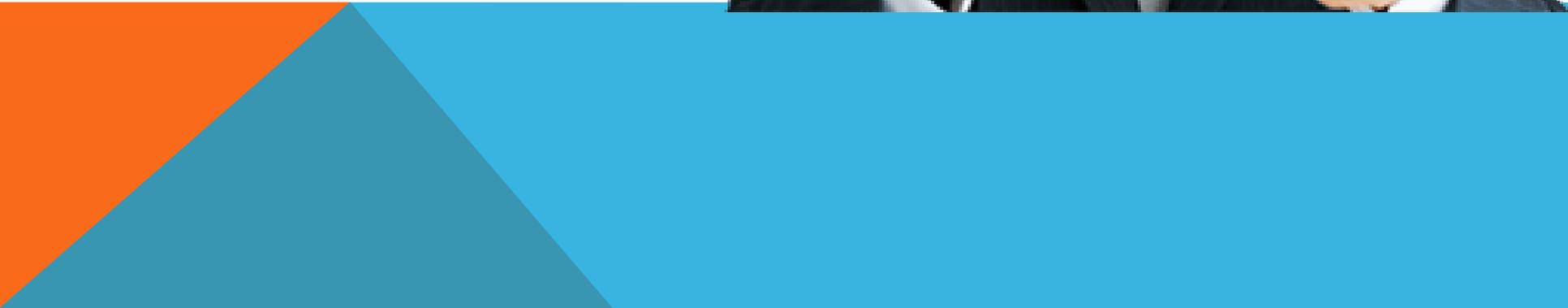
PERSONAL CHARACTERISTICS TO WORKPLACE BENEFITS





POSITIVE ATTITUDE

Make a list of **10 reasons**
(**maybe only 5?**) you are
thankful to be a part of the
summer program!



REFERENCES

Office of Disability Employment Policy. (2012). *Skills to pay the bills*. Washington, DC.



**THANKS FOR ATTENDING JOB
CLUB!**

Week 4- Enthusiasm and Attitude
Interview Role Play Script #1

“Good morning, my name is [Mr. or Ms.] _____ and I will be conducting your interview this morning.” *Extend your hand to shake hands with the applicant.* “Please have a seat.”

“We are interviewing for the position of a restaurant host/hostess. We are looking for someone with good customer service and communication skills, someone who is dependable and gets along with others. This person will be the first person to greet guests when they come into our restaurant, so it is very important to us that the host displays a positive and welcoming attitude.”

Q: “Did you bring a copy of your resume?”

Yes, sir (or ma’am), I did. *[You open up a folder you brought with you to the interview (where you have copies of your resume). You hand one copy to the interviewer.]*

Q: “Tell me a little bit about yourself.”

I have lived in Oregon all of my life, I love being around people, and I love learning new things. Right now, I’m learning a new language because I think it is important to be able to communicate with a variety of people. I also like doing physical work and enjoy gardening and landscaping. I’m quite proud of my yard.

Q: “What are your strengths?”

I’m a really good listener. Don’t get me wrong, I’m a good talker too, but I think listening skills are even more important. I’m also a good organizer. It doesn’t make any difference if it is organizing my closet or a trip with my family; I love all the planning and organizing that goes into it.

Q: “What are your weaknesses?”

I like things to go according to my plans so when something comes up that may make my plans go off schedule it sometimes stresses me out. But what I have learned about myself is that coming up with a plan B helps a lot! So, if I plan ahead for potential problems, then I don’t stress out at all because I have a good idea of what to do next.

Q: “Why do you want to work here?”

As I said earlier, I love being around people and in this job I’d get to meet every person that walks through the door. Your restaurant has a good reputation for quality food and service and that’s the type of restaurant I’d be proud to work in. I think my qualities will fit nicely here.

Q: “Tell me about a recent job or volunteer position you had.”

I worked in a cafeteria serving food. Sometimes I worked in the kitchen but I really loved working as a server. I got to meet a lot of people. Some days were easier than others. I set a goal for myself to smile at everyone I served, especially those people who seemed upset or depressed. It may seem like a boring job to some people but not me.

Q: “Why did you leave that position?”

I left because I had started school and couldn’t do both school and work at the same time.

Q: “Do you have any questions for me?”

Your staff has a great reputation for customer service, so I thought perhaps I’d ask if you have a training program you put your staff through to achieve that?

Before you leave:

I also have a list of references for you. *[Hand the interviewer a sheet of paper.]* Thank you for the interview; it was a pleasure to meet you. *[Offer a professional, firm handshake – and a smile.]*

Week 4- Enthusiasm and Attitude
Interview Role Play Script #2

This version of the interview should be over-the-top “bad.” The candidate should be dressed inappropriately, wearing sunglasses, chewing gum, displaying poor posture, disorganized, late, etc. In fact, the interviewee doesn’t pay attention when the interviewer begins – and doesn’t realize that the interviewer offered to shake hands because he/she was too busy putting a cell phone in his/her pocket.

“Good morning, my name is [Mr. or Ms.] _____ and I will be conducting your interview this morning.” *Extend your hand to shake hands with the applicant.* “Please have a seat.”

“We are interviewing for the position of a restaurant host/hostess. We are looking for someone with good customer service and communication skills, someone who is dependable and gets along with others. This person will be the first person to greet guests when they come into our restaurant, so it is very important to us that the host displays a positive and welcoming attitude.”

Q: “Did you bring a copy of your resume?”

A resume? Oh, yeah...it’s in here somewhere. *[Dig around in your pocket or bag until you find a crumpled resume. Smooth out the paper and hand it to the interviewer.]*

Q: “Tell me a little bit about yourself.”

Well, I’ve been taking a little time off lately – traveling around the United States. I’m trying to get one tattoo from every state. I’ve already got a pretty good start, see? *[Show the interviewer your bare arm.]*

Q: “What are your strengths?”

I can talk to anybody...and about any subject! There’s never a dull moment when I’m in a room.

Q: “What are your weaknesses?”

Hmmm, I can’t think of anything. Oh yeah, I have a weakness for Rocky Road ice cream. I bet I could eat an entire gallon in one sitting. I also like to sleep late. Really, I’m much more of a night owl than an early bird. Sure the early bird gets the worm, but who wants worms anyway?

Q: “Why do you want to work here?”

I figured I’d be able to get free meals if I worked for a restaurant. Plus, I’m living at home with my mom and she wants me to pay rent...why, I don’t know.

Name: _____

10 reasons you are thankful to be a part of the summer program!

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

10. _____

**JOB CLUB
LESSON 5:
TEAMWORK**

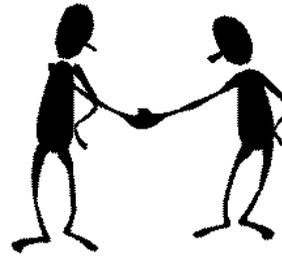
IT MAKES THE DREAM WORK

RULES FOR GROUP MEETINGS

- Participate in both speaking and listening.



- Respect each other.





RECAP OF WEEK 4

- 1) What kind of person is an employer looking to hire?
- 2) What is the number one factor of getting a job or losing one?





WARM UP GAME

- When is your birthday?
- The challenge: NO TALKING!





DEFINE:



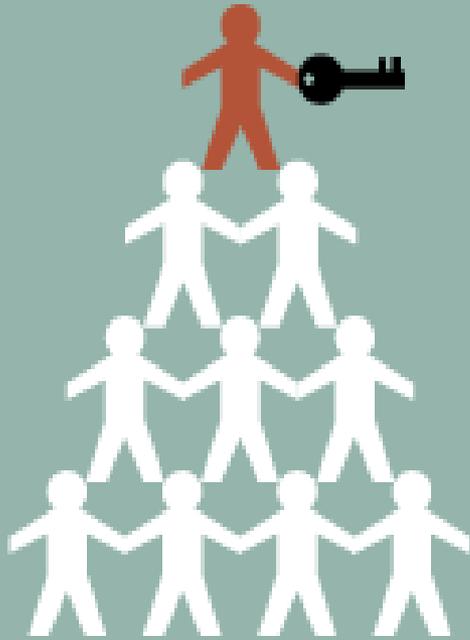
Teamwork: the combined action of a group of people, especially when effective and efficient

WHAT DOES A TEAM LOOK LIKE?

- Good communication with all team members
- Can rely on one another
- Able to lead when needed
- Able to follow when needed
- Others can depend on you to complete your tasks



IMPORTANT SKILLS AND HABITS OF TEAMWORK



**TEAMWORK
IS THE KEY
TO SUCCESS**

- Working cooperatively
- Contributing to group with ideas, suggestions, and effort
- Communication (giving and receiving)

IMPORTANT SKILLS AND HABITS OF TEAMWORK

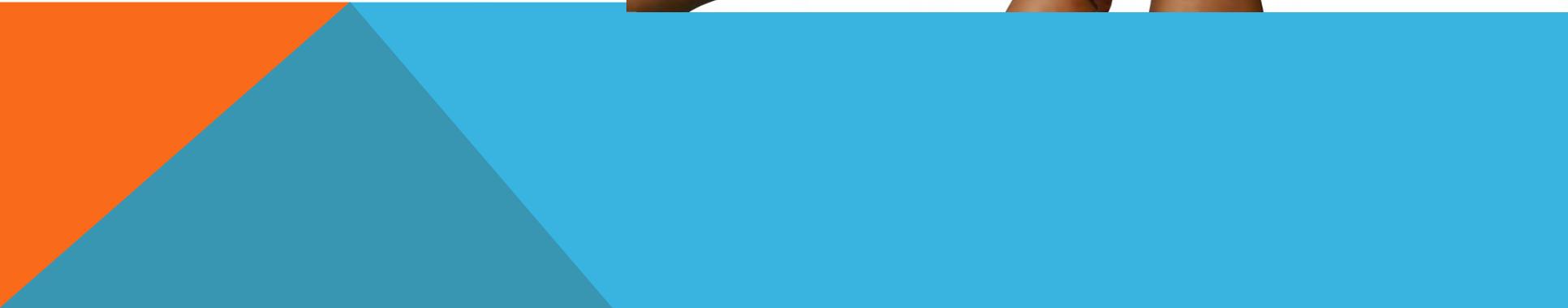
- Sense of responsibility
- Healthy respect for different opinions, customs, and individual preferences
- Ability to participate in group decision-making





BENEFITS OF TEAMWORK

- What are some benefits of working together as a team?
- Do you have any examples of times when teamwork helped a situation for you?





ACTIVITY: THE GOOD, THE BAD, AND THE REASONABLE

Is teamwork always easy?





ACTIVITY QUESTIONS





TRANSFORMERS



- Get into groups of 2 and spread out
- Now listen very carefully!

TRANSFORMERS QUESTIONS

- 1) Was it easier or harder to make the pictures as your group grew in numbers?
- 2) What was challenging about this activity?
- 3) What solutions were you able to come up with to complete a task?



REFERENCES

Office of Disability Employment Policy. (2012). *Skills to pay the bills*. Washington, DC.

The image features a decorative graphic in the bottom-left corner consisting of two overlapping triangles: a larger orange triangle and a smaller teal triangle positioned below and to the right of the orange one. The text "THANKS FOR ATTENDING JOB CLUB!" is written in a bold, black, sans-serif font, rotated 45 degrees counter-clockwise, and is positioned diagonally across the orange triangle.

THANKS FOR ATTENDING JOB CLUB!

JOB CLUB
LESSON 6:
PROFESSIONALISM
AND NETWORKING

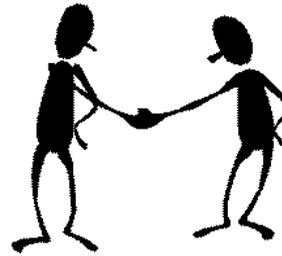
IT'S NOT WHAT YOU KNOW, IT'S WHO YOU KNOW!

RULES FOR GROUP MEETINGS

- Participate in both speaking and listening.



- Respect each other.





RECAP OF WEEK 5

- 1) What are some of the important skills and habits of teamwork?
- 2) What is an example of a benefit of working in a team rather than as an individual?





WARM UP: DEGREES OF SEPARATION

- Middle circle=first degree contacts-people closest to you, those who you love and can depend on
 - Example: uncle, brother, parent
- Next circle=second degree contacts- people you “kinda-sorta” know, you know of each other but don’t have a close relationship with
 - Example: friend’s parent, neighbor
- Outermost circle=third degree contacts- people you want to meet or know but don’t have a relationship with yet
 - Example: local politician, chef at a local restaurant, etc.

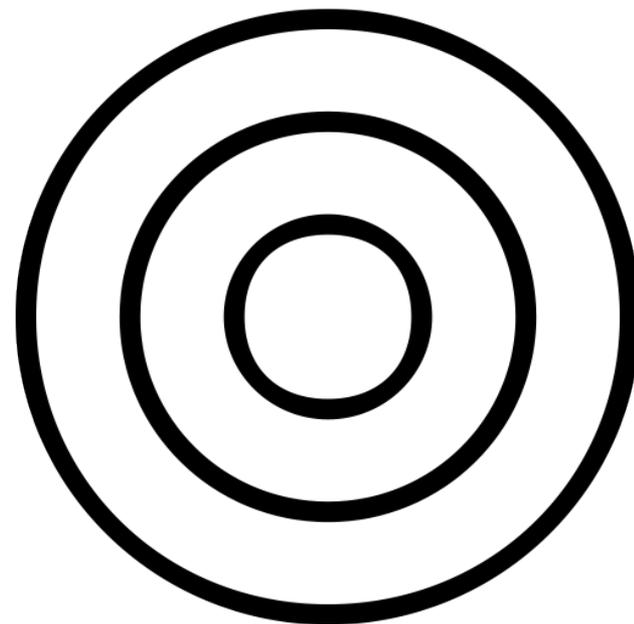


DEGREES OF SEPARATION

- After receiving your materials, begin filling in your bullseye with your different contacts.

Raise your hand if you need help!

- Once you have completed your bullseye, wait quietly for others to finish.



DEFINE:

Networking: Interacting with other people to exchange information and develop contacts, especially to further one's career





AN INTRODUCTION TO NETWORKING

- 1) How do people find jobs?
- 2) Did you know that approximately 80% of jobs today are NOT advertised? If employers are not advertising, how are people finding jobs?
- 3) In your groups, come up with a list of 5 strategies you might use when looking for a job.

WHAT MAKES NETWORKING HARD?

- Discuss what makes networking hard?
- Why?



DEFINE

Professionalism: The competence or skill expected of a professional



Professionalism may look different given the job you hold!

IMPORTANT ASPECTS OF PROFESSIONALISM

- Conducting yourself with:
 - Responsibility- the state or fact of having a duty to deal with something or having control over someone
 - Integrity- the quality of being honest and having strong moral principles
 - Accountability- the fact or condition of being accountable
 - Excellence- the quality of being outstanding or extremely good



IMPORTANT ASPECTS OF PROFESSIONALISM

- Communicating:
 - Effectively- to achieve a desired result
 - Appropriately- in a manner that is suitable or proper in the circumstances



IMPORTANT ASPECTS OF PROFESSIONALISM

- Arrive on time
- Manages time effectively
- Take responsibility for own behavior
- Work well with others
- High quality work standards
- Honesty and integrity
- Look clean and dress appropriately for the job



WHAT DOES PROFESSIONALISM LOOK LIKE?

Each job is unique!



CHEF



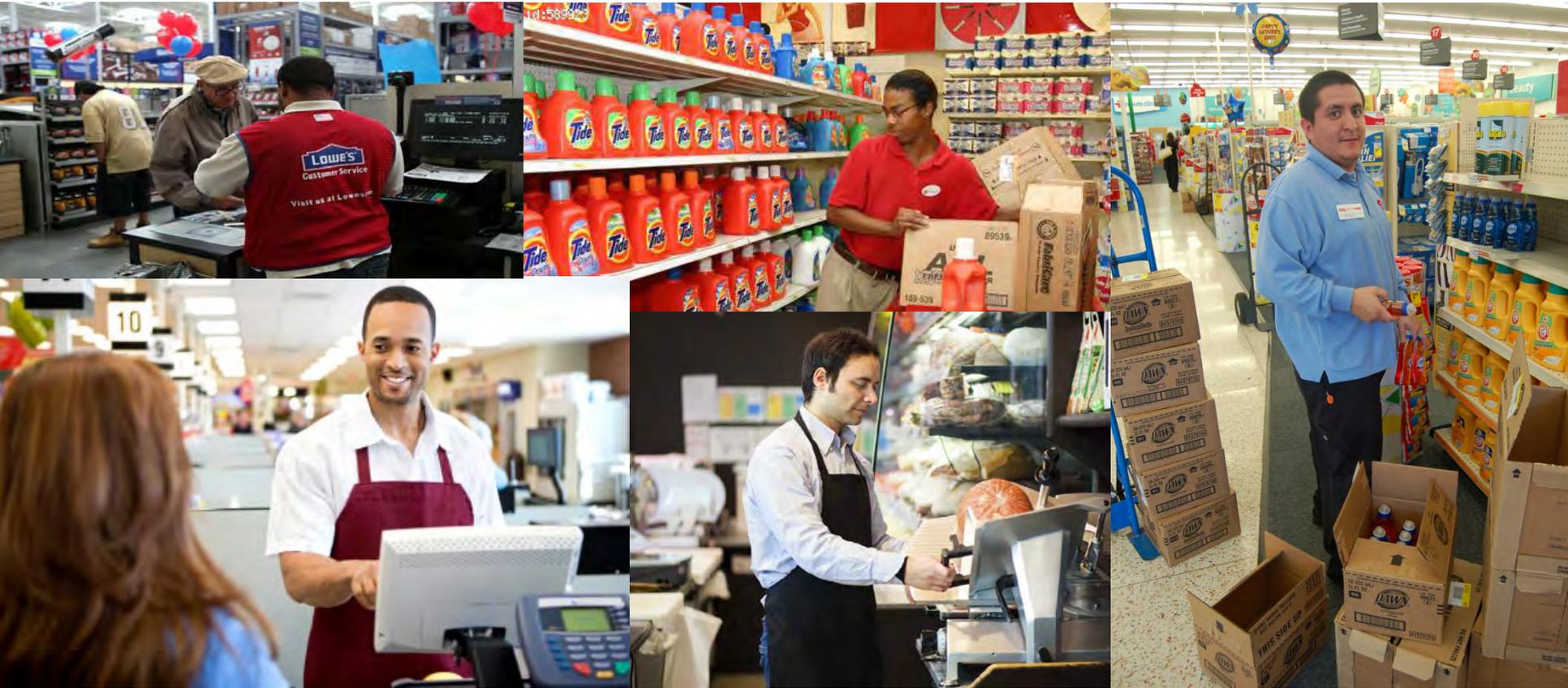
CONSTRUCTION WORKER



FOOD SERVICE



RETAIL



FLIGHT ATTENDANT



PRODUCTION



Childcare



FIREFIGHTER



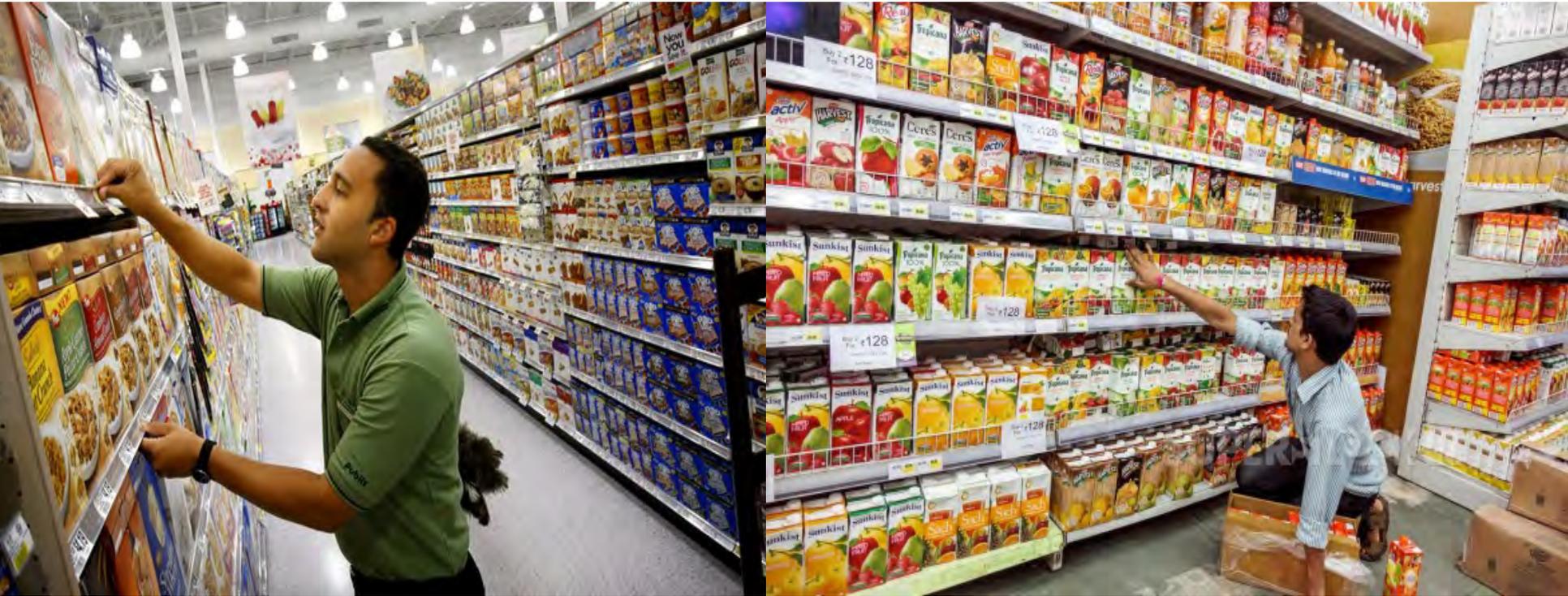
JANITOR



MAIL DELIVERER



PROFESSIONAL WORK ATTITUDES





LEARNED STRENGTHS

- What have you learned from the past 6 weeks?
- What do you believe are your new strengths?
 - Please write them down on a piece of paper with your name on it.





RESUMES AND COVER LETTERS

- Mark any changes you think should be made
 - Do you have a new work experience?
 - What new strengths can you add?
- Look over your resume and cover letter with a job coach



POST-PROGRAM ONGOING EVALUATION

Please fill out this evaluation as completely as possible!



REFERENCES

Office of Disability Employment Policy. (2012). *Skills to pay the bills*. Washington, DC.



**THANKS FOR ATTENDING JOB
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Enjoy the rest of your summer!!

