

# STAFF DEVELOPMENT: SESSION 4 AUGUST 28, 2008

## **Delaware Evidence- Based Supported Employment Practices**



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**Customized Employment**



# CUSTOMIZED EMPLOYMENT

**Pulling it  
All  
Together**

# WHAT IS CUSTOMIZED EMPLOYMENT?



- ◎ Customized employment entails the voluntary negotiation of an individually tailored relationship between a job seeker and an employer.
- ◎ The customized employment process is a flexible blend of strategies, services, and supports designed to increase employment options for job seekers with complex needs through voluntary negotiation of the employment relationship with an employer. The job seeker is the primary source of information and drives the process.

# WHAT IS CUSTOMIZED EMPLOYMENT?



- ◎ The Customized Employment process includes the following phases:
- Job Seeker Exploration Phase
- Employment Planning Phase
- Employment Negotiation Phase to meet the needs of both the job seeker and the employer.

Direct source of this section of the presentation:



# JOB SEEKER EXPLORATION PHASE

- ⊙ Time spent engaging with the job seeker to explore their unique needs, abilities, and interests, as well as their complexities, is essential to establishing successful employment.
- ⊙ Unlike traditional testing or standardized assessment, customized employment engages the job seeker in controlling the exploration process, and captures their preferences and connections in the community.



# JOB SEEKER EXPLORATION

- ◎ The job seeker selects friends, family, and colleagues to participate in the exploration phase so that they can share positive perspectives and potential connections to employment opportunities.
- ◎ At the conclusion of the exploration phase, the job seeker makes decisions about their employment goals and potential employers to approach.
- ◎ Remember to apply your strengths-based vocational assessment and person-centered planning skills!



# VALUE OF JOB SEEKER EXPLORATION: CASE STUDY ACTIVITY

- ① Sue creates needlepoint items to be framed for her family. Most of the items are family names that she puts together by counting the number of holes for each letter to create a template. She takes care to use the colors in the recipient's home, and makes one item a week. While she usually uses material that has ten stitches to an inch, she prefers 22 holes to an inch, which is very small and detailed work. Her work is precise, with each stitch being even and going in the same direction. She has been offered money for these creations from others outside the family. She typically works alone and late at night. Her mother purchases the materials to reduce Sue's frustration when making choices.



# VALUE OF JOB SEEKER EXPLORATION ACTIVITY

Break into groups and discuss and identify the following. Report out.

<b>Strength identified in case study</b>	<b>How does this translate to a job strength?</b>
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# CUSTOMIZED EMPLOYMENT PLANNING PHASE

- ③ Information gathered from the exploration process is the foundation for customized employment planning.
- ③ The customized employment planning process should result in a blueprint for the job search.
- ③ There are also numerous tools including profiles and portfolios that can be used to capture, organize, and represent the information that is collected during exploration and planning.



# EMPLOYMENT NEGOTIATION

- ◎ An essential element in customized employment is negotiating job duties and employee expectations to align the skills and interests of a job seeker to the needs of an employer.
- ◎ This negotiation results in a job description that outlines a customized relationship between employer and employee.



# EMPLOYMENT NEGOTIATION PHASE

- ③ Options for customizing a job description include job carving, negotiating a new job description, job creation, and job sharing.
- ③ Other points of potential negotiation include job supports, the hours or location of the job, or specifics of supervision.



# TYPES OF CUSTOMIZED EMPLOYMENT

- ◎ Carved Jobs:
  - ◎ Job descriptions based on tasks derived from a single traditional job.
- ◎ Negotiated Jobs:
  - ◎ Job descriptions based on tasks derived from a variety of jobs.
- ◎ Created Jobs:
  - ◎ Job descriptions based on heretofore unmet needs of the setting.
- ◎ Micro-enterprises:
  - ◎ Small businesses based on unmet needs of a local market.



# CREATING A WIN-WIN SITUATION

- ① The aim of customized employment is to align the job seeker's profile to a collection of job tasks that help an employer meet a specific need.
- ① Therefore, successful customized employment opportunities are developed by appealing directly to the employers' circumstances and needs, rather than trying to sell employers on the general notion of hiring people with barriers to employment. In fact, negotiations with employers can only begin, and will only be successful, when everyone involved in the negotiation sees the benefit to the employer.

# BENEFITS TO AN EMPLOYER TO NEGOTIATE



- ◎ Typically, an employer will be willing to consider customizing job tasks for a prospective employee if this act:
  - Saves money
  - Helps make money
  - Helps the operation run more efficiently
  - Improves customer relations
  - Increases safety



# UNDERSTANDING THE EMPLOYER'S NEEDS

- ◎ Effective negotiation with employers rests on having an understanding of an employer's workplace.
- ◎ This requires examining necessary tasks of the business and developing a plan that proposes increased efficiency and other benefits to the business via customizing job assignments to match the job seeker's skills, interests, and need for accommodation and support.
- ◎ Remember to apply your job analysis skills!



# PRACTICAL STEPS FOR EMPLOYER NEGOTIATIONS

- ◎ Once potential employers have been identified through exploration, there are four practical steps for negotiating with employers for customized employment:
  1. Become acquainted with work site needs.
  2. Identify tasks that can be customized for the job seeker.
  3. Negotiate an employment proposal
  4. Ensure post-hire success for the job seeker and employer.
- ◎ Remember to apply your job development and business development skills!





# NEGOTIATING WITH EMPLOYERS

1. Become acquainted with work site needs
  - a. Conduct an informational interview
  - b. Ask for a tour
  - c. Show an interest
2. Create a task list
3. Negotiated an Employment Proposal
4. Ensure post-hire success



# CHARACTERISTICS OF AN EFFECTIVE TASK LIST

1. Is based on the employer's needs and job seeker's skills.
2. Should be specific, avoiding general and vague terms like "filing," "photocopying," and "cleaning".
3. Presents the tasks in the order of their importance to the employer.
4. May include tasks across a number of different jobs and departments to demonstrate the flexibility of customizing a position.
5. Highlights benefits to the employer.



# NEGOTIATED AN EMPLOYMENT PROPOSAL

- ③ After the task list is complete, it is time to start thinking about negotiation. Remember that negotiations can only be effective when there is a perceived value to the employer.
- ③ The negotiation presentation should include a description of the specific tasks that can be performed by the job seeker, the on-site and follow-up support to be provided, and, most importantly, how such an arrangement will benefit the business.

# NEGOTIATED AN EMPLOYMENT PROPOSAL



- ◎ Employment proposals can be informal and verbally negotiated or formal and in writing, depending on the relationship with the employer and business operating policies.
- ◎ Effectively negotiated customized employment results when the job seeker and the employer jointly agree to the answers to these questions:



# NEGOTIATED AN EMPLOYMENT PROPOSAL

- ◎ What tasks can the job seeker do?
- ◎ What hours will the job seeker work?
- ◎ How much work does the employer want the job seeker to get done each day?
- ◎ How much will the job seeker be paid?
- ◎ What accommodations and support will be necessary?
- ◎ How will all this help the business?



# SEVEN STEPS TO SUCCESSFUL NEGOTIATION

Start negotiating strengths (tasks to be performed) first, then negotiate job seeker needs.

- ◎ Step 1: Present tasks from the task list that might be reassigned.
- ◎ Step 2: Outline how these tasks might be reassigned to the job seeker you are representing.
- ◎ Step 3: Highlight the skills of the job seeker and how these skills can be used to complete the tasks.



# SEVEN STEPS TO SUCCESSFUL NEGOTIATION

- ◎ Step 4: State the potential benefits to the employer as a result of assigning identified tasks to the job seeker.
- ◎ Step 5: Discuss what your role (and your organization's role) will be in supporting the job seeker.
- ◎ Step 6: Make the “ask”; that is, directly pose next steps to the employer. Does this look like it will work for you? Do you have more questions? Is there anything else I can do to make this work for you? Can we set a start date?



# SEVEN STEPS TO SUCCESSFUL NEGOTIATION

- ③ Step 7: Reiterate the potential benefits of the arrangements to the employer: How it will increase other workers' productivity, save money, generate more sales, etc.
- ③ Additional negotiating points will include the hours of the job, wages, support and accommodation strategies, and productivity and outcome expectations.





# WRITING AN EMPLOYMENT PROPOSAL ACTIVITY

- ③ Read the “Customized Employment Success Story” Handout.
- ③ Break into groups.
- ③ Write an Employment Proposal, based upon Seven Steps.
- ③ Group report out:  
Present your employment proposal, plus feedback.

Insert: Customized Employment Success Story,  
[Customized Employment\Employment  
Proposal Activity.pdf](#)





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