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Good morning Ken welcome to our second session of Employer Engagement Strategies and Effective Job Development . This is the second part of our two-part webinar. We hope we have the same individuals as last week. You have some homework. Both sessions available on demand for those who needed my name is freedom with the University of North Texas and sustainable employment, [ Indiscernible ]. For all of you joining today cop please notice on the webinar control panel, there's a question box. If you have a question during today's session, you can use it. I will either respond directly. I want to make sure everyone can hear me. Please go ahead and say hello, raise your hand, tell me you are here. Can anyone hear me? Hello? I am getting no responses. I hear you.

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Okay, [ Laughter ]. Thank you very much. I only have two view but I show 11 people on the line. We having any technical issues? Okay, that makes me feel better now. I got a little worried. Today we are welcoming Nancy [ Indiscernible ]. She is with the [ Indiscernible ] Associates. Many diverse skills, training and side-by-side mentoring and best practices, strategic planning and aligning policy funding can change. She has assisted persons with significant abilities, and starting their own business. Mentor training and providing tech scissors -- technical assistance. Social and political leaders in the process of best practices and system change that she has co-authored chapter's will work for real pay, inclusive employment with individual and disabilities, and job developers handbook practical task for employment. She serves on the editorial board. Welcome Nancy. The Florida shores.

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It is great to be back with you again. Do you all here that?

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Yes we have heard some bells. [ Laughter ].

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I am trying to create a sound with my computer. And I thought that would be the pleasant with a wine glass. I'm sorry. I was trying to move in the wrong way. I apologize. As I said, it is good to be back with you. I want to check in with you to see if you are able to follow with a couple ideas I have suggested. To dig into, a Safeway, thinking about engaging employees in a different way. If you do not understand, [ Indiscernible ]. Let me check to see if folks got to watch intubation -- information on the YouTube site with Frieda and neck? -- Nick.

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Use the question mark box to let me know.

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Maybe silence means no. [ Laughter ].

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I have a fuse on sustained yes. -- Responses. I am not sure if that is a technical which. Some were able to watch.

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Interruptions in what sense?

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Let me see if I could get a response from Mary. What she means by several moments of interruption. Was it with technical? I am not getting a response, I am not sure Nancy.

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I am sorry about that, the video in and of itself moves straight through without interruptions. Technology can be tricky. I am sorry that happened. If I have an easy way. -- Nick and Frieda have it. It is a YouTube piece. Having technical issues with it.

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Nancy I was able to watch it. I did not have any glitches with it. Mary said it might have in her system. I was able to see fine.

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Okay, great. That solves that question. Any questions or comments from the folks who did get to watch it?

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I will give them a few minutes to respond.

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It is hard to have this kind of interaction. When you are not face-to-face. We may want to just move forward. [ Laughter ]. It may be difficult to interact back and forth.

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I have a few. Comments on mission statement products, economic and social comments. One said very informative. Good comments.

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Just to go back to what we talked about last week, influence of the millennial generation, which many of you may be part of. In terms of taking about business, in a way that is margin to step profit. Connecting with that community. And I love his mission. Social, business, economic and community connection. To make community and integrated business. I love that about the way younger folks are thinking about working to be meaningful. And to give back, and feel like they are making a difference. Did anyone have a chance to crack utilizing -- practice the questions a part of employee engagement that I went over? You should have it on your PowerPoint. With your HR department. For a coworker. Or a manager within your organization. If you did not have time, I do not want you to think that is bad. I understand how it goes. If you have done so, any comments from that experience? I do not have any yet.

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We will give it a couple of more moments.

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Okay. While we are waiting, it is always good to practice with someone you feel safe. I would strongly suggest, if it is a family member or someone your friends with, you

can practice utilizing the question so you can make them your own. And work them in a way to suit yourself. Practicing so you become comfortable with that. With someone you feel safe, and can give you critique and feed back. I find that to be very health all. -- Helpful.

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We have one person said they met with two employers lastly, meetings set prior to the webinar. They may have utilized. Learned skill. She states she has been conducting these interviews for some time. Taking the webinar and gaining more expertise. Thank you Mary.

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Excellent. I wish we could turn it over for you for a minute. We do not have that ability. I'm glad to hear. If this is a workable process, anything that you would like share with folks who have not done it before, since you have expertise in it, and utilizing get. Any recommendations or things you have found helpful? Like practicing with a friend or someone you feel safe with, anything you would suggest?

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Is that to me, or is it to marry?

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Mary.

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[ Laughter ] we hear from Mary. I think the more you do, the better you get. The first time you do this, you are not as comfortable, not sure how things will go. The more you learn Smalltalk, and connect with the person, the better it gets. My experience, employee and consumer type interviewing, yeah, I think you get more comfortable. More comfortable with your skills. And the question techniques, you learn to ask, instead of yes and no, you ask deep meaning, those types of motivational interviewing.

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And open ended question allow the person to give information that indicates what is important to them. The way they answer those questions requiring more than a yes or no, could give more insight. By what they choose to share with you.

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Very true. Here we go. Yes, prepare. I have gone in before unprepared and this was a disservice to myself, my client and the employer I am there to learn about a business, its owner, etc. in a genuine way is important. This is not the time to discuss candidates. Relax and enjoy.

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You have stated everything I found to be true. It is fun. You learn about the business and talk to the individual who is interesting, starting their own business. I love it. We have all done that. We learn by doing things that did not work. That allows us to improve. I love your honesty. I have done the same thing. The other thing I love that you have said, a lot of people do not get, like working in, quirky. -- Albuquerque. The

person said, he needed me to hold him back. Everything in his body telling him bring up a possible candidate. We are meeting with it is this owner, and that is the way he does business. And I was sharing with him. He has seen a huge difference. You have to prepare as much to get the note the business, as you do to get the note individual -- know the individual. You cannot sell the individual that you are helping find a job, until you know them deeply and you can advocate as you know their strength. The same with a business. You cannot go in and just start asking what they can do to you by hiring the person. But I am just exaggerating to point out how sometimes business owners feel. You need to show interest in the business and build HRS. And you know the business so well. And you have enough information to link the person based on their scale and needs. -- Skill and needs. Bringing back passion based on knowledge, and forge that link and match, it makes all the difference. You cannot do that when you just meet the business. It needs to be first. Like we focus on the individual. Not to ask whether they are hiring. First of all, that is a red flag for an employer, a turnoff, based on groups we have had. They do not like to be asked that question. Secondly, you have to make sure that, again, I forgot my thought. [ Laughter ]. I got so passionate about that statement, I'm having images in my head. I forgot my point. I am trying to ramble, hoping it would come back. And it did not. [ Laughter ]. Forgive me. I guess the point I am making, I appreciate Mary. That you have part of some unintended consequences, have two address unintended consequences that could occur when you can -- and important to enjoy getting to know the business owner, what the business is about cognition and culture. And a lot of times, this is the point I'm trying to make, the person may not be aware they have needs. And through that conversation. Like with Nick, he thought about what was flowing until we had the conversation. And able to help meets his needs that became apparent from him talking about, what is working and what is not working, stresses and what your most proud of. Those types of things. Mary, you could not have is funded any better -- responded. That I hope folks could glean. Thank you so much. I wish I could meet you in race -- face-to-face. You are very honest. That tells me you are very much into wanting to continue to improve and do the best you can. And I value that. Okay. Any other comments before we move on?

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Mary said thank you for the encouragement. We have no other comments. Please continue.

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The other piece we talked about, was linking some of the book ends of best practices. We start with discovery. And move into vocational themes. Creating the employment plan. And begin to do informational interviews. And in that continuum, we are beginning their usual resume. Hopefully done discovery, folks have enabled to capture photographs, showing the person various activities begin to emerge as the theme. And utilize. Can't from their, Daschle and from there, job negotiation support.

When we spoke last time there are so many pinnacles leading out in both directions from good formational interview. We talked about what we want to do with this time. And you left it up to me. When I thought I would do is share the stories of individuals who we have worked with, stories based on mentoring on-site, utilizing best practices. And before that, I thought I would show a visual resume. But I do not want to waste your time if that is not some you need. When we talk last week, it sounded like something you were okay with. Let me check back in.

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Yes. The feedback from last week very interesting. I have never used a shovel resume. Visual. I think it would be a great place to start. With the stories as well. In a few more slides you were finishing up with.

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Yes, I believe if not mistaken, Wednesday, I was doing the webinar. Thursday and write a, I did a webinar with Commonwealth University folks. The webinar S I believe -- [ Indiscernible ] if I'm not confused, this is where we were. With what does it take?

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I believe so.

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Okay. We need to look at that community differently, and look at the mess that resources help of -- helping have a quality life when working and not working. That is where we spend time and connect with folks and have a relationship that rich our lives, based on our interest. Individuals without disabilities. We need to create social capital. That does not happen in a segregated setting. -- Segregated setting. We need to connect the individual with what is happening within the community. Interested in cars, film, farming. Sewing. I am thinking of folks we have help create opportunities. I shared with you, the gentleman who loves farming he spends one day a week with a group of farmers. In this area of [ Indiscernible ]. They spent two or three hours in the morning, and they come together. It is their great space and a place to come to to connect, and get a relationship -- to be with folks that are a part of their network of relationship which is so important. We do the same thing around building connections that could help open the door or a person with meaningful space. We need to think about the work with economic development model. Not a disability specific model. So the individuals are a part of the labor poll, pushed. And devalued. If we do our job well and identify, and their passion and skill, match them to and employer, not based on the fact they need a chance because they have a disability. They are solid boys. -- Employees. And they can meet the need. And thinking about the work we do in that way, and not a pity model with disability. Spending time with [ Indiscernible ]. That many of us have worked. Also, to emphasize again, a person centered approach based on the person, there interests, preference and strength. We do not promote a program, we do not go in selling the program. We go when selling the skills of the person, the job seeker. As a viable candidate for meeting the needs of the employer. And having a

positive approach to life, I want to bring this up, it is interesting to me. When we first again doing research around the ground work with emerging practices, that led into best practices. This isn't early 2000. Several grants to be a part of. And a focus group around cleaning those -- gleaned information that became customized competency model. One of the most significant aspects of feet individuals -- thought individuals. We look at it from employer, job seeker, family and the individuals doing the work, employment specialist. Having a positive and open approach to life ranked above everything else because if the person can see a possibility, if things do not work out, there is a resilience to get back up and keep going. That trumps all of the things that are tied to being able to know technical aspects and system aspects. Because you can teach folks those. You can teach someone how to do discovery. But you cannot teach them to have a positive and open approach. And when we look at the data, it help identify what is the common denominator among folks getting good outcome. Sorry. I will change that. [ Laughter ]. This is something, no matter the training, I caution folks. We know what we are trying to do with it that idea, it increases stigma, reinforces stereotypes. It prevents the person to be included within their community, kept in a segregated situation. If it decreases the opportunity to develop friendship and relationship, and natural support. If not individual -- individualize. While I am getting this, this PowerPoint, I want to pull up the visual resume. Let me again, give you a moment to check in. If anyone has any questions/comments, while in getting the situated.

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I do not have any comments from the participants. I truly like what you said about selling strength, inches and preferences of the person converses the program my office, we teach classes having elevator speeches, one thing we try to focus. Do not sell the program, do not talk about how wonderful it is, you should talk about the strength and interest, the hard-working individual you are representing. I tried to courage that to the students. That is what you should sell. Do not sell yourself. [ Laughter ]. I am sure you are great, but you want to sell the person you are representing, by known them well, knowing their strengths. On the reverse side, knowing what they are not as did in. -- Interested you need to figure out what they do not want.

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Absolutely. That is as critical as what they do want. Thank you so much for bringing that up, that is critical. That is a part of how we do things differently. The focus groups with employers run the country, one was in Atlanta. We partnered with Georgia Tech. One in Chicago and in Seattle. There were several turnoffs to be employers that came out of that -- the focus groups. As I said, when people come and ask you are hiring. That right there, you have lost the opportunity to connect. The other, the person talks about but disability program where they work, another turn off. Not interested in that. So many folks that work for programs have engaged disability mission, we have not done a great job at times. People are left with baggage that we

take on, simply because another group of folks have a similar program and did not do a good job. At one point in time, we did not Inc. about the work we do as a economic model. We thought of it as a disability type of service. We approach people within the community in that way. Those are two it turnoffs. Employers pointed out. It is when there was a focus on the person, and employment specialist without the individual, depending on the process, able to speak to that individual. And in a passionate way. The way that almost -- like a good storyteller. They hook you and in you present who they are, and a great fit they are based on what the company is having their mission and vision. Whatever their focus. And how that person can have that need a parent during the informational interview. That is what moves employers. And the added benefit and value, there are so many folks connected to the individual that want them to succeed and so many people who care, that is an added benefit. So many folks that get hired may not be a good fit, based on traditional hiring processes. Some of that did not come out until later. That is expensive to hire someone, orientation, paperwork process, that is expensive and that pain. So being able to advocate for that person, not the program, I cannot stress enough how moving that is to lawyers. That -- employers. That speaks to be commitment of helping the company meet their employee needs. Not this systematic larynx of how we work -- layering. And not using the jargon. That is another turn off. Okay, [ Indiscernible ] is someone I work with in Florida. A gentleman who is as sweet as can be. But like many of the folks, who often a time where segregation was the best way to do the work. He grew up in an institution. In that suit to show as a nation movement -- was able to move into his own home. But having very wounding experiences in his life. He has been able to rise above. He works a good life. When we did his informational interview, called bumper to bumper, and we asked what product or service are you interested? He talked about when folks leave their car to be fixed, they frequently gringo, I wish you could wash the car and detail it before I pick it up. And in this small town in Florida, there is not a lot of angst happening. -- A lot of things. Once folks leave college and leave the town. High on unemployment rate. A lot of poverty, and a depressed community. There is no place to get your car wash. Not only is it some customers want, is also a new service to this small town. Again, economic development piece stands out. So Kerry, let me see if I can move this out of the way. When we began to talk to the gentleman about Kerry, and we talked to what are you most proud? They have a family like culture and the business. The employees are just more than folks to hire. They have this close knit connection. And that is what we know meeting the culture for him. Those wounding experiences I have spoke about. We know he could not work with someone who is critical. And could not work with a critical person, or having a work only kind of focus. Many people need that but he does not. He needed to feel like he was in a safe place. And they care about him and the work that he does. Visual resume, what's do you think is the advantage of a visual resume? If I dare ask? Try to connect around that.

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I will answer first. My impression and experience, I have limited's variance. It is -- experience. It is more of a snapshot of who the person is at a quick glance. And for individuals that are artistic, graphic design, web design. That is where I see used most. Becoming more prevalent. Very interested. [ Laughter ]. Others feel the same way. I do not have any comments from the participants has anyone ever used one before? I will wait for responses.

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I do not have any yet. [ Laughter ].

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Let me give you the back story. Of visual resume. As I have mentioned, the free, last week. The employment best practices, or employment best practices period. It is what we found works for an individual who we love and care about having a disability. They come out of progressive business world. I think I have mentioned Richard Branson, how he identified what he hired on, based on the value life experience he could care less about a degree but he hires on personality. That ties back to the visual resume. About three years ago, there was a Wall Street journal article, Fortune 500 companies, aggressive companies, silicon valley companies, when -- requesting visual video resume. What do you think they are trying to get at, that may be a paper resume does not?

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I have one response from Mary I know organization that uses video modeling type presentation. Is that what you are talking about? And the statement to demonstrate true ability is another. I do not think our participants have a lot of experience.

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I am -- Mary, your second comment shows another way to Inc. about that escrow think about it. -- Think about it. I am not familiar with video modeling. Is that in practicing for an interview?

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I am not sure. I know that I was help in individual find employment, very talented graphic artist. We put together a folio and a web link, and that was more of a YouTube type experience. And what Mary said, they work with individuals with autism, they record their settings and use the video model in a real interview.

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Okay, I have never heard. I am intrigued. I will look that up. Thank you for sharing. I want to learn more about that. And what we know if anyone who interviews, if you get a resume, think about the times you been hiring someone, and you get there resume. You do not come away feeling like you know the person. And how they choose to answer questions, or they valid? So the one dimensional aspect of a paper resume really limits the ability to dig in and see the person. And, remember what I just threw out there, is that of billionaire, all of those things he has experience, he hires on personality. Like a said, I could care less about a degree. And life experience



important that he hires on personality. That does not through on a paper resume. That is why this Wall Street journal article, visual and sexual resume and video resume. -- Picture. If you Google resume you will see all kinds of adjusting, some goofy. Sometimes it works and sometimes it falls flat. This comes on the world of business practices. With the individual with whom we work, many of them have no work experience. Unfortunately, I say this with all due respect, they often, their work history does not show them in the best light. On a paper resume. So the visual resume, or the video resume, before the potential employer can make a judgment, can begin to stereotype the person. And we've moved to show the individual in a competent roll tide to their vocational interests. And that is the beauty of the ritual resume and the work we do. We take a process and we highlight the person is done confidence through photograph or video. And if you are interested, it sounds like you might, I can show you a couple of more. This is a particular resume that we did for Kerry, it is really simple. The business owner was a small town business owner. He has not moved outside the town. Kind of living a simple, country life. Which I admire and love. We did not want to be too flashy as that would be a turnoff. We left it simple. We always think about the audience. And what's will resonate with them. First of all, we use a simple [ Indiscernible ] Kerry made some decisions in the process as in the long. Regarding how he wants the phrase, and how he wants it to look. So he was very much a part of it. He looked at photographs. And the individual we are working with, as there are folks that may not want to be able to interact in the ways we are now, who may have labels that show profound impact in disability. And we pull and want Tim -- them to succeed. That is another training piece that has some aspects to it. I do not want to leave anyone out. With Kerry, he was able to be a part of the process. And his interest after we completed the discovery process, and the photographs we took our from discovery. His interest were vehicle detailing, resource within a business, and we talked to the business owner, another training, unfortunately we do not time. There are different models. And I will speak to how the final decision was made, regarding get. He had some spirits with vehicle cleaning, detailing and lawn care. And that had to do with when he was in the institution, and we did not want to highlight that in a traditional way. And he has some resources we could purchase equipment for his job duties. And that is that resource ownership piece. Just like mechanics, very typical in the car industry, where they bring their own tools. We want to highlight that Kerry fits in that model, because we have resources we could purchase the equipment, based on detailing. And that solves problems. I will go into that a bit more. Like a chef, they need to bring their knives. In many industries, people need to come with some of their resources to perform job duties. A certain degree, with him I would not. But the work I do now, I need to have spirits in some -- experience. And those are resources I am expected to bring to the work I do. Under experience, Kerry wants to point out skills and experience to be successful as a carwash in detail in. -- Detailer. Here, we began to show him in a competent role. What we have done, we found a staff having a dirty

car. I paid him. I try to give back to the work I do. If I am earning money as I consult around the country, based on the fact as a culture practice social injustice. I want to get back to the person I am working with. And I paid him. I did not want to feel like we were exploiting him. I gave him a coin to -- a carwash. When you go and do your own carwash. They do have a self service carwash. And so, Kerry did all of this because this is his interests, he loves washing and detailing them. I am detailing when I perform job duties. When I first met him, he was in a room with you, he would look down and be very quiet. You would not see the energy that he automatically brings to this adjusting focus. His vocational theme. From the get-go, if you were to come in with a paper resume it would not show his potential to meet the needs. And already, within five minutes, impression is being made with anyone. He may not have even had the opportunity to be considered because based on the fact the owner has a strong passion about his reputation. Antique probably would have thought Kerry would not fit in. I have the skills to vacuum, shampoo the vehicle interior. I am dependable and be counted on to be what is needed. I learned quickly and have a good memory. I have the skills to wash and clean vehicles, machinery and equipment. I am experienced washing vehicles by hand, operating car cleaning detailing equipment. I am a hard worker and take flight in a job well done. That's the take pride. And cause he does not have social capital or national support, except people working in the disability system the employment staff, [ Indiscernible ]. When we were doing discovery, we found out he owns his own -- football college, basketball or sporting events, in walking distance from his is a community college. S. S. [ Indiscernible ]. The guy in the pink shirt, had been giving him free tickets. He saw him and he has connected with an. We asked Kerry, he will talk about jobs. And we asked if we could meet with him. To find out if you would be willing to be a reference for him. And Kerry said absolutely we could. When we met with him, do you realize how you are important in Kerry's life? He was not sure what his name was. You have been so much to him by your kindness, giving him free tickets. He would see Carrie periodically and speak to him, but that was about it. We talked about half desk of having -- having Kerry. And beginning to negotiate work with bumper to bumper. Would he be willing to be a reference and he said yes. Additionally, he suggested we bring in, [ Indiscernible ] who was just tired, because what he said they could take even more of an interest in Kerry, knowing the story behind how important Jack is to carry. Someone who has shown kindness, he was not paid staff. A natural support. So they both said they would make sure they stay on top of how Kerry is working and continue to grow the relationship. The other piece we felt that when we went with Kerry, -- failed. We spent time with Kerry, he had shared that Greg Franklin, the coach at the college, a small town hero. He would also open the private practices to carry. -- Kerry. I'm sure he does it with others as well. During discovery, we wanted to go there. We did not know if there was a vocational theme around sports. It's ended up eating he likes as a hobby -- he likes it as a hobby. Related to sports. And career path. We met with Greg Franklin, he saw his

face in the window. He let him in. With him, we asked what he be willing to be a reference for Kerry. He said yes absolutely. They had a little bit more of a connection, just Smalltalk. He also said he would happy to check in with Carrie to see how things are going regarding his job. The interesting piece, as we also met with colleges have is quickly S the owner of a lawncare company. That became a second vocational theme related to carry in his interest. [ Indiscernible ] carry. He was retiring from his business. And the way he knew Kerry he worked at this institution where Kerry left . Able to talk about how interesting Kerry was. And all of those great things he said about him. Many came from a discussion with Kerry and him. This gentleman with no social capital within a small town, has a college football coach, and two folks working at the college, also highly known. Indistinctly, the guy Shannon, actually knew being living in a small town, he grew up with the owner bumper-to-bumper. You can't imagine how that further the value that was placed on Gentoo as a potential employee -- Kerry . And it simply ended, you can contact me, thank you for your time. Any questions or comments?

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I have a question. How is this resented to in employer? Is it paper form? Is it email? Hand-delivered?

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When we consider the person, and their use of technology, and is this model. Someone who is sappy, -- savvy. Let me pull this out. I want to show another visual resume. I am sorry. With the gentleman who we were working with, let me stop. The gentleman we were working with in Marianna, was not computer savvy. He had a computer, but there billing system was paper-based. With him, as we did informational interviews, we found out his needs. And we knew, because we had spoken to Gentoo, it would be a great fit. Kerry . We went back and we said there is someone we would love for you to meet, but it's we think could help you with this vision, to add detailing service. We talked to him about Kerry having resources, we can purchase detailing equipment needed. We would love to have that conversation. Kerry was too nervous to go. And we spoke to him before we met the guy. We said do you mind if we come back, and we can talk with you with his visual resume? It shows what he does. And for someone who may not know the movement to use more tech base models for interviewing, it made sense to him. Yes I would like to see him doing his duties that would go along with what he's thinking about. And we met with him. And with the visual resume, we talked about the process. And there were several anecdotal things that Kerry did that shows his competence and judgment. And the thoroughness in which he did the work. We were able to point out. Because we have a passion about him being able to solve his business need. And the care about Kerry . It was not a flat conversation. It was a passionate conversation within what's would be appropriate in selling. And so the next time, Kerry came with us. But the visual resume, we showed to the business owner, he did not think it weird, because that is

how Gentoo preferred it -- Kerry . We would like for you to see some of the work he's doing. Hopefully will want to meet him. The person I am hoping to pull up is John, who was actually in Atlanta. We are looking at a white collar job. And Anthony, -- would you prefer that we stay on the visual resume peace?

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I have 10:56 AM. One other question. Please give me feedback to let me know if you are interested in seeing another example of the visual resume. How do the lease and confidentiality handle with a visual resume, versus a regular, non-picture resume?

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It is no different. Let me back up. If you work within an organization having policy and procedure, no matter how you get releases, you follow whatever your agency policy is. On any of that. Because that is what you are tied to. With Kerry, we did get some releases signed based on policy and procedure. Working with Kerry without a system transformation Grant. I would not necessarily have to give the release, because I am helping Kerry drive the process, he is in charge, using the photograph. Any kind of protection that you feel you need, and that your organization requires, you would want to follow that. But, it would be whatever you do or helping someone with a paper resume, qualifies as well with the pictorial or video resume.

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Thank you. Yes, people are interested in seeing more visual resumes.

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Okay. Let me pull those out. Let me show you what Anthony. His first resume. Individuals love it. We did not know what we were doing at the time. His is more about white-collar. And here is Anthony. This gets a little bit into disclosure, which is important to understand. Anthony chose in the resume, indicating he has and employment specialist and counselor. He is someone that has a disability that is apparent when you meet him. He has blindness and Cataracts. Ann T uses a cane and other technology. He has a watch that makes a noise when he takes a break. He has a tiny bit of S these legally blind. He can see shadows. If it is darker and in contrast next to something white, it will stand out. We have done this in the early 2000. Like I said, folks love it. Even though we do not know what we are going. I will move through it. I do not need to say anything. Anthony says it all as you will see.

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[ Silence ]

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Any comments? Do you want me to go to John?

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I do not have any comments right now. That is fabulous. I have to admit, I have googled visual resumes. And what I have seen, is not what you are showing Gus. -- Showing us. To very different things. -- Two. You can Google it to see what I have come up with within my system. It is a very graphic, very busy chart. [ Indiscernible ]. Things of that nature. I like your visual resume much better. We like that he is

speaking for himself. About removing [ Indiscernible ]. And getting to know John based on the visual resume.

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Absolutely. That is his personality. He uses his disability as an advantage. If you are blind, that is a firewall for confidentiality. You cannot see what is being -- cannot. And using it in a humorous way. What's they say about a well oiled machine. That resonates with folks. That's piece of personality that comes out. Within Anthony. I agree. Some of those visual resumes, or the video resumes are better, but some are so busy. They are bit distracting. And a lot of criticism about some of those. We have taken the concept of the visual or video resume, to use it in the way that works with the folks with whom we are helping become void. -- Employed. This is John. He actually works -- I forgot the name. It is that auto company. He works in the technical department. Within the country, people who want to sell cars put them in this little book.

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Is it like auto trader?

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Yes, thank you. I cannot believe I cannot think about it. I can see him in his office working. At the time we done this, John has autism. We were in the process of developing a visual resume. He did not want to have it shown because he thought someone who may see it, through my training, might be someone he would interview with. I wanted to honor it. He said I can show about incomplete draft, with the complete resume when we added the different components, he'd wanted to keep that in his records. Again, I completely understand. You can get a feel for. And this is where we embedded a video. It was so easy to do. We inserted it once we got on the lap top. Into -- much like Nick in my PowerPoint. The same way I play the video by pressing the start button for my PowerPoint. The same process. It was John talking about his interest in technology. So, we want to show a lot of pictures, because John has some unique ways that he interacts. With his eye contact. And we want to Aust the myth of the social stigma, tied to people with autism. It is not fair but it is out there. Autism is tied with disabilities. And a lot of information around it. You can see on the left, some of the thinking. This is when we were brainstorming. We want to talk about project teams. John was very involved in the process. Professional and competent, skills outcome focus, problem analysis. This is a very different set of factors. The gentleman, the back of his head, he is a friend. He has a pretty high tech office and Atlanta. We asked if we could let John spend some time in that setting, so he can be talking about what is white-collar. Using technology. And we asked him if we could uses office to take the photographs. He spent with -- time and did some job sampling. We want to bust the myth that John is not a team player, as he very much is. Again, we wanted to add a heading, proficiency, all of that beautifully laid out. Expert at finding and resolving malfunctions. Technical skills to ensure downtime. Operational computer performance. So, the information was taken out of the types of

jobs descriptions that John was looking for. And skill set. We went to the Internet to get that type of expertise, to frame the language used. And what would get the attention of someone who might hire John. As you can see, not all of it is complete. We were just following information to gather. The final product looks nothing like this. More user-friendly FO so much together. -- That. Providing skills, statistical methods in theory, programming, technical type of skill around technology. Providing decision support, data query, data display and retrieval. And those are the headings we completed with specific detail. Programming languages, software application, operating system, having a specific skill he has. Creation of management, multiple applications, and you can get the idea. We showed a strong focus on the team police -- piece. We show John utilizing technology, data entry computation, identifying data set, reporting, mining. Data summary and warehousing. Accountable for long-term day-to-day maintenance and technical support. High productivity, excellent customer satisfaction. And we added work history, education and reference statements. Not complete a stunt 12 honor -- based on wanting to honor John's request. It gets an audience that would appeal for business practices and you look at the audience. And who will be looking at the visual resume. If it is a mom and pop shop you want to keep it simpler, or a low-tech business. If it is like John, working at auto trader in Atlanta, more of a white-collar environment. We wanted to appeal to that audience. Any questions or comments?

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We have one question. It is on a negative. When would you not use a visual resume? If one wants a blue-collar job, would there be a time not to use a visual resume?

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I always use a visual resume. The folk within iWork, have minimal job experience. The job experience they have, if more long-term, with one woman I was working with. She had been with Kroger for 18 years, wanting to retire and do something else. Like with John, we embedded information more classically use in a paper resume as he wanted that. I have not worked with anyone who requires the level of intense work that discovery and best practices require. I use a visual resume always. And individuals needing good supported employment, and they do not need this level of intent. Work around working life. I still use a visual resume. First of all, it shows the person in the role of confidence. And, that is pretty impressive if the person knows about visual resume. They are up on the latest and greatest preparing for seeking employment. If not, they are pretty impressed with the process anyway. Like I said, I cannot stress enough, make sure you know the audience. You do not want to be overly complex, it is -- if it is a low-tech product. And you do not want to be too simplistic if it is a white-collar type job.

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I understand. I think you said in a low-tech environment can show up with a laptop as well. Alex the business owner -- and let. And if there are any questions, an opportune time to do it.

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I remember this came up a while ago, yes. Sometimes we have emails visual resume. It adds a little complexity with video. A lot of photographs, sometimes too large to go by email. And you can use a dropbox to create -- it can create a frustration earlier on. We used to put on a disk but we do not anymore. We would use a USB. We would mail it to the employer. And then follow up with the actual discussion of the visual resume. Or, what I typically do more than anything, is have my computer on -- or if the job seeker goes with me. Whether it would be positive, and I establish a connection first. And then follow up with the visit with the job seeker.

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Thank you. That covers that question for sure. I do not have any other questions are comments from the disciplines at this time.

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-- Participants.

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It is 11:17 AM. We end up 11:30 AM. We end up 11:30 AM.

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Okay, I am on Eastern time. I do not know how I have done that. I try to do too many things at one time. Listen, think and look at my clock. Let me share a couple of stories with you. One, I will share, I will move forward. I will not set a stage. I want to point out some data coming from the earlier work with various grants, utilizing best practices. What we have found is a trend with organizations, that have been successful in shifting from a traditional facility-based, to a community-based model, best practices both in how the individual spends their time work Inc. and not -- working Kent not working. Open to thoughtful risk taking, meaning innovation. Trying something new. If it does not work out you learn something and you can take that information and look at what might -- if we tweak it what could work that are. -- Better. Individuals self assessing, thinking about the latest and greatest work -- what's works better. And how can we innovate? Also, shared values. And those values were utilized in day to day decision-making. Someone has an idea in that gray area, does it increase stigma or does it stereotyped or does it isolate? Those organizations would go back to the values. And doesn't do any of these things? You will know it is not a good idea. And how can we tweak it to make a better idea and best actor says? And -- best practices looking get yourself and to continue to improve as an organization. Or as an employee. Within the organization. Partnering with external resources. Looking beyond the typical disability resource, we partner with businesses, Barnes & Noble, all types of churches, individuals having a desire to champion someone that might not be a part of a foundation. But connected to wanting to make a difference. Our connection to reach out to folks. And sometimes, it is -- can we think through this with you because you have the expertise. And the type of mentorship. And going to the experts within the community to ask help us structure in a way that makes sense, as we move forward, to help the individual with additional educational opportunities

within employment. And we focus on the whole person. If the individual is working, but when not working, their life is full of struggles. That will lead into her bleed into their working lives. And we think about the person as a whole. And we talked about continuous improvement. And others about this. And also, continuing to look at organizational goals and decision-making processes that tied back into transforming from a facility-based segregation model to a community base. These are organizations that I have worked with last summer. We have things pulled into place earlier this year. Mitchell, who is see? I will you see who he is. This is Mitchell. During the -- discovery, these are the things we found out. He uses sign language, he has about five expressive symbols, movements. About 13 he can understand. He is deaf oh. He likes the outdoors. He likes to organize. He likes to deliver. He takes one item or object to someone who needs it. That is something he finds a lot of pride in being able to do. And from that standpoint, he likes the movement and responsibility, and he feels like he's helping. He is a quick visual learner. During discovery you look at learning styles, Mitchell it is visual. He has fish do with helping his dad, stocking and breaking down boxes. He uses exercise equipment. It is important to Mitchell to haven't active day with a variety of responsibilities. Some folks like to have a few responsibilities in contrast. They may have one or three job duties, but for Mitchell he likes a variety. He likes physical activity. Loves to help others. Social and Riley. Detail -- friendly. He needs redirection at times. Not a bad thing, that is what keeps him flowing during this day. The ideal conditions of employment that we have discovered, he needs to be in a busy work environment having a lot of energy and will. -- Movement. Hand over hand, is the most effective method of all the different ways you can help someone learn visually. Needs to be a team-based culture the supervisor needs to be encouraging, supportive. And learning how to communicate best with Mitchell. And we also live in a community where folks do not know sign language, Mitchell has learned very creative ways to help someone understand what the -- he is trying to say. He is more skilled and having to be creative around that. Then I know I am. He responds well to redirection, prefers a male supervisor. Task analysis and instruction on the method that are very effective in teaching Mitchell. This is what's that information emphasize into regarding the vocational theme. Business operation support. And that could be a typical business firemen. Recreation -- environment. Warehousing and distribution operation. And what the job ended up being is a fitness center support piece. We were able to pull together. You may be able to pull together two more vocational fames in the job development phase. He is a manager at any time fitness. His job duties include stocking, food and beverage, surveys was done. They want healthy choices. Not a typical candy bar. Chips. That is one of the added values that this fitness center focuses on, a healthy lifestyle. They provide complementary protein bars throughout the day. As folks are working out. Mitchell takes those and dispenses them to the folks working out. He breaks down product packaging for trash pickup. He sanitizes work equipment and water fountain. Fiona said their biggest



headache, being there for the folks exercising, exercise 70s. Make -- activities. And consulting. It is hard to balance that. And making sure equipment is sanitized. That frees him up. Mitchell, and that economic developmental way has taken a task that was kind of a burden to the fitness experts, so they can be more effective. -- Effective. He bundles trash for pickup. And we want Mitchell to grow this job. The manager assigns additional duties to ensure the business operation are maintained in the way that Ms. business -- his business culture expects. And it ties back to the interests we saw with Mitchell. Here he is in a fitness center, make sure it women is clean -- making sure equipment is clean. He likes that. Anytime Mitchell was in the program area, where he receives support, he would start cleaning tables. And important to him environments are clean and organize.

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That is one of the machines he keeps. I do not think we have any more time. We have one minute. I'm sorry.

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That was a great explanation of Mitchell. I appreciate your sharing his story with us. I like it when you show the discovery and how it matches motivational interview and the employer needs. That is a great match. I appreciate it. I do not have any questions from the participants. Thank you Nancy, great information, great visuals. All of it is wonderful. I think the disappearance asking questions, -- participants. Any last thoughts Nancy?

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When I was CEO within an organization, I love working with the staff. And you can use my office. I will spend my day within the community. That does not mean I do not have administrative pieces, but I can do it from a coffee shop. All of that -- being in the community, and being of the community to connection. The -- being socially engaged. We cannot do anything in isolation. Gets out of buildings, and take risks, innovate. You learn something new that will help you know how to move forward to the next step. Enjoy life and this great work we get to do.

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Thank you so much. I agree. We have recorded this presentation. It will be posted on the website. If you want to review it. You will receive an email and evaluation link. Let us know how we have done with the survey. Please let us know. Give us about three or five his days to upload your certificate of participation in your user portal. We offer credit. Please send us an email at the website. Thank you again. We will see you again in a few weeks.

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It was great to have these days with each of you it's back thank you.

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Thank you Nancy.

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Goodbye.

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[ Event Concluded ].