

THE ART OF THE INFORMATIONAL INTERVIEW

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JOB DEVELOPMENT SURVEY

Note: the responses listed were collected in Feb, Mar, and Apr, 2011 by Cary. Primarily the surveys were done in conversation with training participants and others seeking TA via phone & e-mail. The only large group survey was conducted in Los Angeles on April 28th and represents 71 participants of the total count. I did not explain the intent of the questions or whether a particular practice was good or bad. Those interviewed individually (27 individuals from 14 states) offered answers before any related content was introduced. N= 98 employment personnel. This is not a scientifically controlled study.

EMPLOYMENT SPECIALIST SURVEY

Recently, have you:

(note: Recently is explained as “within the past year”)

Reviewed Want Ads for Job Openings? **Yes = 89%**

Asked for an Application? **Yes = 82%**

Taken or Sent Someone on an Interview with an HR representative? **Yes = 78%**



EMPLOYMENT SPECIALIST SURVEY

Recently, have you:

Sought Jobs at Walgreens, Wal-Mart, McD's, BK, Home Depot, Lowes, Super Market Chains, Target, etc.?

Yes = 88%

Asked an Employer if they are hiring?

Yes = 81%

Sought Jobs at stores that are strictly Retail?

Yes = 76%



EMPLOYMENT SPECIALIST SURVEY

Recently, have you:

Looked specifically for Jobs with Repetitive Tasks?
Yes = 67%

Looked specifically for Cleaning/Custodial Jobs because
an Individual “enjoys” Cleaning?
Yes = 62%



EMPLOYMENT SPECIALIST SURVEY

Recently, have you:

Approached a company in your Agency's Supply Chain for a Job? **Yes = 10%**

Approached a company in your Personal Supply chain for a Job? **Yes = 32%**

Had a Board Member assist in getting someone a Job?
Yes = 8%

Had your CEO/ED assist in getting someone Job?
Yes = 22%



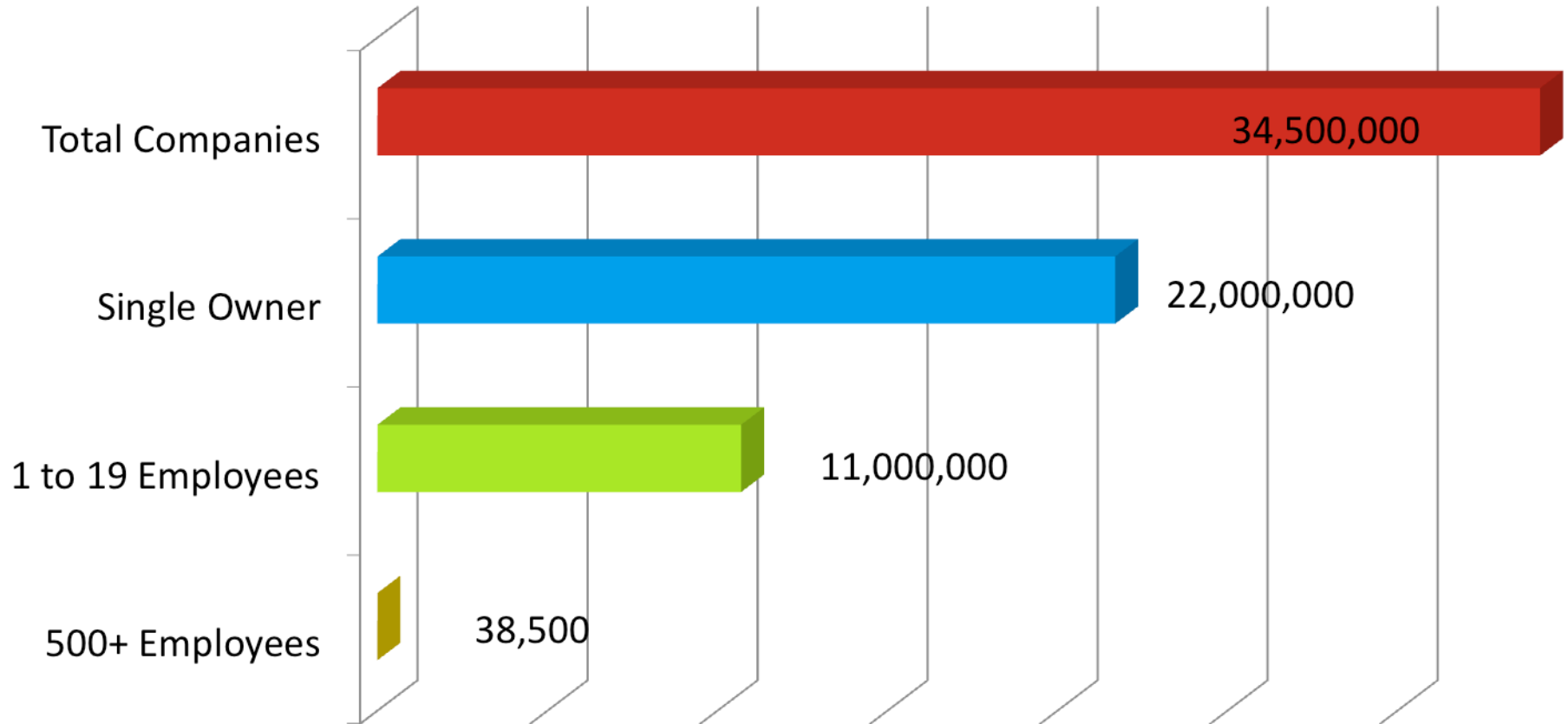
WHAT ABOUT THE LABOR MARKET?

- Who cares!
- It's mostly an underground market.
- We are not reacting to the labor market, we are creating a labor market.
- Growth and Recession have not affected or changed the employment rate of people with disabilities.

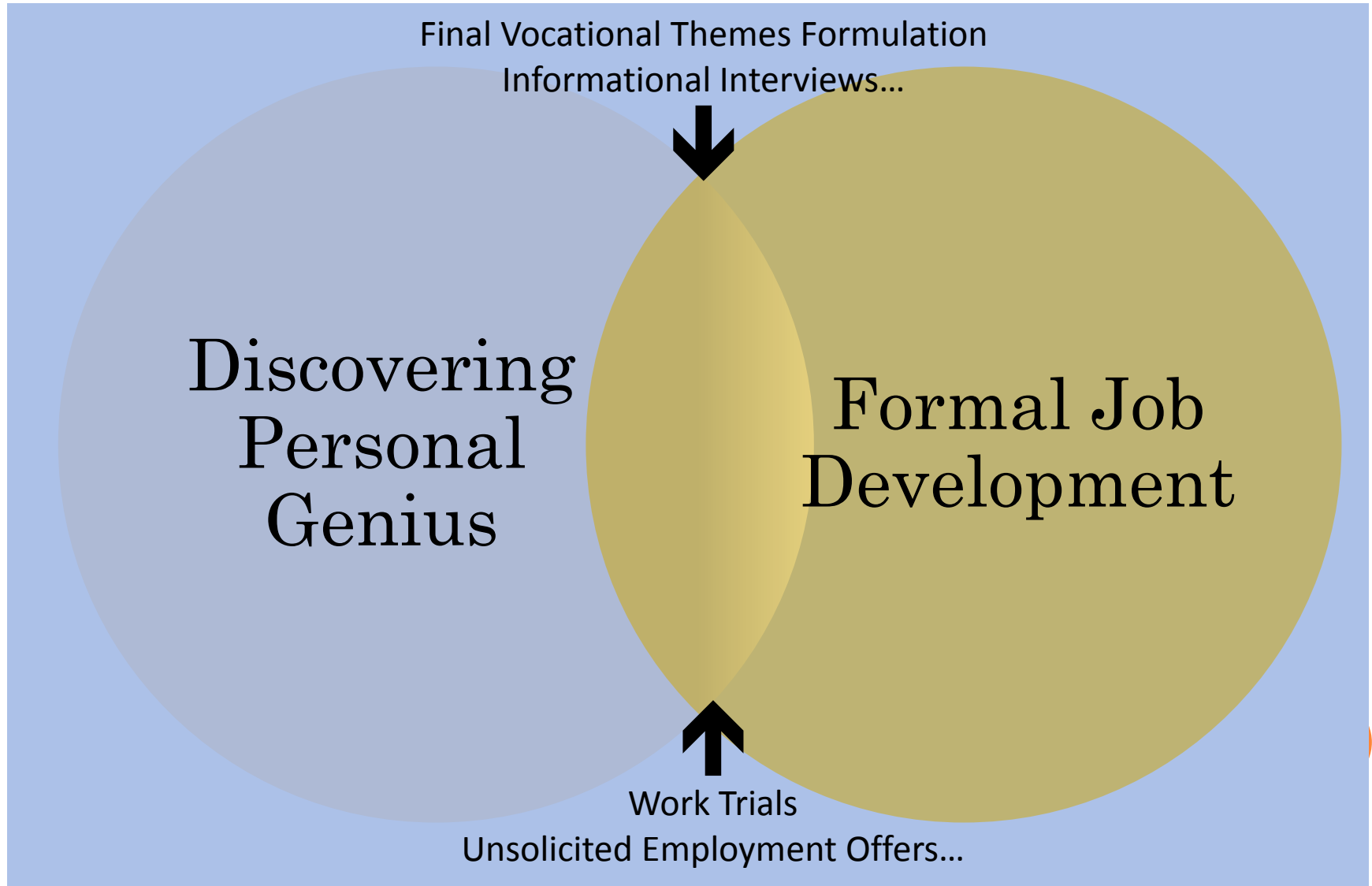


Businesses by Number of Employees

34,461,500 Companies with Fewer than 500 Employees



THE TRANSITION FROM DPG™ TO JOB DEVELOPMENT



GOING WHERE THE CAREER MAKES SENSE

As a Course of Action evolves (using the Team Process), visiting others who have the same interests is often a valuable step in collecting possible career information



GOING WHERE THE CAREER MAKES SENSE

Benchmark:

10 to 50 hours of Discovery (Assessment)

Over a 6 Week period

Using 2 or more Team Members



GOING WHERE THE CAREER MAKES SENSE

As the Personal Narrative is revealed:

- Make a list of 20 Places where people with similar Interests Work or Gather
- Make Appointments (if formal sites such as workplace)
- Go observe, participate, conduct Informational Interviews
- Gather Information on teachable skills, evolving interests, probable Contributions, Opportunities (Resource Ownership), Natural Supports....



GOING WHERE THE CAREER MAKES SENSE

As the Personal Narrative is revealed:
Note Complexities and Contradictions

Personal Life	Professional Life (The 20% that's observable)
Avoids social situations Doesn't like to be around large groups of people Small group of close friends Sensitive and emotional	People Person Public Figure Future Oriented Stoic and logical Big ego
Particular and Orderly Likes complexity Doesn't like a lot of change	Risk-taker Change agent Keep it simple



GOING WHERE THE CAREER MAKES SENSE

As the Personal Narrative is revealed:

- In Context, Sometimes What some Consider Flaws are Strong Points
- Cashier in local Grocery store is totally annoying to me, but not to others...



WHY INFORMATIONAL INTERVIEWS?

- Helps refine Themes and Lists of 20
- Reveals Skills and Tasks found in workplaces
- Reveals Ideal Conditions of Employment
- Warms up to Job Development
- Helps avoid thinking in Job Descriptions
- Casual way to create professional relationships
- Increases Social Capital for the Job Seeker



INFORMATIONAL INTERVIEWS

- Teams and List of 20
 - Competition?
 - Dig deep for interesting, artisanal businesses
- Contacting the small business
 - Emails and dropping in
 - Phone calls
 - Preferred method
 - Keep it casual
 - Ask for manager or long-time employee
 - Ask for 15-20 minutes of his or her time
 - Ask for advice, not a job



THE INFORMATIONAL INTERVIEW

- Ask for advice and *listen*
 - Questions to ask
- Take notes
- Get as many leads as possible
- Names, email addresses, phone numbers
- Determine the next steps
 - Change your list of 20 to reflect advice
 - Recognize a good fit (i.e. workplace culture, people, tasks, work environment, etc.)
 - Follow through with leads
 - Remember rejection happens more often than not; don't give up



LANGUAGE AND CONTENT

- Focus on strengths, abilities, skills
- “Job Seeker” not Client, Consumer, Participant, Low and High Functioning, etc.
- Avoid Job Coach, Job Developer, Human Services jargon and terminology
- They are the expert
- Include shared interests
- Don’t ramble about yourself, your business or your personal experiences
- Smooth Listening



Job Develop Up the Supply Chain

Goat Farm: Milking, care, cleanliness, health & safety, feeding, maintenance, breeding, farm tasks...



Related Careers: Growing grain, farming, weaving, butchering, cooking, veterinary, ranching, farm/ranch maintenance...



Cheese Making:

Cleanliness, chemistry, measuring, cooking, portioning, packing, B2B sales/service



Wholesaler Level: Pack boxes, value added processing, logistics, transport, customer Service...



- The Individual is the source of Employment Information, Not the Labor Market



Retail: Opening boxes, bagging, chasing carts

There because of a Food/Agriculture Theme?

PEOPLE COME
TOGETHER OVER
SHARED INTERESTS







DIVINING VOCATIONAL THEMES: CONDITIONS OF EMPLOYMENT/CULTURE



Effin Computers, "No Slogan Necessary"



CRITICAL REVIEW

- What led you to that place or business?
- How did it make sense for the job seeker?
 - Themes
 - Ideal Conditions of Employment
 - Present skill or competency
- How did you contact the business?
 - What did you say?
 - How did you introduce yourself?
 - How did you introduce the job seeker?
- What went well?
- What problems/concerns arose?
- How did job seeker/employer respond?
- What would you change?



10 THINGS I WISH I'D KNOWN BEFORE STARTING DISCOVERY

MELISSA ROSEWALL AND CASSY DAVIS

- 1) Work with one person at a time
- 2) Avoid the word “Interview” with IDT
- 3) Be patient and persistent
- 4) Helpful to ‘name-drop’
- 5) Cold calling can be difficult; it gets easier
- 6) Skills verification is very important
- 7) Create solid themes before going on informational interviews
- 8) You can’t do it on your own
- 9) Tap into the Job Seeker’s Social Capital from the beginning
- 10) Businesses are always hiring (even if they say they’re not)



REMEMBER....

- Businesses are always hiring
- Filling out applications and going through interviews is NOT Customized Employment.
- Customized Employment relies on mutually beneficial negotiation
- Small businesses are abundant and undercapitalized.



CE INVOLVES THE JOB SEEKER

- People come together over shared interests and skills
- People teach each other their skills based on mutual interest
- There's a place for everyone, somewhere out there.



WAS IT CUSTOMIZED?

- Did someone identify specific job duties or employer expectations and negotiate with employers?
- Were individualized job goals targeted in order to negotiate based on the needs, strengths, and interests of the employment seeker?
- Were the unique needs of the employment seeker met?
- Were the discrete, emerging needs of the employer met?
- Did the job seeking process start with the individual as the source of information for exploring potential employment options?



WAS IT CUSTOMIZED?

- Was representation offered for the employment seekers to assist in negotiating with employers? (as needed basis)
- Is the employment occurring in integrated, non-congregate environments in the community or in a business alongside people who do not have disabilities?
- Did employment result in pay of at least the prevailing wage (no sub-minimum wages)?
- Was employment created through self-employment and/or business ownership?



MORE QUESTIONS

- Was a Discovery Staging Record™ completed entirely?
- How were businesses approached? Were they approached via ‘now hiring’ signs, want ads, Craig’s list, or was this simply an information gathering meeting?
- Was a job application filled out? Prior to ‘interview’ or as an afterthought? [if so this may not be CE]
- What were the 3 Vocational Themes™?

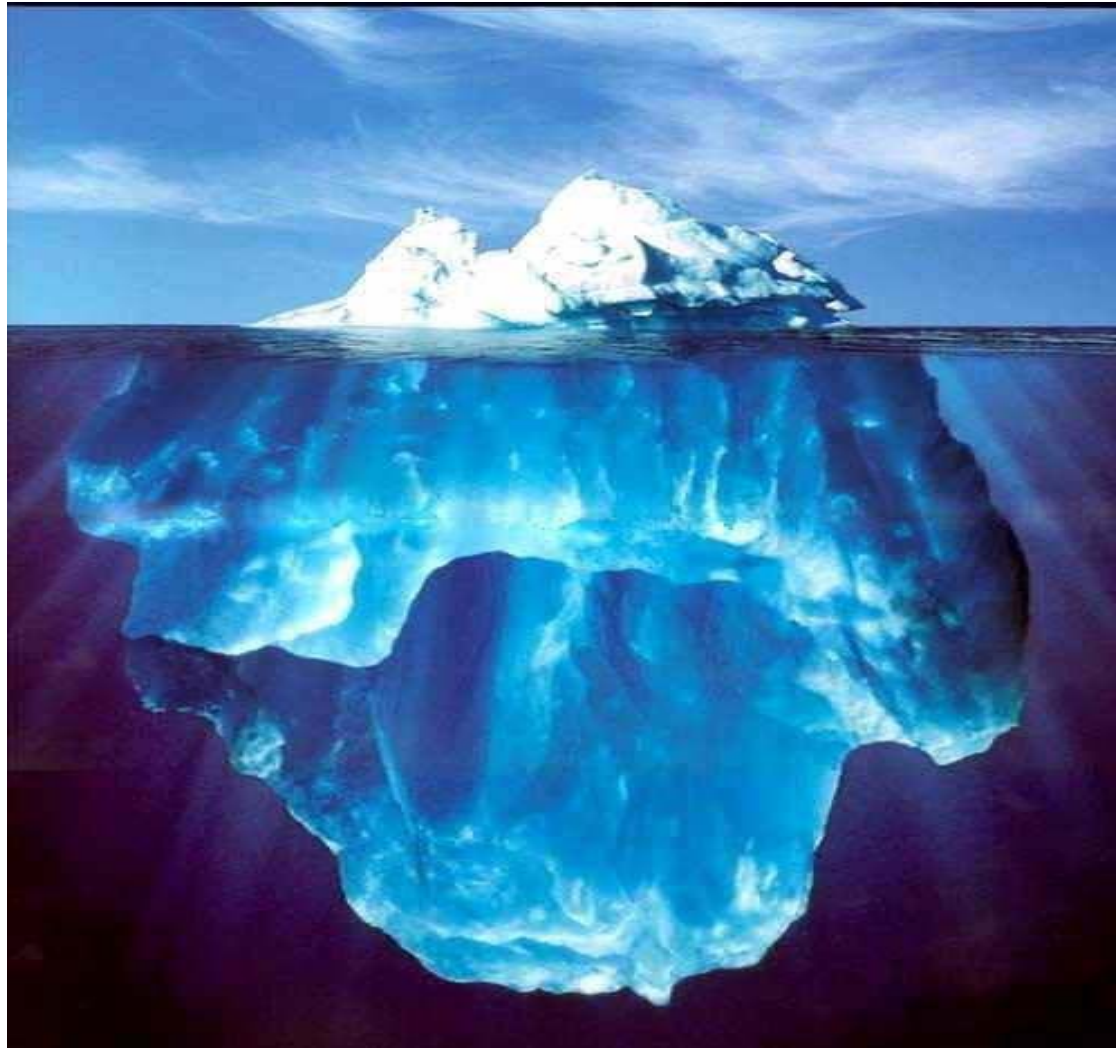


STILL MORE QUESTIONS

- What are the Ideal Conditions of Employment?
- How many informational interviews did you do?
- Were all the informational interviews conducted with the job seeker and with only one job seeker at a time?



FINDING THE JOBS BEHIND THE JOBS



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