



Successful Job Development & Business Relations

- Leah Lobato, CPM
Director of Governor's Committee on
Employment of People with Disabilities &
Business Relations Specialist
- Tom Smith, MS, LVRC, CRC
Business Relations Specialist



What is Job Development?

- Is often performed by employment agencies that work with people with disabilities that may represent the individual to employers in the community.
- The act of finding the right job that suits that person's strengths, interests, and support needs.



Why Job Develop for People with Disabilities (PWD)?

- November 2016 figures from U.S. Bureau of Labor Statistics reports 10% unemployment for PWD, compared with 4.2% of general population.
- Percentage of PWD in labor force was 20%, compared with 68.4% for persons with no disability.



Personal Relationships and Personal Networks

- Have been the traditional link to employers
 - Are necessary but not sufficient in today's environment.
- In larger communities with thousands of employers and dozens of service providers
 - Not effective to use ONLY personal relationships/networks.
- Why?
 - New on-line culture does not promote relationships.
 - Rapidly changing job market.
 - Continued high unemployment rate for people with disabilities.



Things to Consider for Successful Job Development

- If job development is selling, it's a real unusual kind of selling, because we have a product that can refuse to go... Richard Pimentel
- A simple telephone call regarding something like tax incentives makes a wonderful sales point...
Zions Bank
- Get to know your employers. Learn the employer's "jargon"... Health South



Things to Consider for Successful Job Development

- Approaching a business with the “charity” approach is generally unsuccessful and often leads to a perception of inability of the individuals with disabilities we are representing
- Representing both “qualified” and “quality” employees



Some Important Definitions

- Demand Side – The business community we are serving.
- Supply Side – Qualified workers with disabilities who are ready willing and able to go to work.



What is SUCCESSFUL Job Development?

- Based on establishing relationships with employers.
- Is effective for your clients, for you and for the employer.
- Establishes a “Business Need.” This is one of the most important components for the employment of clients to be successful.



Building Business Relationships

- Start with your personal networks
 - Family
 - Friends
 - Places you frequent
- Expand to include
 - Businesses near your office



Informational Interview

- A tool that can be used by anyone wanting to start a business relationship.
- The purpose is to establish a “Business Need.”
 - Until a need or problem is discovered, the business probably doesn’t really *need* to hire anyone.
 - Once a need is established you can begin to talk to the business about hiring a person with a disability.



Steps to set up an “Informational Interview”

- 1. Call and ask for at least an hour appointment.
 - Use as an opportunity to learn more about the company
 - Research the company before hand
 - Determine who is the best person to talk to.
 - Number of employees company has.
 - Descriptions of types of work available.
 - Hiring process
 - Etc.



How to research for information on a company.

- On-line -- Can be a great first step and can give other possible ways to find out more information.
- Contact receptionist or first line individual and ask basic questions, that will give you something to go on.
 - Such as... can you tell me more about what your company does, produces, etc.



Steps continued:

- 2. Prepare questions in advance.
 - Establish a need.
 - For example:
 - “In what department is your company currently hiring the most people?”
 - “What are the skills and training necessary for the positions available?”
 - “Are there times of year that you do more hiring?”
 - Other examples...



Important component...

- 3. Conduct the Interview
 - Be sure to be aware of the employers time.
 - Professional dress and presentation.
 - Use engagement skills.
 - **ASK FOR A TOUR IF TIME PERMITS.**



Use your skills!

- 4. This is where small talk skills are important!
 - Be ready with questions that don't sound scripted.
 - Again use professional presentation.



When to SELL?

- 5. Establish the “business need” before you start to sell.
 - Be prepared to listen more than talk.
 - The information you gather will be valuable as you continue to keep in touch with your contact.



Finally...

- 6. Follow-up

- Send a Thank You note.
- REMEMBER...Relationships develop over time, there needs to be more than one time contact!



Practice, Practice, Practice

- Take notes after each interview
 - What worked well
 - What you need to improve on
 - What type of additional follow-up is needed.

Questions?



Thanks for your time!

Contact information:

Leah Lobato

leahlobato@utah.gov

801-887-9538

Thomas Smith

thomassmith@utah.gov

801-887-0282



**WORK
ABILITY**

Opening Doors to Work



Resource List

- Choose to Work
 - http://www.usor.utah.gov/USORDocs/2008What_Is_CTW_Brochure.pdf
- DWS Job Postings
 - <https://jobs.utah.gov/employer>
- PWDNET
 - <http://www.workabilityutah.org/hiring/support.php>
- The NET
 - <http://www.rehabnetwork.org/wp-content/uploads/NET-Services-to-Business-2013.pdf>
- Think Beyond the Label
 - <http://www.thinkbeyondthelabel.com>



Resource List Cont.

- On the Job Training
 - <http://www.workabilityutah.org/cd/01/EmployerToolKit/TrainingOnTheJob.html>
- Work Opportunity Tax Credit
 - <http://jobs.utah.gov/employer/business/wotc.html>
- Bonding
 - <http://jobs.utah.gov/services/bond.html>
- Ticket to Work Program
 - <http://www.chooseworkttw.net/>
- Disability: Dispelling the Myths
 - <http://www.adawipartnership.org/Resources/DispellingtheMyths.pdf>
- Utah State Office of Rehabilitation
 - <http://www.usor.utah.gov/>



Resource List Cont.

- Utah Center for Assistive Technology
 - <http://ucat.usor.utah.gov/>
- Americans with Disabilities Act
 - <http://www.ada.gov/>
- Communicating with and about people with disabilities
 - <http://www.dol.gov/odep/pubs/fact/comucate.htm>
- People First Language
 - <http://www.disabilityisnatural.com/explore/people-first-language>
- Utah Business Employers Team
 - <http://slchamber.com/page/sandbox/view/ubet>



Resource List Cont.

- Division of Services for the Blind and Visually Impaired
 - <http://www.usor.utah.gov/division-of-services-for-the-blind-and-visually-impaired>
- Division of Services for the Deaf and Hard of Hearing
 - <http://deafservices.utah.gov/>
- Utah Defendant Offender Workforce Development
 - <http://corrections.utah.gov/index.php/programs/finding-employment.html>
- Hidden Disabilities
 - <http://www.disabled-world.com/disability/types/invisible>