



# Case Scenario

## FOR GROUP DISCUSSION

### MODULE 1, LESSON 1

## HARRIET & HELP WANTED

### Introduction

In this scenario, you will be introduced to a new business. As you learn more about the scenario, decide what the first steps should be in order to start developing a relationship with that new business owner.

### Scenario

A "Help Wanted" sign has gone up in the window of a flower shop that will soon be opening near where you are working as an Employer Engagement Representative. The owners are new to the community. This is a great opportunity to make a new business connection!

Several vocational rehabilitation counselors in your office have asked you to work on getting some of their clients placed in the advertised positions.

Now, you need to find a way to balance developing a relationship with this new employer, while supporting the goals of your co-workers and their job seeking clients.

### How do you proceed? Let's consider the options:

**Option 1: Call the employer and ask what openings they have to fill.** (Response: *Try again! Making a connection with the employer is important, but for your first encounter, you will want to give a brief introduction, and then ASK how you can help them with their business needs.*)

**Option 2: Find an appropriate way to briefly introduce yourself to the owner and then ask how you can help** (Response: *Great! Letting the business know that you and your agency are there to support their needs in addition to hiring will be important to establishing a solid, trusting relationship.*)

**Employer Engagement = Developing Relationships.** Knowing some strategies on how to establish trusting relationships with employers is a major part of employer engagement.