

Communication

Communication is..

- Sharing your **needs, ideas** and **feelings** with those around you
- Both speaking **and listening**
- **Body language**
- **What you say** and **how you say it**



Communication is more than just WORDS!



- You say things to others in many ways:

- your face



- body language



- tone of voice



- maybe even how we dress

Communication



I'm a PC.

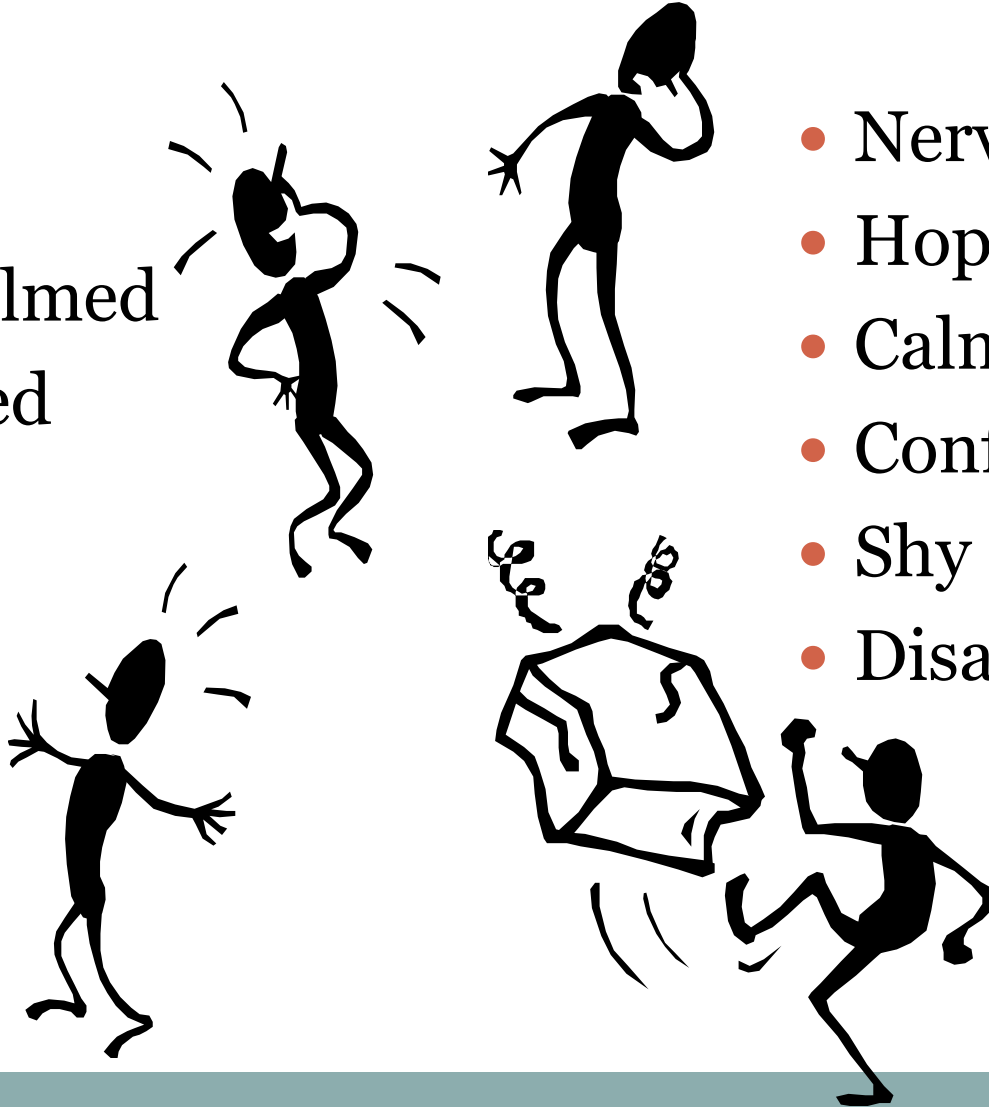


I'm a Mac.

COMMUNICATION:

Some Feelings...

- Annoyed
- Proud
- Overwhelmed
- Frustrated
- Worried
- Excited
- Inspired












- Nervous
- Hopeful
- Calm
- Confident
- Shy
- Disappointed

HOW DO YOU FEEL TODAY?



How do you feel today?

		
Happy	Angry	Sleepy
		
Surprised	Sad	Afraid
		
Frustrated	Confused	Disapproving

Knowing Your Feelings



Knowing your feelings can help you become a better worker?

- You can **tell the difference** between your feelings, thoughts, actions.
- You **care about the feelings of others and their actions.**
- How you feel helps you **decide about things.**



When you have strong feelings, you can still do your job!

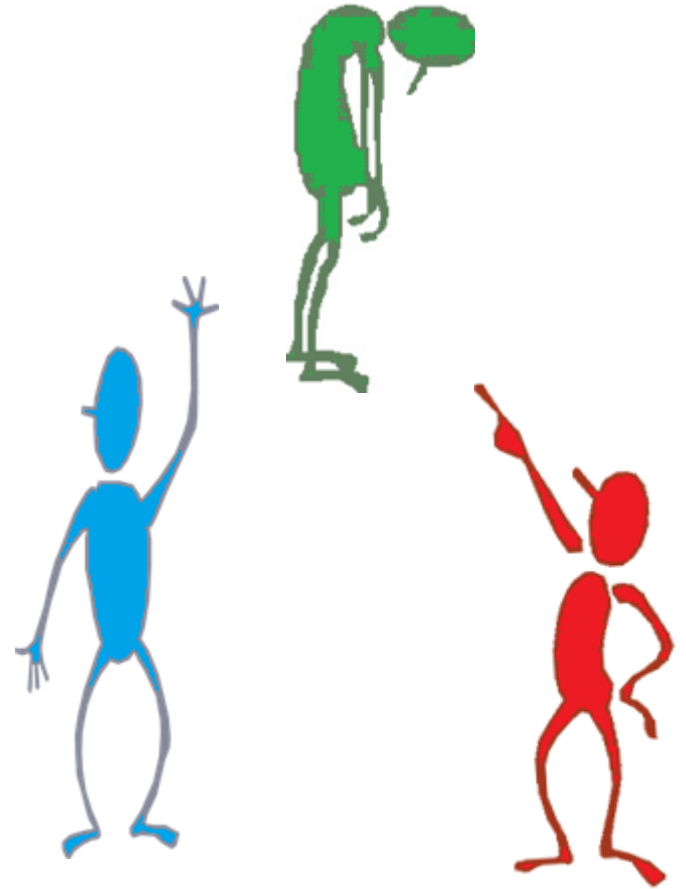
Communication



See handouts about...

- **Passive**
- **Aggressive**
- **Assertive**

Communication



Lee Speaks Up!



DVD scenario activity

~ From Carolina Health and Transition (CHAT)
video curriculum.

Assertive/Aggressive/Passive Communication

Being **Assertive** means...

- telling people your needs, desires, and ideas
 - Clearly and directly
- Speaking even if you feel shy or afraid
 - It gets easier with practice

Be Assertive



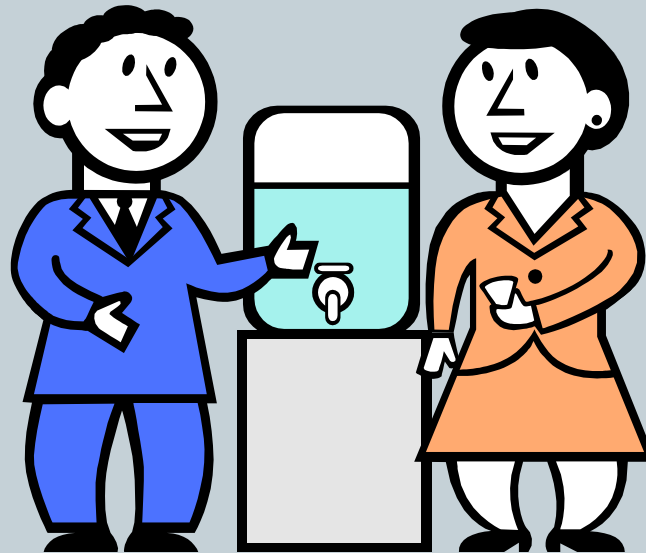
- **Aggressive** – people don't listen
- **Passive** – people won't hear you
- **Assertive** - people will listen and hear what you say

- **Assertive communication works for self advocacy**
- **Assertive communication is used by good workers**

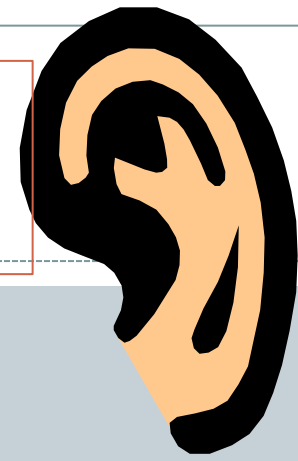
BREAK!!!!

BREAK!!!!

- Please return in 10 minutes!



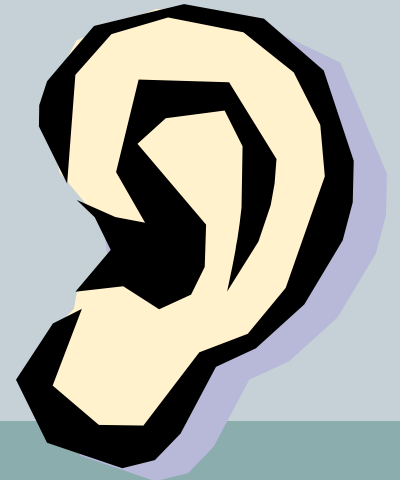
Listening



Listening means **hearing & understanding** what someone is saying to you.



Can you tell when someone is **not** listening to you?



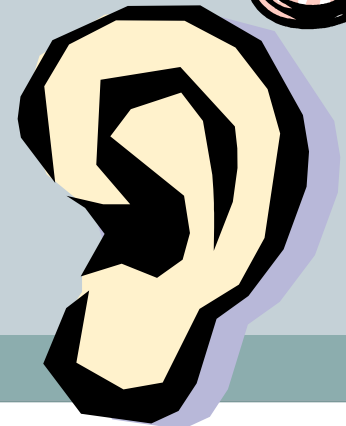
Listening – Did You Hear What I Just Said?



Activity:

1. **Listen** for 30 seconds
2. **Tell** what I heard
3. What else did you hear?

Did I hear everything?



Listening – Did You Hear What I Just Said?



Activity

1. Pair up
2. 1 speaker/1 listener – 30 seconds
3. Listener: Tell speaker what you heard.



Did you hear everything?

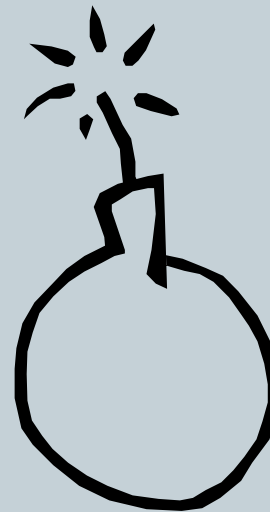
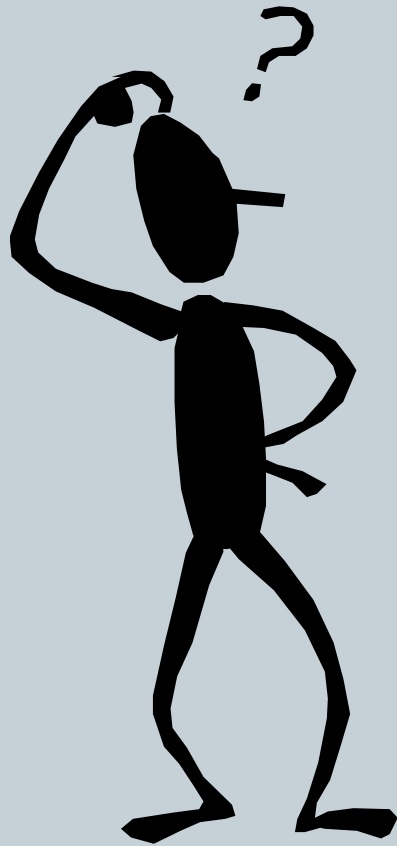
Listening to others



Listeningcan help you become a better worker!

- You learn how others feel about things, what they think, and what actions they plan to take.
- You hear **how the things you do or say make others act or feel.**
- What you hear can help you **decide about things.**

Good workers solve problems



THINK ABOUT – TALK ABOUT



- You can learn steps to help you solve problems more easily.
 - **Everyone has a problem at one time or another.**
 - **It is important to know and name your feelings about a problem, then you can use 5 steps to help you choose what you want to do.**

5 Steps to solve a problem



- **Step 1:** Relax (Take a deep breath)
- **Step 2:** Say something to yourself that makes you happy
- **Step 3:** Say what the problem is
- **Step 4:** Think of different things you can do
- **Step 5:** Pick one thing and... **just do it!**

PROBLEM SOLVING TIPS



Problem Solving Steps

1.



Deep Breath

2.



Talk to Yourself
(I can do it!)

3.



Identify the problem

4.



Think of Solutions

5.



Just Do It!

Problems at work:



Sometimes at work you will need to....

- 1. Ask others for information or to help you**
- 2. Meet new people**
- 3. Say no to someone**
- 4. Deal with**
 - ✦ someone who doesn't like your work**
 - ✦ someone who does not agree with you**
 - ✦ co-workers near you who are rude**
 - ✦ finishing your work on time**

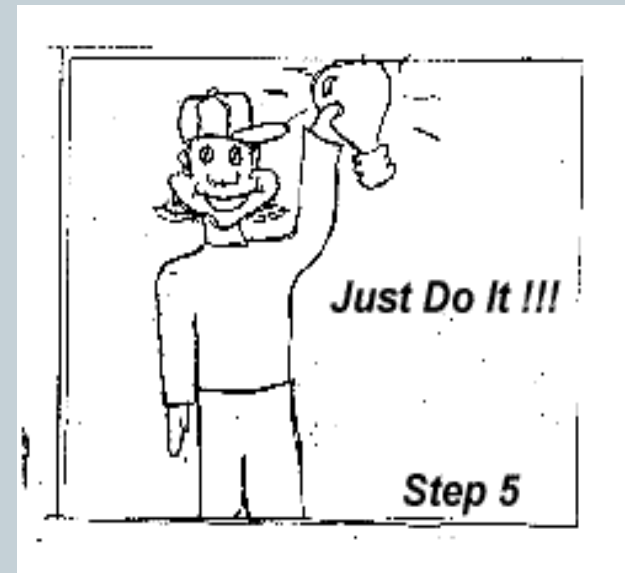
Problem Solving Steps



How do the 5 **problem solving steps** help you become a better worker?

Problem solving helps you

- Know how you feel.
- Take time to think.
- Decide what is best for yourself
AND the group.



Negotiate - Compromise

Means:

- Do some of what you want and some of what others want
- Make a deal
- Think of a new way or idea
- Meet in the middle



Negotiate - Compromise



How?

- Know what you want and why
- Plan what to say
- Be truthful
- Don't give up

Tips to Negotiate



- 1. Be assertive – voice, face, body**
- 2. Listen to what others are saying**
- 3. Ask for what you want**

Negotiate



How does **negotiating** help you?

Negotiating helps you...

- Get more of what you need and want
- Helps all in your group feel good
- Helps you to get along with people

Power Together, Power Alone

**An important part of
being a self-advocate
and a good worker is:**

- **Knowing when to ask for help from one or more people.**



Power Together, Power Alone

- **Problem #1:**

- You're working in a factory and need to move a heavy box from one end of the work area to the other end.

- **Questions:**

- Can you move it alone without hurting yourself?
- Would it be easier to ask for help?

Power Together, Power Alone

- **Problem #2:**

- You are bagging groceries at Kroger's. Your co-worker who is the cashier, is rude to you in front of customers.

- **Questions:**

- Do you need help to find out why this keeps happening?

- What do you do when she says mean things to you?

Power Together, Power Alone

Working together with coworkers helps you do better at your job.

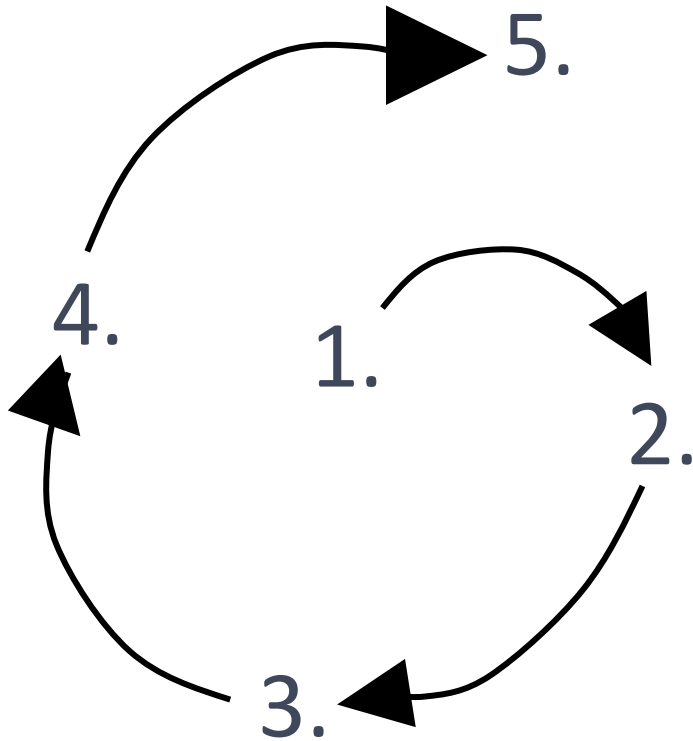
- Know when to ask for help:
 - everyone does what they do best
 - everyone can say what they think
 - everyone can share their ideas.

This makes the group stronger.

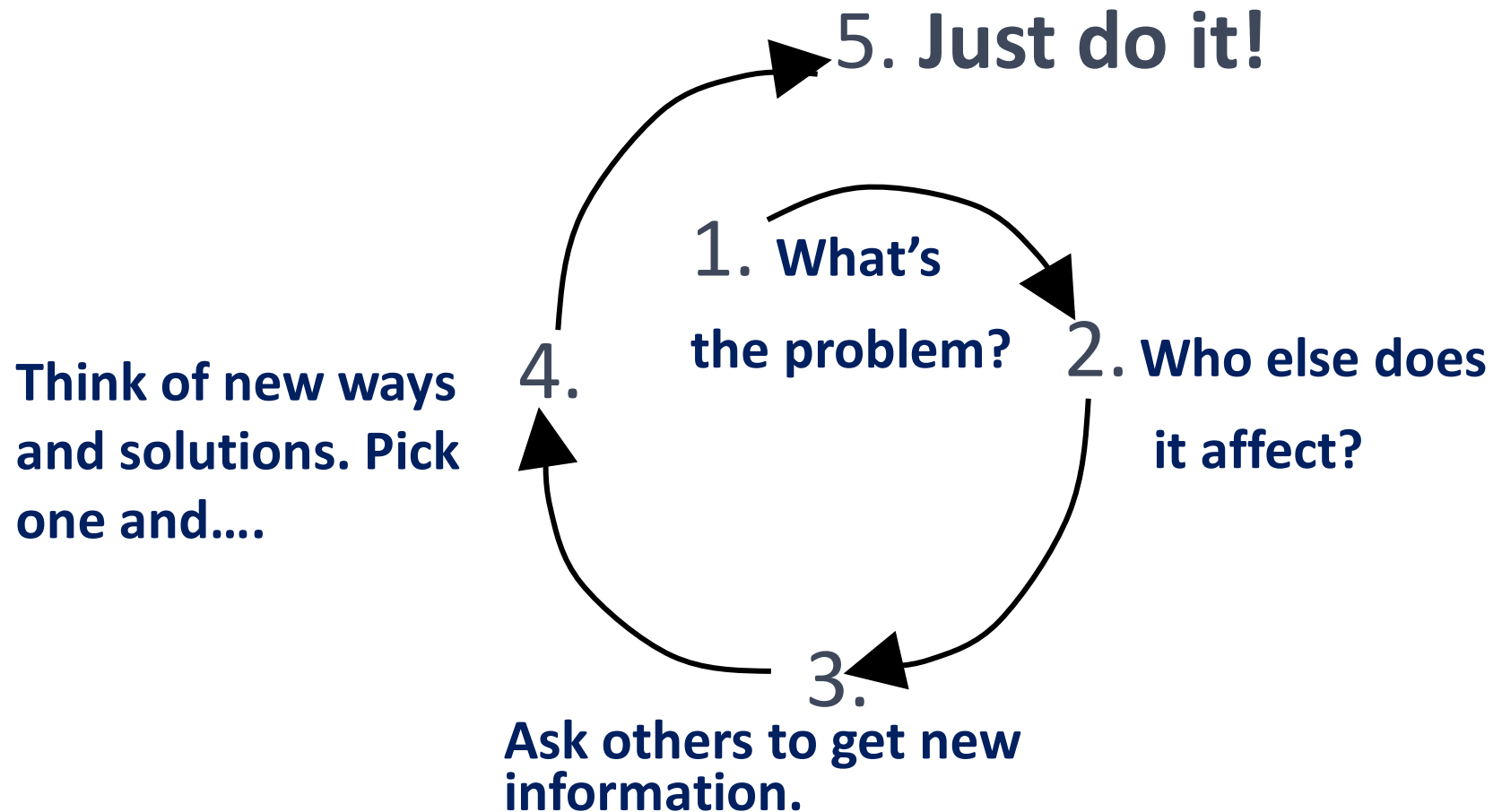
Together WE ARE Better!

The **Spiral Model** is a....

**Problem-solving Tool
for a GROUP!!**



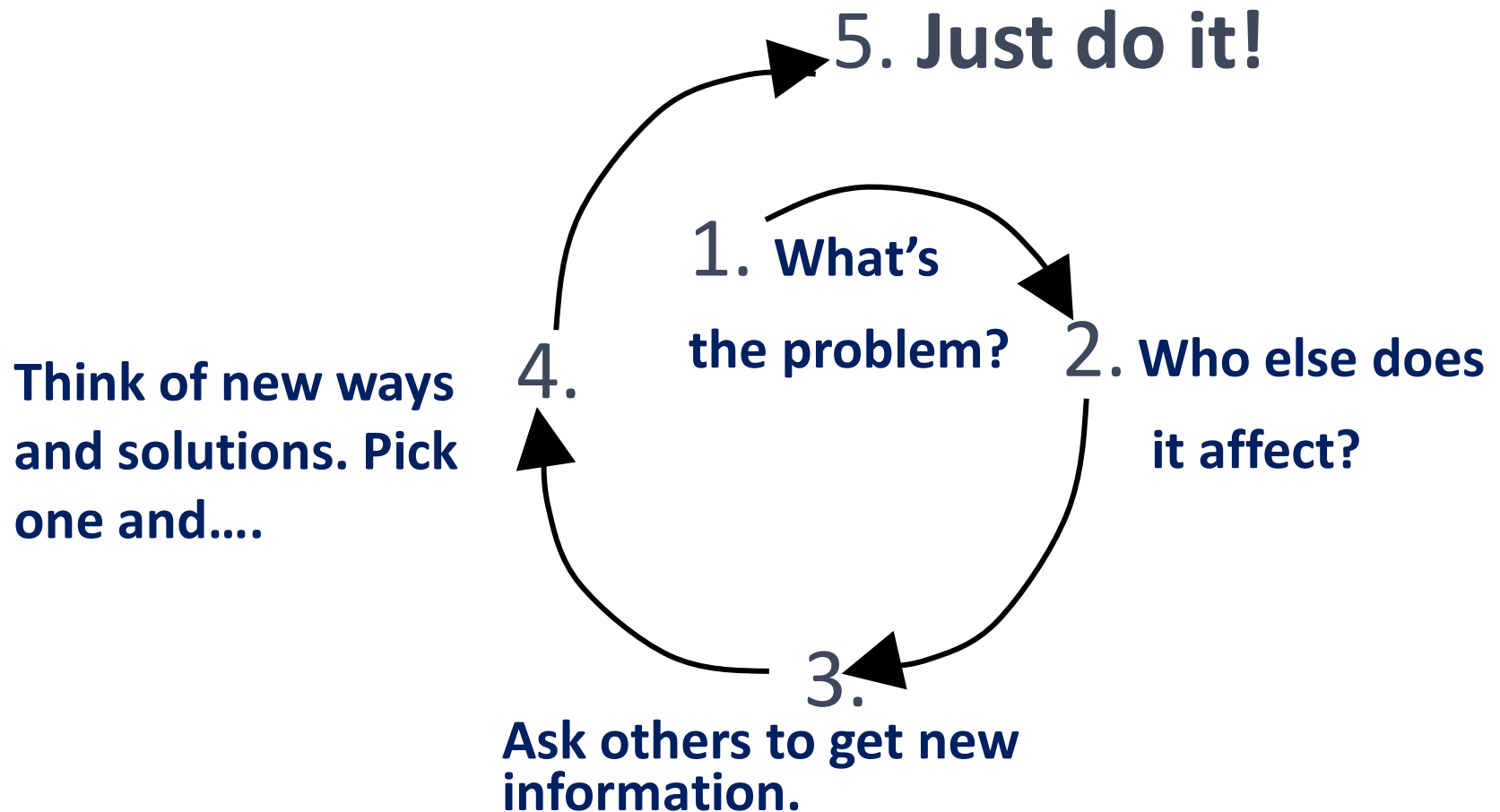
The Spiral Model



Problems you might face...

1. A jobsite is not wheelchair accessible.
2. A coworker is bossing you around.
3. A coworker is being rude.
4. Your transportation is late and you might lose your job.
5. You don't know what to do in an emergency at work.
6. You want a new job but are worried that someone on your team might get upset.

The Spiral Model - Putting It In Action!



The Spiral Model

How does **the Spiral Model** help us become better workers?

- **The Spiral Model** gives us steps to work together to solve our group's problem.

What have you learned?



- Feelings
- Speaking up and being assertive
- Listening
- How to solve problems for yourself
- How to negotiate
- How to solve problems in a group

These tools will help you find your place on your
PATH to Employment!

How do I find out about jobs?



To learn more about jobs you can:

- Talk with someone who has the job
- Ask a job coach
- Read about the job
- Watch someone do the job then ask to try it!

How do I find out about jobs?



Here are some questions you can ask about a job:

- **What do you enjoy most about this job?**
- **What is most challenging for you?**
- **How did you get started?**
- **What do you enjoy least?**
- **How did you learn your skills?**
- **What advice do you have for someone interested in this work?**

Activity: It's your choice!



Step 1 - GET FOCUSED

ACTIVITY: IT'S YOUR CHOICE

Directions: Ask for support as you think about these questions on work. Then fill in your answers.

WHERE

Do you want to work...

- | | | |
|--|-----------|--|
| <input type="checkbox"/> Indoors? | <i>Or</i> | <input type="checkbox"/> Outdoors? |
| <input type="checkbox"/> Close to home? | <i>Or</i> | <input type="checkbox"/> Far from home? |

WHEN

Do you want to work ...

- | | | |
|---|-----------|---|
| <input type="checkbox"/> at Night? | <i>Or</i> | <input type="checkbox"/> during the day? |
| <input type="checkbox"/> Weekdays? | <i>Or</i> | <input type="checkbox"/> Weekends? |
| <input type="checkbox"/> Part-time? | <i>Or</i> | <input type="checkbox"/> Full-time? |
| <input type="checkbox"/> Seasonally? | <i>Or</i> | <input type="checkbox"/> Year-round? |

HOW

Do you want to work...

- | | | |
|--|-----------|---|
| <input type="checkbox"/> With a group? | <i>Or</i> | <input type="checkbox"/> On your own? |
| <input type="checkbox"/> With the public? | <i>Or</i> | <input type="checkbox"/> Away from the public? |
| <input type="checkbox"/> With your hands? | <i>Or</i> | <input type="checkbox"/> With your words? |

Work for Yourself or Someone Else

· WHAT IS A MICRO-ENTERPRISE?

Many people think that a job means that you work for someone. Another way to have a job is to work for yourself—it's called a **micro-enterprise**. Many people with and without disabilities have started a micro-enterprise. Maybe you would like to do this, too.

ACTIVITY: EITHER/OR!

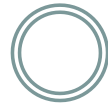
Directions:

Read each line and decide which choice is best for you. Put a check ✓ next to the line under the column for "Employment" or for "Micro-enterprise (Self-Employment)."

✓	Employment	✓	Micro-enterprise (Self-Employment)
	Have a boss		You are your own boss
	Negotiate your work hours		Make your own hours
	Focus = finding a job		Focus = creating your business
	Form a circle employment team to support you		Form a circle of business friends (COBF) to support you
	Fill in applications; write your resume		Write your business plan with the support of your COBF
	Talk to people about possible work and interview for jobs		Talk to people about your micro-enterprise idea and take steps
	You may work with others who do this work		Your business may be one of a kind
	Participate in one work activity		Participate in many work activities: advertising, finance, supervising employees
	Check in with your boss		Check in with your COBF
	TOTAL (Add the number of checks in this column)		TOTAL (Add the number of checks in this column)

Which column has the most checks? That may be the best choice for you.

How do I get more skills?



- Volunteer to help do a job so you can learn
- Get on the job training
- Take a class
- Be an intern – “on the job” work that can be full or part-time and be paid or unpaid

A job means being responsible



1. Be on time.
2. Dress for the job.
3. Listen well; show respect.
4. Get along with others; say thank you a lot!
5. Focus on your work; don't talk about others!
6. Use your time wisely.
7. Solve problems.
8. Ask questions if you don't understand, it's okay!
9. Keep learning.
10. Know your rights!