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:

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?

<table>
<thead>
<tr>
<th>Happy</th>
<th>Angry</th>
<th>Sleepy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surprised</td>
<td>Sad</td>
<td>Afraid</td>
</tr>
<tr>
<td>Frustrated</td>
<td>Confused</td>
<td>Disapproving</td>
</tr>
</tbody>
</table>
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 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?*
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

Listening .... can 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
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
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?
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

1. What's the problem?
2. Who else does it affect?
3. Ask others to get new information.
4. Think of new ways and solutions. Pick one and....
5. Just do it!
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!

1. What’s the problem?
2. Who else does it affect?
3. Ask others to get new information.
4. Think of new ways and solutions. Pick one and....
5. Just do it!
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!

Job Assessments can help you decide which community job may be right for you.
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!

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

WHERE
Do you want to work...

— Indoors?  Or  — Outdoors?
— Close to home?  Or  — Far from home?

WHEN
Do you want to work...

— at Night?  Or  — during the day?
— Weekdays?  Or  — Weekends?
— Part-time?  Or  — Full-time?
— Seasonally?  Or  — Year-round?

HOW
Do you want to work...

— With a group?  Or  — On your own?
— With the public?  Or  — Away from the public?
— With your hands?  Or  — 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).”

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

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!
10. Know your rights!