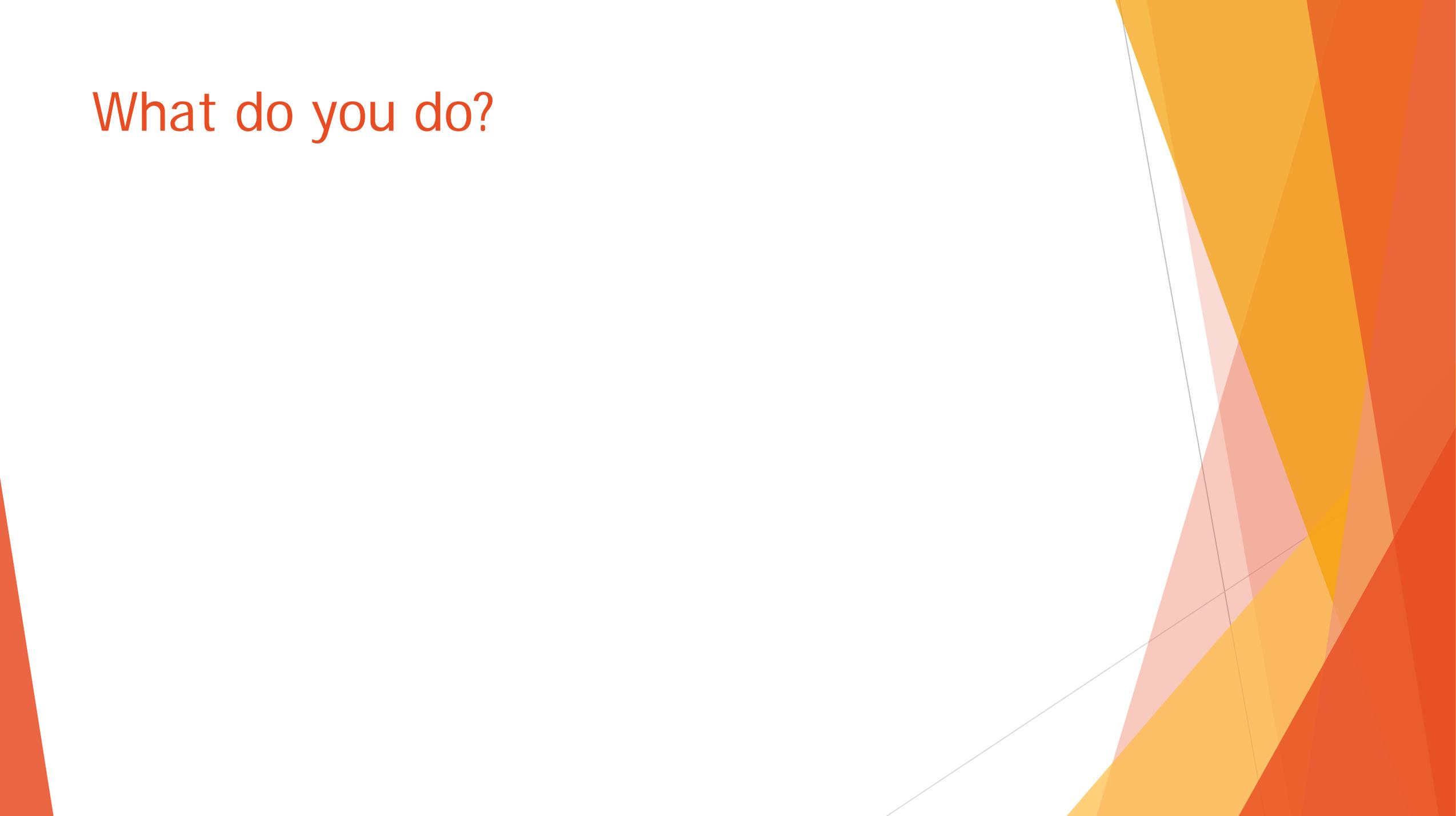


# Our Words Matter - The power of language in supported employment

A Campfire  
Conversation  
session

Katie Wolf Whaley  
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What do you do?



# Common responses to the work you do:

- ▶ Oh, such a big heart you have to do *that* work!
- ▶ Oh, my grocery store hires lots of *those people* to bag groceries.
- ▶ That's great she has a job, but the business doesn't have to *pay her* do they?
- ▶ What kind of jobs can *those people* do?
- ▶ My cousin goes to one of those places, but he has the mind of a 7 year old, so I don't think he could work.
- ▶ Like if you think it's great she took *him* to prom!



The **ONLY** disability in life  
is a **BAD ATTITUDE.**

- Scott Hamilton



Tesh.com



"That quote, 'the only disability in life is a bad attitude', the reason that's bullshit is ... No amount of smiling at a flight of stairs has ever made it turn into a ramp. No amount of standing in the middle of a bookshelf and radiating a positive attitude is going to turn all those books into braille."  
— Stella Young



# Where does it come from?



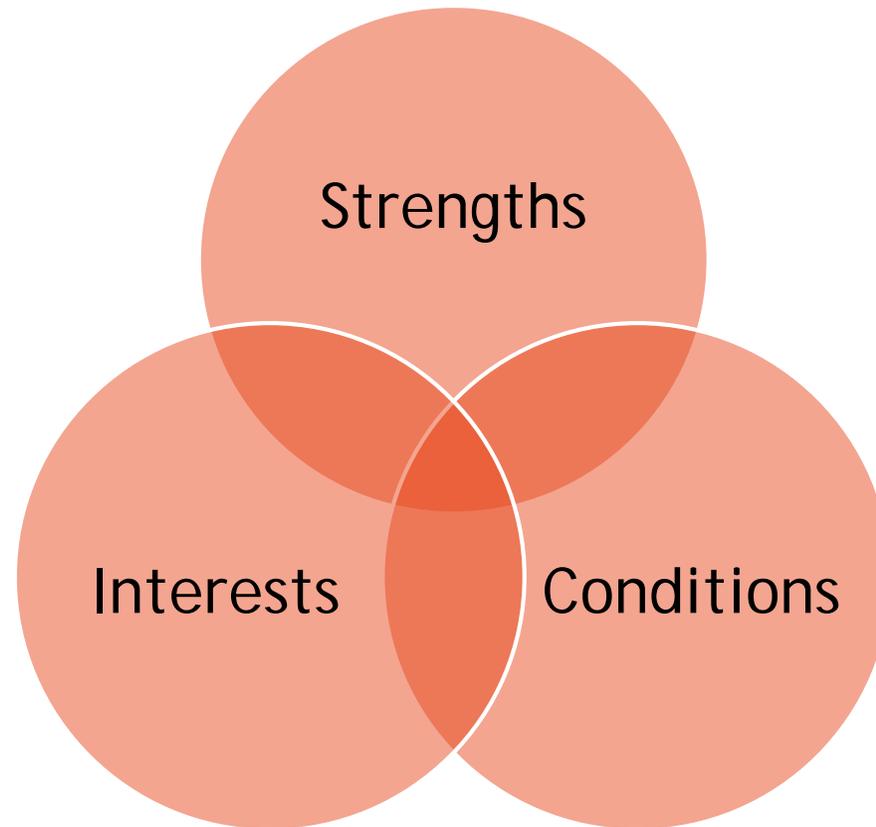
- ▶ Where do you see it today?
  - ▶ Charity as a theme in agencies, PR materials, funding campaigns
- ▶ How does this come across when employers here what you do?

Pity  
versus  
Paychecks

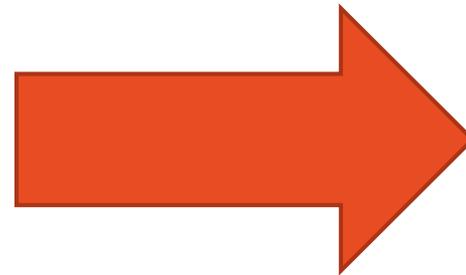
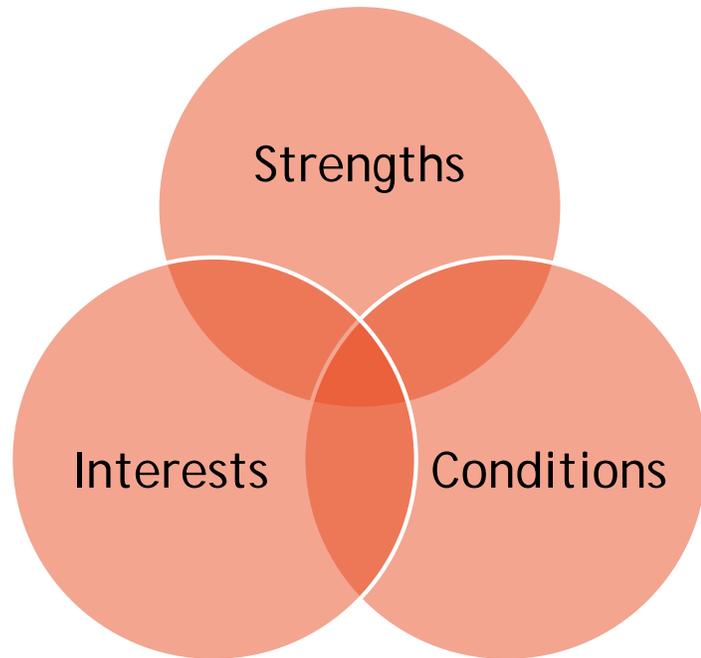
Our work.



# Discovery



# Job Search planning



Job  
Search

# Targeted Job Development

- ▶ Gives you a list for that particular job seeker
- ▶ Creates the basis for your “pitch” to an employer that makes sense
- ▶ Keeps momentum going
- ▶ Avoids “but we’ve put in applications everywhere in town and haven’t found anything...”
- ▶ Avoids “I know of 3 employers who are hiring, which of these interests you?”

You have to have a plan.  
That you will follow.



GOAL!

I am here, talking to you, because I believe she  
can benefit your business in these ways...

# How do we talk about what we do?

- ▶ Person Centered Planning, Discovery
- ▶ Job Development, (Rapid) Job Placement
- ▶ Job Coaching
- ▶ Follow-Along, Long Term Support
- ▶ Consumer, Participant, Individual, Client
- ▶ Supported Employment, Customized Employment, IPS

# How else could we talk about what we do?

- ▶ Person Centered Planning, Discovery
- ▶ Job Development, (Rapid) Job Placement
- ▶ Job Coaching
- ▶ Follow-Along, Long Term Support
- ▶ Consumer, Participant, Individual, Client
- ▶ Supported Employment, Customized Employment, IPS
- ▶ Determination of work skills and career interests, referrals
- ▶ Recruitment Assistance
- ▶ Retention Support
- ▶ Post-hire Support
- ▶ Applicants, Job Seekers
- ▶ Employment

# How do we talk about discovery?

**Dear Serviceland,  
If only there were  
points for how many  
times you say....**

**PERSON-CENTERED**

**open  
future  
learning  
.org**



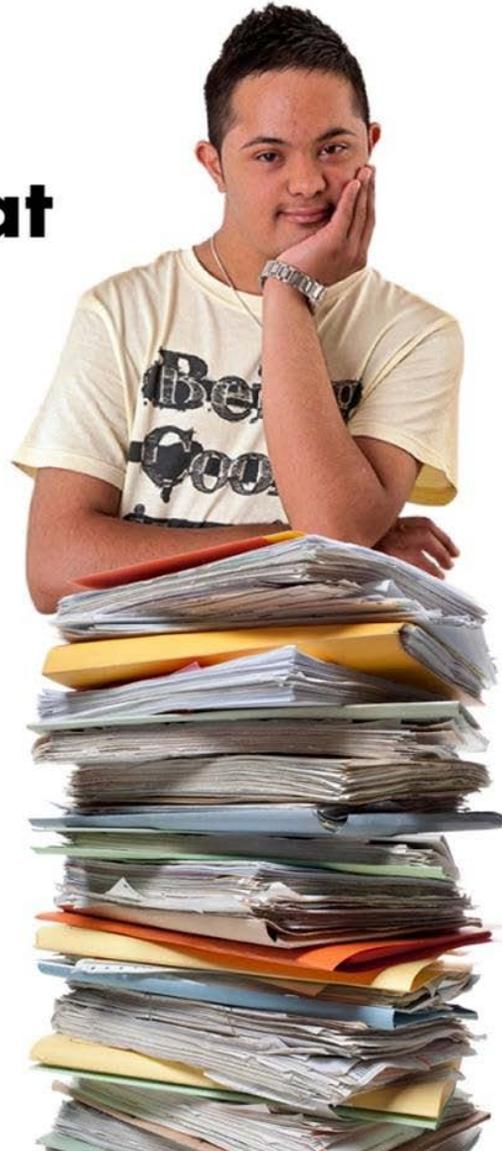


**“LET’S GO  
OUT IN THE  
COMMUNITY”**

**SAID NO ONE EVER**

**[openfuturelearning.org](http://openfuturelearning.org)**

**If you kept  
notes on what  
I can do ...**



**[openfuturelearning.org](http://openfuturelearning.org)**

## Is this helpful?

- ▶ Really nice
- ▶ Gets along with others
- ▶ Just wants a chance
- ▶ Everyone loves him
- ▶ Tries hard
- ▶ Always smiles



## What do you need to be prepared with?

- ▶ Work skills
- ▶ How to describe how you know this much about job seeker

# Who are you?

## A job developer IS:

- ▶ a sales person
- ▶ an on and off-the-job consultant
- ▶ a liaison between the employer/co-workers and the job candidate or new employee
- ▶ a marketer
- ▶ a clarifier
- ▶ a general provider of customer service to all involved

## A job developer is NOT:

- ▶ a caregiver
- ▶ social worker
- ▶ one-on-one job coach
- ▶ babysitter
- ▶ honorary employee of the business where supported employee was hired
- ▶ mother/father figure, or
- ▶ the only reason someone gets to keep a job!

# What could you say?



- ▶ How do you answer the question “What do you do?”
- ▶ How do you introduce yourself and your role to a potential employer?
- ▶ How do you explain the services you can provide?
- ▶ What gives you the justification to suggest an employee to someone when you don't work in that business?

# You mean you're going to be involved?

- ▶ How do you explain your role on the job site?
- ▶ How do you introduce yourself to co-workers?
- ▶ How do you minimize the “differentness”



# Disability? What do you say?

- ▶ Mental Illness
- ▶ Intellectual Disability
- ▶ Low functioning
- ▶ Non verbal
- ▶ Barriers to employment
- ▶ Pick some!

