

HO 13 Practicing the CSDM-The Model, Possible Questions and Skills

Client Service Delivery Model	Possible Questions to Ask	Skills, attitudes and knowledge
<p>Phase One: Identification of Employability Need</p> <ol style="list-style-type: none"> 1. Establish a collaborative relationship 2. Examine program eligibility and refer when necessary 3. Gather employability information 4. Verify employability need 5. Determine next step 	<ul style="list-style-type: none"> • <i>Welcome the client. It is a pleasure to meet you ...</i> • <i>What brings you here?</i> • <i>Before we go further, let me ask you a few questions to verify your eligibility to our programs and services</i> • <i>What kind of work have you done before?</i> • <i>What kind of work are you interested in?</i> • <i>Do you know the skills needed to do this kind of work?</i> • <i>Is this the first time you are looking for work?</i> • <i>What did you do before?</i> • <i>What is your main difficulty right now?</i> • <i>If I understand well, you have a problem withbecause.....</i> • <i>If you agree, we will spend some time together to discuss this difficulty further and try to come up with possible solutions.</i> 	<p>Communication skills</p> <ul style="list-style-type: none"> • Body Language in welcoming the client: smile and openness, shake hand, looking at the client, offer to sit, offer coffee, water, etc. • Use open ended questions • Listen actively, showing the client that you have heard what he said • Be attentive to client body language • Recognize sadness, anger, motivation and try to reflect it • Summarize what you have heard • Show in any way that the client matters • Provide information <p>Attitudes</p> <ul style="list-style-type: none"> • Openness • Respect • Authenticity <p>Knowledge:</p> <ul style="list-style-type: none"> • Awareness of program eligibility
<p>Phase 2: Clarification of employability Need</p> <ol style="list-style-type: none"> 6. Explore challenges 7. Clarify personal and external aspects of the employability needs 	<ul style="list-style-type: none"> • <i>What is the impact of that difficulty on your life right now?</i> • <i>What do you think about it?</i> • <i>How do you feel about it?</i> • <i>How are you coping with the situation right now?</i> 	<p>Communication Skills</p> <ul style="list-style-type: none"> • Open ended questions • Reflections of feelings and thoughts • Paraphrase to show understanding and/or clarify points

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<p>8. Clarify personal and external resources and limitations in relation to the employability concern</p>	<ul style="list-style-type: none"> • <i>What have you done so far to change the situation?</i> • <i>What prevented you from succeeding?</i> • <i>What is getting in your way to change the situation now?</i> • <i>What resources do you have?</i> • <i>What do you want to achieve?</i> • <i>What would you like to see happening?</i> 	<ul style="list-style-type: none"> • Provide encouragement • Summarize to clarify understanding • Recognize what is happening right away – immediacy (you look angry right now, am I right?) <p style="text-align: center;">Attitudes</p> <ul style="list-style-type: none"> • Openness • Respect • Authenticity <p>Knowledge</p> <ul style="list-style-type: none"> • Know what resources are available in the community • Understanding of Labour Market
<p>Phase 3 : Development of the Action Plan</p> <p>9. Identify goal and generate options</p> <p>10. Validate and prioritize options</p> <p>11. Develop a mutually agreed-upon action plan</p>	<ul style="list-style-type: none"> • <i>How would you formulate what you want to see happening?</i> • <i>How would you be able to get there?</i> • <i>If you want to.....what could you do?</i> • <i>Repeat several times....If you want toyou could....</i> • <i>Let’s look at all the “could”, which one would you do first?</i> • <i>Let’s do a plan...</i> • <i>What do you need to do to achieve your goal?</i> • <i>When are you going to do it?</i> • <i>What kind of support do you need?</i> • <i>How will you know you have met your objective?</i> • <i>What are the challenges you may be facing in implementing your plan?</i> • <i>What resources do you have/need to overcome these challenges?</i> • <i>Are you comfortable with the plan we have developed together?</i> 	<p style="text-align: center;">Communication Skills</p> <ul style="list-style-type: none"> • Encourage client engagement in the process • Validate client’s ideas • Reflect feelings • Reinforce values • Recognize client feelings during the process and reflect it • Summarize when necessary • Show mattering <p style="text-align: center;">Attitudes</p> <ul style="list-style-type: none"> • Openness • Respect • Authenticity <p style="text-align: center;">Knowledge</p> <ul style="list-style-type: none"> • Action Planning • Community Resources • Training Programs

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	<ul style="list-style-type: none"> • <i>How confident are you (on a scale from 1 to 10) that you will implement that plan within the next 6 months?</i> • <i>What kind of support would you need from me to help you reach your goal?</i> 	
<p>Phase 4: Implementation and follow-up of the employment action plan</p> <p>12. Coordinate intervention activities</p> <p>13. Support client progress</p> <p>14. Re-assess and/or adjust Employment action plan</p> <p>15. Finalize employment action plan</p>	<ul style="list-style-type: none"> • How are you doing? • Is everything going the way you want to? • Are you still trying to (goal)? • What is preventing you from going ahead? • Given this set back goal, do you think your action plan needs to be adjusted? If so, how? • Do you think that it would be helpful if we meet and discuss what need to happen next? • Congratulations, you are doing great. Do not hesitate to call me if you feel I can do something. 	<p style="text-align: center;">Communication Skills</p> <ul style="list-style-type: none"> • Open/closed questions • Active listening • Show mattering • Encouragement • Confrontation • Immediacy <p style="text-align: center;">Attitudes</p> <ul style="list-style-type: none"> • Openness • Respect • Authenticity <p>Knowledge:</p> <ul style="list-style-type: none"> • Coaching and motivational strategies