

APPROPRIATE SIGNPOSTING & SUPPORT FOR THIS CLIENT

ABS Workshops, , Motivation & Confidence building, Identify a realistic job goal, Vocational skills training, Barrier removal (e.g. debt, housing etc), Management of health conditions, Specialist Provision, 3G Mindset.

CLIENT COACHING PRINCIPLES

Insisting that they undertake some tasks might be counter-productive.

- Less intensive.
- Lectures and confrontation don't work. The goal is engagement in the change process and improving commitment.
- Don't try to move them straight to Action – progress to the next stage ie Contemplation.

WHAT THIS CLIENT IS THINKING:

- Under-informed and unwilling/too discouraged to take Action.
- Not convinced that the Pros of getting a job outweigh the Cons
- Resistant to modifying behaviour and defensive when pressured to change.
- Least likely to believe that they can change and expect little support for their efforts.

CLIENT COACHING STRATEGIES

1. FOCUS ON THE PROS

The jobseeker must raise the PROS of working (eg 'independence', 'future opportunities') so they outweigh the CONS (eg 'it will take time and energy and I might embarrass myself', 'fear of failure').

- Ask Precontemplators to name as many benefits of working as they can.
- They'll typically name around 3 or 4.
- Let them know there are double or triple that many, and challenge *them* to name more.
- Then run through your own list of the Pros of working that they might have missed out (eg an example for children, time structure, new friendships, sense of purpose).
- Align yourself with them – say "I felt like that when I was unemployed...but I persevered and achieved a career in the end. My family was very proud." etc.
- Make a note of their stated "Pros" and remind them of these in future.

2. DECREASE DEFENCES

Raise the client's awareness of their own doubts, "Why do you think you don't really want to get a job?"

- Normalise their doubts by saying, "Yes, many people think that, but then overcome it. How would YOU deal with that concern?"

- How do they react to failure in achieving goals? What do they blame for the issue?
- Reassure them of their proactivity on actually speaking with you: that's the hardest bit...and they've achieved it!
- Reassure them that you're there for them.

3. BECOME INFORMED

Advisors can also raise a client's awareness of their resources, potential, sense of purpose and success in overcoming previous issues. This can be undertaken by:

- GONE IN 60 SECONDS activity (describe your life from birth until now in 60 seconds). This provides key clues to the client's priorities, background, issues to avoid and, in particular, examples of their success and resilience in overcoming previous life challenges (moving, qualifications, break-ups etc).
- Undertake SOLUTIONS FOCUSED conversations – focusing upon successes and turning conversations around through
- SCALING (ie scoring the issue/situation from 1 (poor) – 10 (great) and asking how they'd get just one point higher), or why they aren't one point lower.
WHAT'S WORKED BEFORE – How have they improved this situation before?