

NOT REALLY COMMITTED (Unauthentic Action)

Uncover if they really believe in getting a job at all.

APPROPRIATE SIGNPOSTING & SUPPORT FOR THIS CLIENT

ABS Workshops, CV writing, Motivation & Confidence building, 3G Mindset, Better-off calculation, Identify a realistic job goal, CV creation, Vocational skills training, Employability Training, Barrier removal (e.g. debt, housing etc), Management of health conditions.

CLIENT COACHING PRINCIPLES

- Praise participants for steps that *are* being taken.
- Establish the 'point' of getting a job.
- Ask them for examples of where they have successfully achieved a goal before: driving tests, exams, moving house, asking someone out on a date etc.

WHAT THIS CLIENT IS THINKING:

- An "Unauthentic Actor" client may be one "coerced" into jobseeking (sanctions or a desire to be seen to be trying).
- Such clients are likely to not complete interviews or placements and drop out at the first slight issue.
- There is a "Pygmalion effect"...or "faking it 'til you make it". Studies show that around 25% of those who do not believe they can really find and hold down a job actually end up thinking, "hang on...I *can* do this. It's not so bad..."

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 were very proud." etc.

Make a note of their stated "Pros" and remind them of them 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 these doubts by saying, "yes, many people think that, 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 client's awareness of their resources, potential, sense of purpose and success in overcoming previous issues.

- "GONE IN 60 SECONDS" (ask client to describe their 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 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?