

MOTIVATING STATEMENT TO READ TO CLIENT:

"This individual has shown considerable resilience and courage and is ready to make positive steps towards reemployment.

They should be directly supported in their progress and would enjoy specialist one-to-ones or workshops."

CLIENT COACHING PRINCIPLES

- Encourage, excite and empower.
- Coach, don't lecture.
- Focus on developing an effective plan.
- Praise, compliment, support and recognise.
- Problem Solve, describe how others have succeeded.
- Keep interventions short and focused, but be available for phone support.

WHAT THIS CLIENT IS THINKING:

- The Pros of working outweigh the Cons: they're likely to succeed...with your help.
- Individuals are genuinely committed to finding work.
- They are pretty confident but need advisor support.
- They may have already taken small steps and are moving towards their goal.

CLIENT COACHING STRATEGIES

1. ACTION PLANNING

Together, set specific and measurable Action Plans.

2. POSITIVITY

Ask what benefits employment service support is already providing and how have they improved? Remind clients that on average there are around 20 interviews per job...so it can be a 'numbers game'. Learn from each interview experience.

Remind the client of the benefits of working and how much closer they are.

Refer the client to groups that will enhance their peer group and support.

3. REINFORCE SELF-IMAGE

Compliment the client on how well they are progressing.

Check their scores out of 10 in terms of how well they are progressing, or how well they're achieving small steps towards their goal: they'll need consistent reassurance, support and constructive advice.

4. EMPLOYMENT SKILLS

Provide practical advice and training such as:

- résumé writing
- interview skills
- job application skills
- job search
- vocational qualifications.