

APPROPRIATE SIGNPOSTING & SUPPORT FOR THIS CLIENT

CV writing, Interview skills, Job search skills, 1-2-1 Coaching and IAG, Better off calculation, Assistance with travel costs, Access to managed vacancies, In Work Benefit advice, Management of health conditions.

CLIENT COACHING PRINCIPLES

- Encourage active efforts to find work and cope with lack of immediate success.
- Assist clients with planning to prevent lapses.
- Simply be there to provide support during stressful or demanding times.
- Provide practical job search, Résumé-writing skills and vocational courses to improve employability.

WHAT THIS CLIENT IS THINKING:

- This person is working hard to find work.
- They may experience strong urges to slip back in commitment during times of distress and pressure.
- Slipping back is common – especially among individuals with unrealistic goals or those who haven't been adequately prepared.

CLIENT COACHING STRATEGIES

1. RESILIENCE AND REALISTIC OPTIMISM

Role play/imagine failing at interviews...how should they react, what should they expect?

Remind them of the Pros – the positives – of working and how far they've improved.

2. SUPPORT & SOURCE JOBS

Let clients know of what they should expect during the rest of their course.

Perhaps refer clients to groups of similarly proactive/"Action" jobseekers, which will enhance their peer group.

3. REINFORCE SELF-IMAGE

Compliment the client on their progress and performance.

Remind them of the end-goal and benefits.

Discuss the client's STRENGTHS that they are displaying.

4. EMPLOYMENT SKILLS

Continue to provide practical advice and training such as:

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

5. THINK OF THE FUTURE

Discuss what they're going to do when they get a job. Address the likely issues that come up that might provoke a desire to drop out.

Explain that most people consider dropping out of interviews and work – it is only natural. Just turn up to the interview and treat it as experience...or give the job a month before resigning.

By then, one often wonders why one was even thinking of leaving in the first place!