

MOTIVATING STATEMENT TO READ TO CLIENT:

"This client has shown courage in attending today's session. They are thinking about jobseeking and are not completely resistant to change. Their mental toughness should be commended and they would probably enjoy workshops or one-to-one sessions to learn skills to use with their family and friends & support their resilience."

CLIENT COACHING PRINCIPLES

- Acknowledge ambivalence.
- Ask them to think about the person they want to be - the benefits of having a job.
- Encourage clients to make a verbal commitments to milestones.

WHAT THIS CLIENT IS THINKING:

- Thinking about but not greatly committed to finding employment.
- Can be stuck in this stage for years and take a very long time to progress.
- Not likely to complete tasks/training etc on time.

CLIENT COACHING STRATEGIES

1. STAY INFORMED

The goal is to raise consciousness. Advisors can help participants increase awareness, ie:

Ask clients to commit to learn more about the steps required to get and hold down a job.

2. PROS Vs CONS

Clients should list the Cons of working and then weigh them against their list of Pros.

- Consider whether the Cons are so important after all?
- Advisors can acknowledge that there are some Cons to working, but the overall Pros are worth it.

3. CREATE A NEW SELF-IMAGE

Question the client on how things would be different if they were working. How others would act towards them, or how would they feel?

- Consider what SMALL ACTIONS they might take to progress – realistic, measurable and achievable.

4. BUILD SELF-EFFICACY & RESILIENCE

SCALING: Ask them to score out of 10 (1 being 'very poor' and 10 being 'great') on how well they're doing towards any 'small steps'. If they say "2" ask "why a 2, why not a 1?" and build on those positives. Ask "how can we get you to a 3?"

- Ask them to describe when they've been committed or able to successfully achieve goals. What was different then? How can they make that happen again?
- Ask the client if they've ever struggled, but then overcome something in the past – e.g. driving tests, exams, asking someone out, buying a house, moving home etc. Question where did they find the strength and resilience? Affirm that they were strong and determined to achieve those things.
- Offer tips on managing family or friends who might mock them in their attempts to progress.