

## APPROPRIATE SIGNPOSTING & SUPPORT FOR THIS CLIENT

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

### 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.
- Might wish to undertake a course as part of their procrastination.
- 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.