

MOTIVATING STATEMENT TO READ TO CLIENT:

"This client is to be commended and encouraged – exactly the sort of client that advisors dream of! They have demonstrated their inner resilience. Assist and support this client with their proactive efforts to change their lives for the better and be there for them during demanding times."

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!