

LMI and the VR Process

Putting the Pieces Together for Successful Employment Outcomes

Module 2: **Using LMI in the Rehabilitation Counseling Relationship**



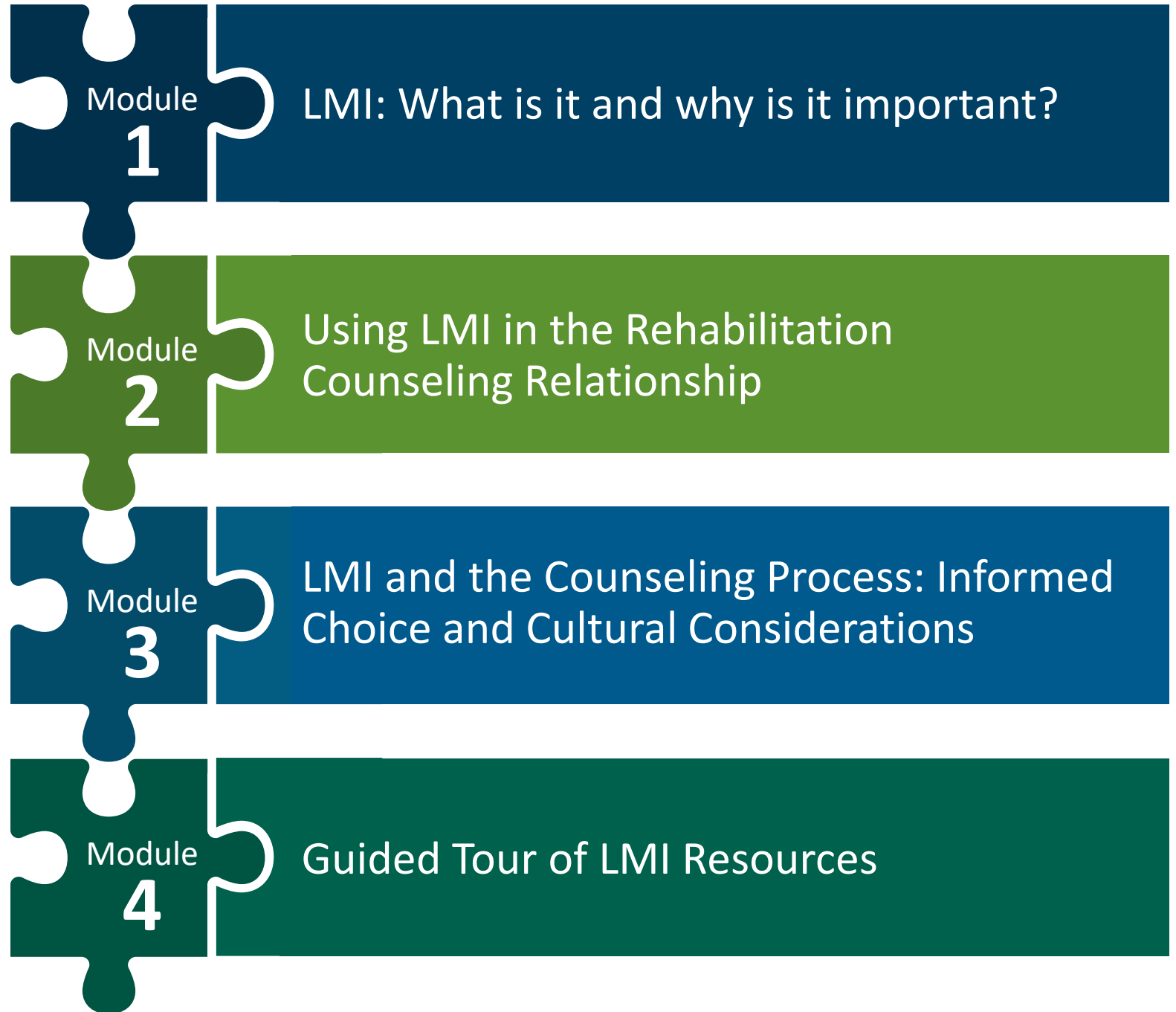


Acknowledgement & Disclaimer

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Putting the Pieces Together





Learning Objectives (Module 2)

By the end of this learning module participants will be able to:

Describe

Describe the necessary soft skills and counseling techniques used to facilitate the use of Labor Market Information with employers and jobseekers.

Translate

Translate information presented into personal practices in order to enhance service delivery methods through use of Labor Market information and Employer Engagement.

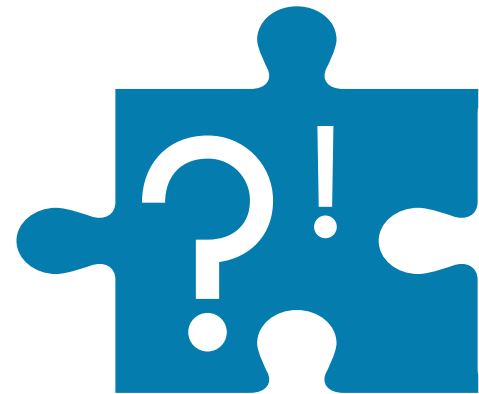
Apply

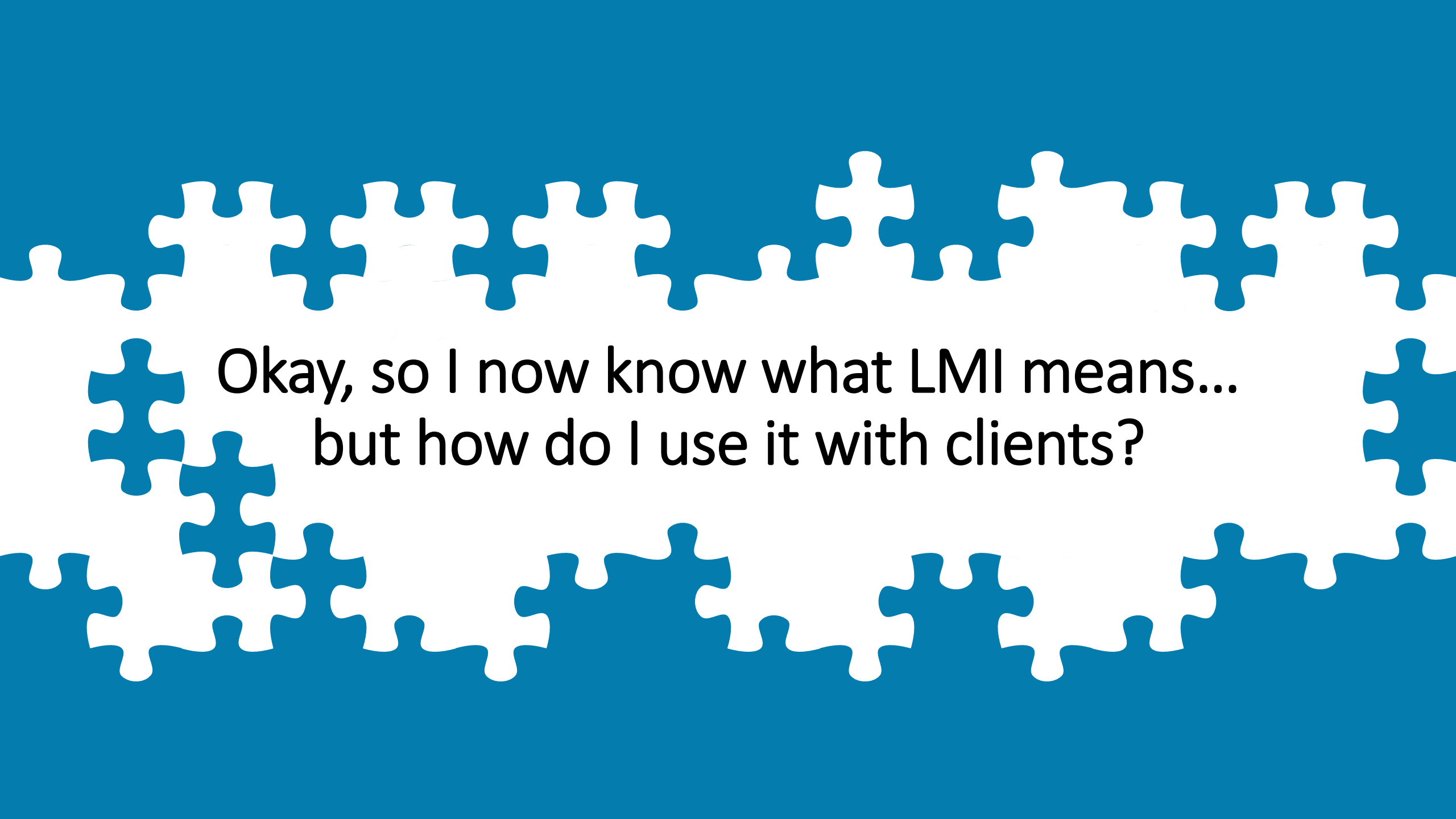
Apply information to a Case Study Example in order to practice using Labor Market Information throughout the VR plan development (or employment) process.



Re-Cap from Module 1

- **What is LMI?**
 - “Labor market information (LMI) is both **quantitative** and **qualitative**. It is gathered from a variety of sources and used to inform VR services about employment opportunities for their clients, as well as to provide occupational information.”
- **Why is it Important?**
 - Aligns with priorities according to WIOA
 - Provides VR counselors with accurate information on employment trends to enhance outcomes





Okay, so I now know what LMI means...
but how do I use it with clients?



Counseling Skills 101 – Fact *or* Myth?



- I need to be an extrovert to engage in communication with business.
- I need to be an expert in business management
- To engage in the proper use of Labor Market Information I need to be proficient with selling services to employers.
- Incorporating labor market information into the counseling process I am limiting an individual's informed choice.

These are all myths!



Counseling Micro Skills use to gather LMI

- **MicroSkills pyramid – Basic Listening Skills**

- Questioning
- Observation
- Encouraging
- Paraphrasing
- Summarizing
- Reflecting Feelings



- **Influencing Skills – increase opportunities for change**



Soft Skills for Gathering LMI

- **Asking the right questions**
 - But – what are those questions?
- **Asking an employer:**
 - Where do they notice gaps?
 - What would help them increase productivity or sales?
 - What are the most successful aspects of your business or organization?
 - The expected number of job openings.
 - How much a given job pays.
 - Working conditions.
 - Knowledge, skills, and interests applied.
 - Related jobs and training.





Skill Development

- **Difference between counseling skills, soft skills, and hard skills in VR**
- **Counseling skills focus on the ability to connect with employers and clients**
 - Developing relationships
 - Understanding goals and necessary supports to reach goals
- **Soft skills focus on understanding the content being presented by employers**
 - Problem-solving
 - Effective communication
- **Hard skills focus on the training that VR counselors receive to support persons with disabilities**



Put It All Together and What Do You Get?

- VR counselors with knowledge about disability and developing employment goals
- Someone who can gather information (about an individual's skills or an employers needs/work environment)
- A professional capable of increasing awareness for persons with disabilities
 - Decrease stigma
 - Confronting ableism





Therapeutic Alliance

- Refers to the close and consistent existence between two individuals – typically a working professional (such as counselor) and a person seeking services (client/jobseeker/consumer)
- The purpose of a therapeutic relationship is to assist the individual in therapy to change his or her life for the better
- “Most scholars who write about the therapeutic alliance describe it as a relational factor in counseling that includes three dimensions: goal consensus between counselor and client, collaboration on counseling-related tasks and emotional bonding”
- It is the individuals' perception of the quality of the relationship that is the strongest predictor of treatment success.

Perceptions and Biases

- Operating without judgement
- Unconditional positive regard
- How do perceptions or biases/stigma – inhibit a counselor's ability to engage with clients?
- Limit empowerment
- *How does this translate to engagement with employers?*



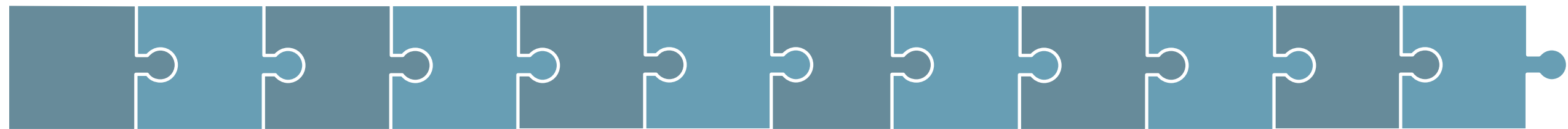


Use of LMI for VR Counselors

ExploreVR: Labor Market Information for Vocational Rehabilitation Counselors

12-Step Method

(Barros-Bailey, 2012)





Career Development Theories

- **Use of occupational data used in various theories**
 - Trait and Factor theory
 - Life Span Theories
- **Sharf (1993) notes a 4-step sequential process:**

Assessment of
Interests, Abilities,
Values, and
Personality

Learn About
Occupations

Make Career
Decisions

Initiate Job
Search
Process



What can I gain from gathering this information?

- **Deep understanding of business imperatives**
- **Open lines of communication with businesses**
- **Efficient placement strategies – work smarter not harder**
 - Research local industry trends, career clusters, and workforce projections
 - Uncover potential shortages in the workforce
 - Reveal potential training partnerships or opportunities for collaboration



Role of LMI in Counseling Relationships – Management and Supervision

- **Use of LMI will vary based on office or agency needs**
- **Carrying or covering a caseload**
 - Refer to the information above on VR counselors
- **Other middle managers and supervisors,**
 - Knowledge and basic understanding of LMI and any LMI tools used (TCI+, O*NET, etc.) to provide appropriate supervision and management of staff
- **LMI does not need to be an area of expertise**



Role of Supervisor

- **Help Facilitate Community Relationships**
 - Engagement with Workforce Development Groups
 - Is there a Chamber of Commerce?
- **Knowledge Engagement**
 - Sharing of resources
 - Using the Counselor, Consultant, and Teacher roles
- **Professional Development**





What does Labor Market Information have
to do with the counseling relationship?



Using Counseling Skills with the Business Community

- **Shifting from selling to understanding the needs of employers**
 - Looking at the Dollar store scenario, asking the right questions to meet a business need which equates with a job
 - What job duties are important but not getting done
- **Active listening to learn needs of business**
 - Focus first on business needs and how we can solve those needs, which ultimately will result down the road in employment outcomes.
 - Seek long-term relationships
- **Working alliance with business community**
 - Solving issues on the workplace

Employer Engagement

- **Reach out to businesses to learn more about their:**
 - Context
 - Values
 - Realities
 - Needs
- **Scripted Role Play?**





LMI to Assist in Identifying Career Pathways

- **Stackable Credentials**
 - Advancement
- **Training Programs**
 - Customized training programs
 - Apprenticeship Programs
- **Business Partnerships**
 - [WINTAC: Apprenticeships: Promising Practices and Literature Review](#)
- **Career Pathways**
 - [Career Pathways Website](#)





Resources for LMI and HOW to Use Them...



- **The Career Index Plus: Everything You Need in One Place**

- Introduction provided in the previous module

- **O*NET OnLine**

- Useful tool for career exploration and career analysis



O*NET OnLine



The Labor Market is a Big and Diverse Place

- How can participants make choices about their careers when they don't understand the options that are in the current labor market.
- If the VR Counselor can't give them the various options, then who will?





Putting information into practice – Case Study

- A VRC in a rural office is working with a client who desires employment as a Video Game designer. Currently, this client does not want to move – but demonstrates promising ability to pursue this career. This individual has completed courses in computer programming at their local community college. He also explained that he attended a design camp one summer where he was able to successfully design his own video game (plot and animations).
- Even though this individual shows promise in this area – there are currently no businesses to support this type of employment. Rather than telling the client he needs to “pick something different” how might this VRC use labor market information to assist this client?



First – Let's Check O*Net



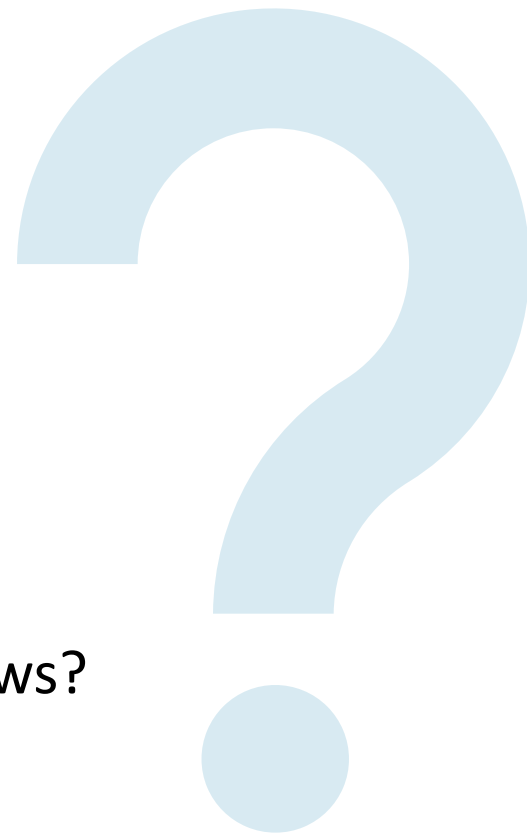
O*NET OnLine

- **O*NET OnLine: Video Game Designers**
- **In checking O*Net – we first notice Video Game Designers have a “Bright Outlook”**
 - Meaning the growth in this area of employment is “faster than average”
- **Using O*Net there is also a great deal of information about skills required and the working environment.**



What's Next?

- **Consider a Career Pathway Approach**
 - This individual has some experience in the field
 - Does not want to move
 - What credentials are needed to help get them started?
- **What options does this individual have?**
 - Is there a gaming store in his area? Or a store with electronics?
 - Is there a company that might let them write video game reviews?
 - Does this individual have a streaming account?

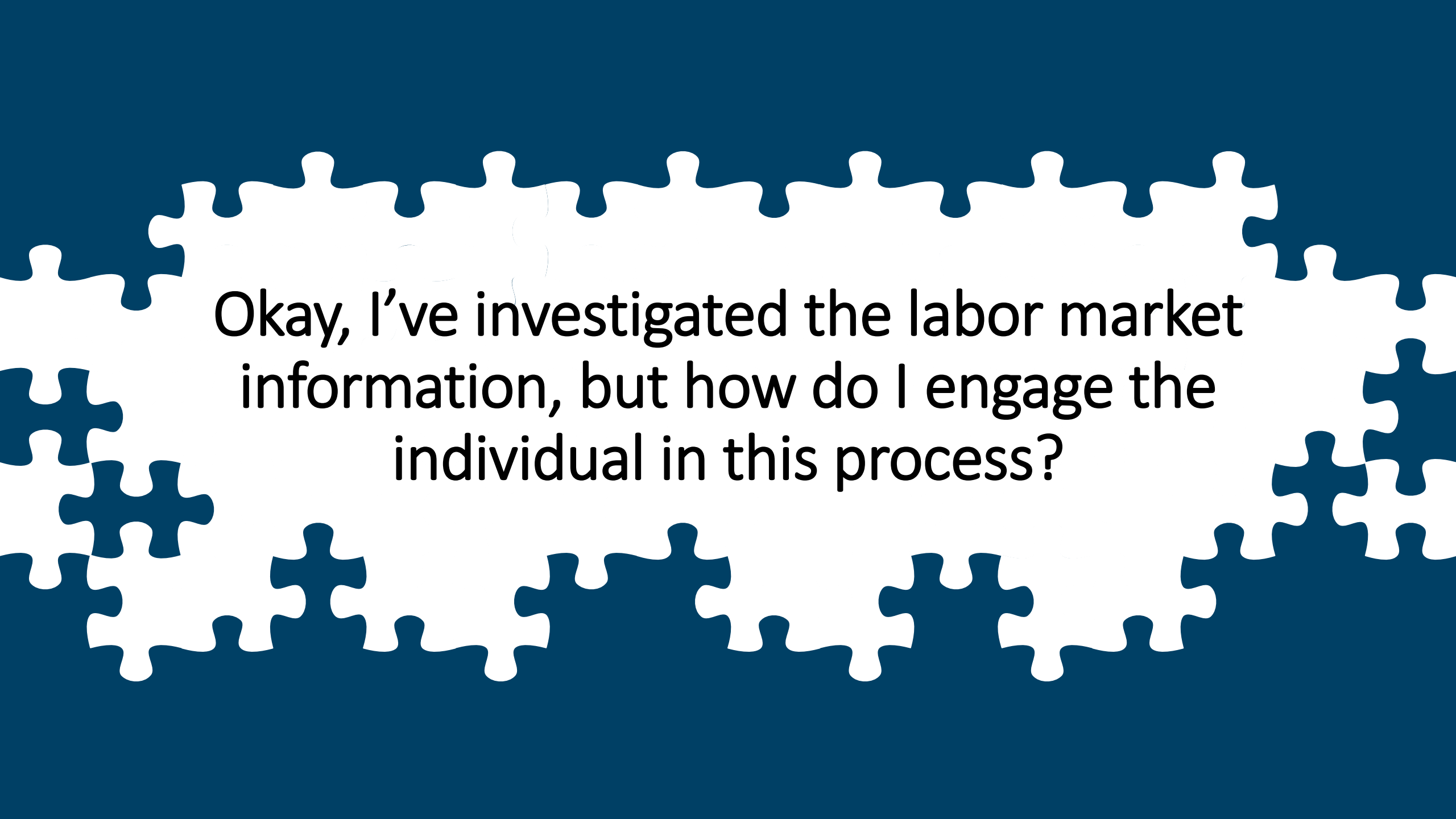




Empowerment

- **Explore career interest and goal**
 - Steps needed to accomplish goal
 - What does the individual see as reasonable steps
- **Encourage job seeker to ask questions – explore their vocational interests**
 - Explore the workforce in their area
 - Are jobs available in their area?





Okay, I've investigated the labor market information, but how do I engage the individual in this process?



Watch Module 3 to Find Out!

Thank You!



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