



College of Employment Services

Course 1: Strategies for Job Development–Part 1 (Available January 2)

This course will show you how to develop a plan to help people find jobs. Topics include giving advice on disclosure and matching individuals' desires and abilities with career opportunities. The course also includes guidance on the latest job-search and marketing techniques, including creating marketing materials, taking advantage of social media, and networking (both in person and online).

Lesson 1: Disclosure, Resumes, and Interviewing

Lesson 2: Matching Job-Seeker Skills to Jobs

Lesson 3: Marketing Materials for Job Development

Lesson 4: Using Social Media to Market Job Seekers

Course 2: Strategies for Job Development–Part 2 (Available January 2)

Job seekers are your customers — but so are the employers who can hire them. This course will explain the importance of understanding and responding to employers' needs, and matching them to job seekers' skills and interests. You'll learn how to show employers that working with your agency is a win-win proposition. Topics include solving business problems, developing mutual confidence and trust with employers, supporting job seekers with online job applications, and negotiating hiring arrangements.

Lesson 1: Employer as the Customer

Lesson 2: Identifying Employer Needs

Lesson 3: Online Applications and Personality Tests

Lesson 4: Negotiating the Hire

Course 3: Principles of Career Development (Available February 15)

In this course, you'll learn the most effective ways to use individual assessments and other planning strategies. These techniques can help job seekers focus on their skills and interests and get clearer about what various careers involve. You'll find out about key strategies to help people overcome barriers to employment. This course also covers the relationship between disability benefits and employment, and how beneficiaries can make the most of work incentives.

Lesson 1: Everyone Can Work

Lesson 2: Person-Centered Planning

Lesson 3: Identifying and Removing Barriers to Employment

Lesson 4: Tools and Assessment Strategies for Career Discovery

Lesson 5: Using Mainstream Approaches for Career Planning

Lesson 6: Earnings, Benefits, and Career Choice

Course 4: Foundations of Employment Services (Available May 1)

This course explains how you can support all individuals in pursuing meaningful, rewarding work, including people with disabilities and other barriers. You'll learn about the history of employment services as a profession, the key duties of your job, and the core competencies you'll need to do your job well. In addition, this course will provide you with a solid ethical foundation on which to build your career.

Lesson 1: Evolution of Employment Services

Lesson 2: Values and Expectations of Work

Lesson 3: The Employment-Services Professional

Lesson 4: Partners in Employment Services

Course 5: Business Perspectives (Available July 1)

You're focused on supplying workplaces with qualified job seekers, but what about the employer perspective? This course goes in-depth into the "dual-customer" approach to career development. You'll learn about the functional use of labor-market information for the modern economy, using research to learn about employers' experiences and workforce development strategies, strategies for working with small and large employers, engaging in community and business networking, and collaborating creatively with employers and job seekers to make strong job matches.

Lesson 1: Serving the Employer Customer: Fostering Responsive, Timely, and Business-Driven Customer Service

Lesson 2: Understanding and Using Labor Market Information to Meet Workforce Needs

Lesson 3: Shifting Perceptions: The View of Business Customers on Hiring and Retaining Workers with Disabilities

Lesson 4: Building Strong Business Partnerships

Course 6: Performance Coaching and Support—Part 1 (Available September 1)

These courses (course 6 and course 8) will address how you can work with job seekers to help ensure a successful employment experience. We'll also cover working with employers to support new hires with disabilities and other challenges on the job. Topics include developing soft skills, creating support plans, facilitating natural supports, acquiring and maintaining skills, emergency preparedness, and fading supports from the job site as the worker gains independence.

Lesson 1: The Role of the Job Coach Outside the Workplace

Lesson 2: The Role of the Employer

Lesson 3: Developing an Employment Support Plan

Lesson 4: Strategies for Self-Advocacy and Independence

Lesson 5: Preparing for Emergencies in the Workplace

Course 7: Using Work Incentives Toward Self-Sufficiency **(Available November 1)**

If you provide employment services for people who receive various disability benefits, you recognize that concerns about the relationship between earnings and benefits is frequently identified as one of the primary barriers to employment. The truth is, many people can effectively use work rules and incentives to become self-sufficient. While the incentives are complex, you don't need to be an expert to help. This course is an introduction to work incentives, and it will help employment services staff understand important terminology, fundamental rules and concepts, and provide crucial strategies in helping beneficiaries maximize work incentive use and economic self-sufficiency.

Lesson 1: Why Work? An Overview of Work Incentives

Lesson 2: Proactive Planning: Staying on Track with Work Incentives

Lesson 3: Key Incentives for People Receiving Social Security Disability Insurance

Lesson 4: Key Incentives for People Receiving Supplemental Security Income

Lesson 5: There's More to Benefits than Cash: Medical Benefits and Other Subsidies

Lesson 6: The PASS: Helping People with Disability Benefits Create Careers

Course 8: Performance Coaching and Support—Part 2 **(Available December 1)**

Lesson 1: The Role of the Job Coach in the Workplace

Lesson 2: Developing a Plan to Sustain Employment and Starting the Job

Lesson 3: Supporting Employees' Learning Styles and Needs

Lesson 4: Developing a Task Analysis, Cueing, and Prompting

Lesson 5: Natural Supports and Fading

Course 9: Mini-Course: Funding

Course 10: Service to Employment

Lesson 1: National and Community Service Programs

Lesson 2: Benefits of Service

Lesson 3: Accommodating People with Disabilities in Service Settings