



TRANSCRIPT

Advancing Equal Employment Opportunities and Creating Inclusive Workplaces

Part 4: Seeing Community and Building Connections with an Employment Lens

September 24, 2019 from 2:30 – 4:00 pm [Eastern Time]

>> **Barry Whaley:** Hi, everybody. Good afternoon or good morning, wherever you are. My name is Barry Whaley. I'm the director of the Southeast ADA Center based in Atlanta, Georgia. We are a project of Syracuse University College of Law, Burton Blatt Institute. I am a proud member of Kentucky APSE. I've been a member of APSE for the past 30 years. APSE, A-P-S-E, is the Association for People Supporting

Employment First. Emily, I know that you're at Washington APSE. So, thank you for taking time to join us today.

>> **Emily Harris:** Yeah.

>> **Barry Whaley:** -- from the conference. So, this webinar series is a collaborative partnership between WISE, the Washington Initiative for Supported Employment, W-I-S-E, the Southeast ADA Center at Burton Blatt Institute, and Georgia APSE. We are all partnering bring you this eight part webinar series, Advancing Equal Employment Opportunity and Creative-- Creating Inclusive Workplaces. So, I want to thank you for joining us for this, our fourth webinar in the series, Seeing Community and Building Connections with an Employment Lens. The goal of our eight-part series is to build awareness around Employment First, a movement to advance meaningful employment opportunities and [inaudible] wages and career advancement for people who have disabilities. The series will feature a variety of topics for supported employment providers, vocational rehabilitation professionals, people who identify as having a disability as well as their families. Each webinar embraces the vision, the mission, and the values of APSE and provides tools and resources that can be used to advance equal employment opportunity for people with disabilities. I want to take a second and thank National APSE for their support and their encouragement in this

eight-part webinar series. APSE is the voice of the Employment First movement and a leader in advancing equal opportunity for people with disabilities in the workplace. APSE's provided guidance, speakers, and promoted this series. For those of you who are listening in today, if you are an APSE member, you already know what a great organization it is. If you're not a member, I encourage you to join so that you can take advantage of all that APSE has to offer, and we'll get to see your face in the [inaudible] Colorado next summer. You may learn more about APSE membership at apse.org, that's A-P-S-E dot O-R-G. So, I'm really thrilled to introduce our presenters for this afternoon's webinar. The first is Emily Harris. Say hi, Emily.

>> Emily Harris: Hey.

>> Barry Whaley: Senior Program Manager for WISE. Emily has had the good fortune to be affiliated with people with disabilities throughout her entire life. She has experience as an employment consultant, and as positive behavior support consultant for people-- for individuals, families, and employment agencies in the Pacific Northwest and internationally in New Zealand. Emily is committed to the concept of inclusion and full participation and knows that employment is critical to equity. Emily's a primary trainer and the manager for the Oregon Employment Learning Network, OELN. A Person Centered Planning

facilitator and teaches the spring quarter at the Clark County Highline Employment Professional Certificate Program. She has a Bachelor of Science in Arts and Letters with a focus in women studies in English-- and English and she is a CESP, a certified employment professional certified through APSE. Our other presenter this afternoon is Debbie Moore. Say hi, Debbie.

>> **Debbie Moore:** Good morning.

>> **Barry Whaley:** Or good morning. Yeah. Senior Program Manager for WISE and Rotary Partners for Work coordinator. Debbie joined WISE in 2010 as Rotary Partners for Work coordinator bringing over 25 years of experience working for people with disabilities. Most recently she worked for 13 years as a career specialist within the-- help me with this one, Issaquah.

>> **Debbie Moore:** Issaquah, you got it.

>> **Barry Whaley:** Issaquah, all right. School district transition program where she implemented and managed students' career development activities. Prior to that, her introduction to the field was nine years working as the employment manager within an agency that supported the first employees in their transition out of workshop into competitive employment. So, excellent for you, Debbie.

>> **Debbie Moore:** Thank you.

>> **Barry Whaley:** Debbie's strengths include creative job development, facilitating and maintaining partnerships within Rotarian businesses, supporting employment activities with school districts in King County, collaborating with various agencies, facing daily challenges head on. In addition to managing the Partner for Work Project, Debbie also provides training to transition program staff, and assists with conferences throughout the state of Washington and has a rocking kitchen behind her over her shoulder.

>> **Debbie Moore:** Amen.

>> **Barry Whaley:** So, today, Emily and Debbie will explore the value of building community relationships and networking with an employment lens. Jobs lead-- job leads are everywhere. Emily and Debbie, I am thrilled to turn this webinar over to you. Thank you.

>> **Debbie Moore:** Thank you, Barry.

>> **Emily Harris:** Thank you for the introduction, Barry.

>> **Debbie Moore:** That was lovely.

>> **Emily Harris:** Yeah, that was great.

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** Gosh, well, I want to see if we are able, I just want to ensure that we are able to advance the slides or if we are-- I know what you guys did such a fabulous job sound checking and we told the [inaudible] joke twice and we didn't even--

>> **Debbie Moore:** I know it.

>> **Emily Harris:** -- ensure that we could advance--

>> **Debbie Moore:** No. We just advance one slide and we'll advance it, Emily.

>> **Emily Harris:** Say that one more time. OK.

>> **Debbie Moore:** Just send that [inaudible].

>> **Emily Harris:** OK, next. OK. Excellent. Thank you so much.

>> **Debbie Moore:** Great.

>> **Emily Harris:** OK. So, I think we're ready to get started. And I'm just so pleased and delighted to be here with all of you. And thank you for the opportunity. Thank you to the people that are sponsoring this event.

>> **Debbie Moore:** Yes.

>> **Emily Harris:** And thank you, Debbie. I'm so delighted to present with you on a topic that I know.

>> **Debbie Moore:** It's all-- it's a treat. Yeah, it's a treat for us to be able to collaborate as well so a win-win for everyone.

>> **Emily Harris:** So, I say next slide, please. Excellent. So, we're just going to jump right in. And so, as Barry mentioned, today we're here to talk about networking and using employment lens and thinking about how relationships and connections are everywhere. And that, I guess, jobs are easier to come by when we think about how we are interacting with people in a different way. So, the next hour and a little less than a half, an hour and 20 minutes, some things that we want you to pay attention to are confidence and how you're showing up to a situation. Relationships, relationships, relationships; they're everywhere, and you have them. And so, does everyone that you're working with. So, thinking about how you can tap into relationships that you already have, and relationships that exists within other people's networks, and then also thinking about how to tap into ideas and resources that already exist and things--

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** -- that you can replicate instead of reinventing the wheel. And then thinking about networking the good old fashioned way, shaking hands, saying hello, nice to meet you, here's my card. And also thinking about other alternative ways that we can network in this incredible vast society where technology is at our fingertips in a way that we've never seen it before.

>> **Debbie Moore:** Yes.

>> **Emily Harris:** So those are some key takeaways. And, Debbie, I don't know if you have anything that you'd like to add to that list.

>> **Debbie Moore:** No, I only-- the only thing that I would like to add to that is just the fact that being a veteran in the field, you know, I truly have been doing this over 30 years, and I can remember when my son was about six years old, and everywhere we went, he was job developing, because he saw me doing it. So, he'd say, mom, they're hiring or let's go over there. So, so it even rubbed off on my son which is pretty cool, so--.

>> **Emily Harris:** And as a child of someone who grew up with both parents in there.

>> **Debbie Moore:** I am also a parent-- yes.

>> **Emily Harris:** Yeah, with parents in the field, I remember as a child reading the newspaper and being like, oh, I found this ad. Is this a good fit?

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** So, you're right. It's like we're always-- Yeah, you can teach this skill--

>> **Debbie Moore:** Yes.

>> **Emily Harris:** -- at an early age. OK, next slide, please. So, we're going to get a little deep here. And then we're going to come back to reality.

>> **Debbie Moore:** Yes.

>> **Emily Harris:** And it sounds like, sorry, some of the chats are popping up and people are working on the sound. But we have the capacity to create connections everywhere we go. And I give you all the permission to turn this button on in your brain. And if you start synthesizing the world in this way where anywhere you go, any interaction you have can lead to a positive connection. I think it's like flipping that mindset on really is a game changer in the work that we do. Because like, yeah, we're constantly-- or we have the opportunity to

constantly interact with people anywhere all the time, if we want. And so, turning that on and thinking about not necessarily in terms of like a sales pitch or I'm a job developer and I'm here to get people jobs, but just the lens of building relationship and making connections--

>> **Debbie Moore:** Yes.

>> **Emily Harris:** -- and flipping that on is such a powerful tool. Next slide, please. So, one thing I learned back in the early '90s--

>> **Debbie Moore:** Yup.

>> **Emily Harris:** -- was a really lucky lesson that you lose a hundred percent of the opportunities you don't ask for. So, for people that can see the screen, I'll describe what's on there, but that's the drawing. It is-- OK. It's a spitting image of Yo-Yo Ma, the-- one of the world's best cello players. It's a drawing of Yo-Yo Ma, one of the world's best cello players. And it's-- he's playing the Bach Cello Suites. And when I was in fifth grade, our class was tasked with the ask of writing to a celebrity. And I would say, I'm like, I can't remember who was a pop star of the time, but I think many people wrote to famous pop stars, like boy band, girl group, pop stars, I mean no doubt was popular, and then like famous celebrities, actors, so I think it was like big chunks of the room wrote to very known popular people in the mainstream media. And I

decided that I was going to write a letter to Yo-Yo Ma. And the reason was because my grandfather had given me-- he had-- he would play the Bach Cello Suites. If there's anyone classical music people who know the Bach Cello Suite, then I encourage you all to Google this because it's such a beautiful piece of music. But he would play that every time I would go over. And so I wrote a letter to Bach-- to Yo-Yo Ma and I said, you know, I'm a huge fan of your music and I-- we are-- we were tasked of getting an autograph or just reaching out and this is a song I listen to with my grandfather all the time. And, you know, I just wanted to say thank you for this. And it was when everyone started to get their letters and their autographs, you know, generic picture from the fan club of, you know, Robin Williams, I received a week later a tape from Yo-Yo Ma himself.

>> **Debbie Moore:** Wow.

>> **Emily Harris:** So, if anyone is related to Yo-Yo or you know him personally, please say thank you.

>> **Debbie Moore:** There you go, now.

>> **Emily Harris:** That really shifted my thinking about how I asked people stuff. But he wrote an autographed tape and it said, you know, Dear Emily, is this the tape that you're talking about? And-- or is this

the song that you're talking about? And so, for me, it was like, oh my gosh, what a magical thing to receive when you're 10 years old, it was like, oh my gosh, you actually got this letter and you reached out. But it also reminded me, it's like, it never hurts to ask or reach out.

>> **Debbie Moore:** No. That's right.

>> **Emily Harris:** And the worst thing that can happen is nothing or no.

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** But you lose a hundred percent of the opportunities that you don't ask for. Nothing happens if you don't ask. And so, Yo-Yo Ma, you taught me a great lesson at an early age and I still have your tape. But it was like it was going-- it was like reaching for the stars--

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** -- and receiving it. So, next slide.

>> **Debbie Moore:** That's a great-- I'll [inaudible] and you're drawing too Emily.

>> **Emily Harris:** Thank you.

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** So building on the idea that we can build connections anywhere, in the rain, on the train, riding on a plane, and that's something too where it's like, again, you can-- this idea of like-- and also like engage your audience, engage the people around you.

>> **Debbie Moore:** Yes.

>> **Emily Harris:** But when you're riding on a-- I'm thinking of situations where I've been on a plane from Portland to Seattle for work or, you know, a longer distance, and when you strike up a conversation and finding that common connection with your seatmate and kind of what does that then turn into, I've been in conversations with people on the plane where like, oh yeah, what do you do for work comes up, which I know we've-- and in this field, we talk about how that's a really common finding ground question.

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** Like what do you do or where are you going and why are you going there and then-- and going from there. But I've left plane rides many times where someone will give me their card after they learned kind about the work that I'm doing or they'll say-- they'll tell me

something about like, well, I work at Nike. And I set up the displays for all the stores across, you know, the state of Oregon. And your work sounds really interesting and I wonder how we could overlap. So, I think just being open to anytime you're in a situation, a relatively small space where the opportunity to inquire more about where there might be common connection--

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** -- it's a really good skill to exercise and a positive thing to practice too. Yeah, Debbie, did you want to add a thing too?

>> **Debbie Moore:** I had [inaudible] add a little-- little plane story and this is about, you know--

>> **Emily Harris:** Yeah.

>> **Debbie Moore:** -- losing the opportunity had I not approached this person. But, you know, we're big seafarer-- We have a summer festival here with the hydroplane races and it's called Seafair. I was on a plane and Chip Hanauer which was a very famous hydro driver was on my flight. And it just so happened that I was with my son again and we struck up a conversation with him and I was telling him how we were planning to go to Seafair and he said, "Well, would you like to come

down into the pit and I'll give you a tour of the hydroplane?" And I was like, yeah, which we ended up doing. But have I not approached him and told him you know that he was my favorite driver and that we were always rooting for the Miss Budweiser. We ended up getting a nice big tour and Brad got to sit on the hydro and it was really cool. So, I would have missed out on that opportunity have I not been confident kind of just in approaching him. So, yeah, let our voice-- let our voices be heard.

>> **Emily Harris:** Excellent.

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** OK, so next slide, please. And the video is a great thing to incorporate and this kind of delves a little bit into the technology piece that we talked about in terms of, OK, networking the old-fashioned way used to be you show up, you dress nice, you look your best. Our executive director said this recently, dress for the job you don't have, or dress for the job you want. And this idea is like, OK, you're going to go there. You're going to look really good. You're going to go and meet people. And that's kind of the intention of like going-- showing up to a traditional networking event. But implementing and thinking about other ways to connect or highlight people in this

process. So if you are someone who has the opportunity to think about employment, which I'm guessing that many of us are here for that reason, but thinking about employment for someone that you work with and thinking about, OK, how can I easily access or share someone's incredible skills of who they are in a succinct way and have it handy on, you know, on my person. Video is such a powerful tool to incorporate. So, I am a huge and passionate video resume maker and it's something that I-- when I used to work as an employment consultant, I found it to be incredibly helpful to have-- to work with people to create video resumes. And so, the beautiful thing about video resumes and this era of technology that we live in is we live in a time where our cameras on our cellphones are pretty-- they're pretty good qualities. And so many, many smartphones come with video editing equipment built-in. And so, they're really set up for people that are for people that have a range of, you know, technology skills. And so, from the novice to like the professional videographer, anyone can make video resumes or use videos as a marketing tool. And so how they kind of meld in with networking is video is a great way to show a person's skills, as an incredible tool for interviewing, but it helps people to stand out and be recognized in a process where it's like, OK, in a sea of networking or in a sea of employment, I guess, process where a bunch of people are sending them resumes or a bunch of people are trying to network to

stand out and say, hey, like how do I connect with your business, it helps people stand out. And it's a great way to kind of have this personal marketing tool and also build in to networking. So, I've seen people who personally share their video resumes on their own social media. Hey, I'm looking for a job. Does anyone know anybody that is connected to this line of work? So that's one way to do it. Another way to do it is, you know, you know someone's looking for a job, and you have their video resume and you have their permission because permission and consent is--

>> **Debbie Moore:** That's right.

>> **Emily Harris:** -- key in all of the work we do.

>> **Debbie Moore:** It is.

>> **Emily Harris:** But sharing a video on your social media page or your personal connection, say, and I've seen families do this too. Hey, my child is looking for a job. Does anybody know anyone that can be connected in this type of work? And I see a question that just popped up. Someone said, well, in a video a person's disability can be seen and what are my thoughts on that? I think video is such a powerful way to highlight a portrait competence, that's one of the best things, because you're not looking at what someone can't do. You're not focusing on a

person's disability and how it's limiting. You're focusing on all the amazing things that they can do and what an asset they would be for any business.

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** And sometimes they are like targeted to a certain field but I think it's a really powerful networking tool because I have been at the old traditional networking events or sitting on the planes--

>> **Debbie Moore:** Right.

>> **Emily Harris:** -- or in the rain, on the train.

>> **Debbie Moore:** Uh-huh.

>> **Emily Harris:** And I will say, oh my gosh, like you're-- you own a landscaping company? This is-- and like this is actually perfect timing because I happen to know somebody--

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** -- who is right here in my pocket. And they are, you know, a very skilled, you know, detailed--

>> **Debbie Moore:** Yeah.

>> Emily Harris: -- you know, lawnmower and they have the straightest lines and they're the most, you know, they have like the best eye. They, you know, they can they have a great stamina, would you be-- do you have and then I say, one minute and 23 seconds or something very specific to meet this person virtually. And people are like, oh, sure, I have one minute and 23 seconds.

>> Debbie Moore: That's right.

>> Emily Harris: And then when you see this tool, and when you incorporate the video, I think it shifts the conversation. I never want to just like not acknowledge someone's identity at all. But I think for any job seeker, what we're trying to do is highlight this portrait of competence.

>> Debbie Moore: Yeah.

>> Emily Harris: And why a person, and maybe that's us.

>> Debbie Moore: Yeah.

>> Emily Harris: Or maybe it's someone we know, but why-- why would we be the right fit to connect with, you know, whoever you're networking with?

>> **Debbie Moore:** Joe Smith.

>> **Emily Harris:** Joe Smith. Yeah.

>> **Debbie Moore:** Yeah, Joe Smith.

>> **Emily Harris:** Yeah, the great question. Yeah. So next slide, please.

Another important fun and maybe painful fact about video, I don't know if it's painful, but it's-- it says something about the transitioning of our ability to focus and are-- what we're paying attention to. But viewers retain 95% of a message when they were-- they watch it in the video compared to reading it in text. So I think that's something to remember just in terms of when you're following up with somebody that you met through networking or connection, again, the old-fashioned way, you meet someone at an event, and we're going to talk about a lot of other ideas about how and where and when, and why you should be talking to people. But video is such a powerful way to follow up because then when you say, thank you so much for your time, it was so great to have a conversation with you. I love meeting you at the Issaquah.

>> **Debbie Moore:** Rotary Club.

>> **Emily Harris:** Rotary Club. I wanted to follow up with this short video. Because, you know, it's something that came up in our conversation.

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** And that-- that's something that will help solidify the conversation that was discussed and also the information that you're trying to pass along.

>> **Debbie Moore:** And I've had people actually asked me, will you send me that video? Then they really are not going to forget about you and the person that you are presenting, so yeah.

>> **Emily Harris:** Yeah. That's powerful.

>> **Debbie Moore:** It is powerful.

>> **Emily Harris:** And anyone on this webinar who is interested or wants to talk more about video resumes because we just have just a short push for video and the power of using it in networking, send me an email or shoot me a message--

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** -- because it's something I'm really excited to talk about. All right, next slide, please. So, thinking about who you know and where you go already. I realized when I was looking at these slides again, like spending 10 seconds in a webinar is like eternity.

>> **Debbie Moore:** Uh-huh.

>> Emily Harris: But just for, you know, let's all pause for a moment and get inside of our heads and think about, who do you connect with right now on a regular basis? So, ask yourself out loud or to the person in the room or in your mind.

>> **Debbie Moore:** Or to the computer.

>> **Emily Harris:** Or to the computer.

>> **Debbie Moore:** Uh-huh.

>> **Emily Harris:** But thinking about who are you? Who is in your circle of influence? Who is already someone that you are interacting with on a regular basis? And that might be co-workers, that might be family, friends, neighbors, baristas, bartenders--

>> **Debbie Moore:** All of the above.

>> **Emily Harris:** -- or bus drivers, any-- yeah, anyone and everyone, but just think about what does that look like to you? Your circle of influence and who are you connecting with. I'm going to pause so people can.

>> **Debbie Moore:** That's right. Did everybody come-- with at least one circle.

>> **Emily Harris:** There's one circle.

>> **Debbie Moore:** Or it's the rippling water like we saw in the previous slide, you know?

>> **Emily Harris:** And so, when you think about that, family, yeah, excellent, cool. Someone's, yeah, and feel free if you want to-- if you want to type anything in the chat--

>> **Debbie Moore:** Yup.

>> **Emily Harris:** -- look for stuff popping up. But when you are working with someone who's looking for work, remember that they also have a circle of influence, who is connected to them and is, you know, and every circle of influence, let's take that ripple effect. And this is where we could get really deep, hold on to your hats. But it's like, everyone has a circle of support and networking and connecting with

people is really about tapping into like finding the right person within the ripples of support. Someone said, I know too many bartenders.

>> **Debbie Moore:** That was good. That was good.

>> **Emily Harris:** So, I think remembering that is really important. And considering that like that connection, that personal connection is so-- like it's really significant in the job process because in foreshadow, we're going to talk about how people get jobs and how we got our first jobs and how jobs typically happen. And it's usually not just like a shot in the dark.

>> **Debbie Moore:** That's right.

>> **Emily Harris:** And someone just applied it's usually through this connection, relationship based, you knew somebody who knew somebody. And so, we have to keep in mind that the people that we are working with also have the good fortune of having circles of support. So, some good questions to ask are where are people going already? When you start working with someone and they're thinking about a job, where do they go already? Who are they talking to or not? And what valuable social role do they already play in their community and asking that? And then thinking about, OK, are there any holes where as you as a practitioner, or as a person who has the opportunity

to work with someone and think about their employment journey and the right fit, what-- were there, I guess, not holes, but areas where you could support or think about how you could build in different places and work collaboratively. And so just a couple of stories, there are some pictures at the bottom of the screen, so a magnifying glass. I met someone at a Person Centered Plan, and one of their neighbors happened to be in the room. And so, this to me is something where the neighbor was the clue and the cue to, I guess, the key to success and kind of unlocking the role that they already played. And so, this was a person, unfortunately, you know, when I come into Person Centered Planning situations, it's usually because a team of people is feeling stuck and they need a neutral facilitator to come in--

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** -- and start thinking about, OK, how can we kind of regroup and think about the future and think about possibility and kind of get this framework for who this person is, how do they thrive and what that would look like. And so we're talking and kind of talking about who this person is and what do people have to share and what do you have to say, and everyone kind of went through like, they're a nice person, like, they like, you know, they are friendly and so digging that deeper. What does that look like? Tell me more about that. And

the neighbor said, well, did you tell them about CIS? And we're all kind of looking around. No, no, we haven't heard about CIS. Tell us, what is CIS? And I'm thinking like CIS like I think it's a show and I think it's in that-- it was like investigation. And the person was like, oh, well, it's just Christopher's Investigative Services. I'm like, oh, no, we have not heard about Christopher's Investigative Services. Please tell us more. Well, it turned out that this person that people like, gosh, what can they do? We don't know where they fit. What are they doing? Had a whole and a very intricate and sought out thoughtful investigative services in his gated neighborhood community where he-- when his support staff would clock in they would go through and they go through the rundown of what had happened in the week in the neighborhood and the neighbor then proceeded to say, oh, yes, you know, Christopher tickets anyone who leaves the recycling bin out an extra day. And if there's a car that's not, you know, a visiting car in the neighborhood, we all know to move it off the street or tell our-- or you know, visiting people to park in the driveway because Christopher is, you know, he was like the neighborhood watch. But he had this whole system and this whole very intricate and good relationship from Christopher's Investigative Services where he had kind of built in so then we could say, OK, well, where would these skills also fit and who knows anybody

within the community outside the neighborhood, who could utilize someone who is you know--

>> **Debbie Moore:** An investigator.

>> **Emily Harris:** An investigator creates a system, has a blog that everyone in the neighborhood was tuning into. The other thing that the other-- another story on here is one that I met a family organization, the director of a local family organization in Oregon was telling me this beautiful story about how when her son was in high school, she invited a bunch of his peers and like, you know, friends and students over from the school and they looked at a calendar. They drew out a calendar for the month and they put on the calendar what this person was doing like extra outside of school. And then as a group, they had a discussion about where are their holes, where do we see holes and does anyone have any ideas or connections about how we can fill these holes and fit this person in. And I thought, gosh, that's such a beautiful idea because then everyone took initiative and start to come up with ideas like, oh, I see on Tuesdays and Thursdays you don't have anything going on after school. I am a person who walks dogs for people in my neighborhood. Is that something that would be interesting to you? Would you want to join me? And so, then this high school student started to walk dogs with one of his high school friends. But it's like it was enlisting the

people that knew the person. They liked the person and getting them to think about, OK, based on what you know, based on what this person is doing, what are you doing and how could they fit in, which I love that story. So, building on someone who said, I know all the bartenders in my neighborhood. I know too many bartenders. I met someone who knew not all the bartenders, but they knew many bartenders in Vancouver, Washington. And because they had developed relationships with the bars that would put their recycling up for them before the bars would open. And so, they put the bags of recycling. But it told me about, OK, their negotiation skills, their relationships, the bartenders knew to leave these cans out for them. And also, it told me about their ability to ride the bus around the city and they knew the route, so it was kind of this two-part. This is a connection and a relationship they had built with many people. But it also told me more about their skills in terms of navigation, transportation, timing. And then a key-- another key story, I met someone who-- this is a person where the team was having a really difficult time envisioning what this person could possibly do for work. And at the very initial meeting, he was the person who was yelling and screaming and hitting himself in the head. This is the first time I met him and I thought, huh, I don't know if this meeting is going to happen today, just because I think of anytime I've been yelling or angry or

upset, like, huh, a group meeting. Is this today the best day? Let's all-- Let's sit down and talk about our feelings.

>> **Debbie Moore:** Yes.

>> **Emily Harris:** But the family member-- a family member came in and they rushed in and they said, "I am so sorry, I'm late." And they walked right up to the person and they had keys in their hand and they put the keys into the person's hands. And the person then started to touch the keys on their face and their body and were like totally calm. And it was a really powerful moment because as someone who had never met this person before this meeting, I thought I didn't know them at all. But if I came in five minutes later, I would have just seen a totally different situation. So in the meeting later, when it came up about what valuable roles does this person already play in their community and how do they fit in, I said, let's talk about the keys, because I can see that those keys are really important to you and other people seem to know that. And the team that supported this person and knew and loved this person started to say, yeah. In this town that we live in, and they lived in a very small rural community, they said, he is known as the key man. He's known as the key man because he goes to all the places where there are keys because he knows the places where they make copies of the keys. He knows the locksmith place that has the buckets

of the keys. He knows the places, let's see, the key chains as you're going through and everyone is-- everyone will say, oh, here comes key man, you know, here comes the key man. And so, thinking and shifting that idea from-- at first, what could this person possibly do and where do we begin to, wow, this person is already doing and already connecting, and people already know them. And so, then it gave us kind of the platform of well, we need to look into and start having conversations with these different places that have to do with that interest and also that good reputation of key man in the community.

>> **Debbie Moore:** That's great.

>> **Emily Harris:** Next slide, please.

>> **Debbie Moore:** I like that one.

>> **Emily Harris:** So just a friendly reminder.

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** It's how you show up. And so, for people that can't see this slide on the screen, there's the black and white drawing. And there's very cheerful people celebrating at a party. And they're all wearing these fantastic hats. And then there's a very grumpy person with a--

>> **Debbie Moore:** Yes.

>> **Emily Harris:** -- another person turning to them and it says, "Either cheer up or take off the party hat."

>> **Debbie Moore:** Yeah.=

>> **Emily Harris:** And so, to me, I always-- I am reminded of this cartoon. It's like it's a good self-check. We have the ability to choose how we engage and interact with people.

>> **Debbie Moore:** That's right.

>> **Emily Harris:** And so, just reminding ourselves to be open and kind and inquisitive.

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** And I think we'll be OK.>> **Debbie Moore:** I think so.

>> **Emily Harris:** Yeah. Next slide, please. So, the foreshadow, but connecting with people really is, it's not rocket science. It's quite easy and it's fun. But you want to be curious and open. You want to be kind and listen. You want to observe what's going on, what's typical in this environment. And remember, when you're thinking about networking and connecting, that you know people who already know people, who

know people, who know people, who know people, who know people, they're a ripple in the pond, that it's like it could go on forever because we all have these circles of influence and connections. And if you're someone who doesn't or if you know people who don't, how can you adjust that or shift that? What would that look like? Yeah. All right, next slide. So, some things you can do with your contacts when you're connecting with people, when you're networking, when you're meeting new people, when you're revisiting older connections and older people, and people of all ages. But you can share resources about things that are going on. Hey, come to this event. I think it would be useful for you. I'd love to see you there. You can solicit advice. I'm trying to tap into X, Y, and Z, and I would love if you have any information or ideas about how I can get there. You can ask questions so just getting more information about like, what does this look like for you or what, you know, give me more information about what you know about this thing. Maybe it's-- there's business specifically. Maybe it's something that you know that they're versed in. Maybe it's kind of out of the blue. And then making introductions, and that's something too that I think is really like when you put on that connector hat, and when you put on that ability to meet people and be curious and kind and inquisitive, I found that it's not just me saying, like, oh my gosh, Debbie, I'd love to

connect with you and like let's spend more time together. But it's also like, oh my gosh, Debbie, like you love this thing.

>> **Debbie Moore:** That's right.

>> **Emily Harris:** And you're really passionate and excited about this thing. And did you know that Rob is also so passionate and excited about this thing. I would love to introduce you.

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** And you become that connector, not necessarily just around like the job and people you're working with, but it's something that, again, we've already given you permission to, you know, press the switch, turn the knob, whatever turns that on for you in your brain but to kind of live this networking connection lifestyle. And it's a good one.

>> **Debbie Moore:** Yeah, it is.

>> **Emily Harris:** OK, next slide, please. So back to technology to connect, this is a photo of-- there's Daniel, a person who I'm like a family friend. Someone-- I actually used to nanny for him when I was in college when he was a young-- and I guess age is so subjective. He was four years old when I met him.

>> **Debbie Moore:** Wow.

>> **Emily Harris:** And this photo is a little outdated. He is 14 years old. And now, he is a sophomore in college, which is like, who, you know, when you're like, I'm this person where I see him and say, I've known you since you were four years old. And he's like, god, lady, you're embarrassing me. But, you know, I remember when people do that to me so I become that person. But this story I thought was really cool because there's a local artist in Portland named Chris Haberman. And in this photo, Daniel is standing thumbs-- two thumbs up looking great in front of Chris Haberman's mural. And he, Daniel, is someone who is an artist and is really creative and really smart. And his family took a photo of him. And through social media, they tag, so you can-- you have the ability to tag or reach out to people on the Internet, on Facebook. And they said, hey, does anyone that we know-know? And they said, @Chris Haberman or tagged him, Chris Haberman and-- Because Daniel loves his art and we would love to meet him and get together and talk about a possible collaboration. And it was like I think maybe three people knew him. So, it's like, hey, this person knows him or that, you know, it's like through a connection one step removed. But Chris Haberman, because he was tagged saw the photo and then reached back out and said, yeah, Daniel and family, I would love to meet with you and hear

what you're thinking about. And so, they ended up meeting for coffee. And they decided that yeah, our art is-- would be nice for an art show. And they did a local art show together. But it was something where it was like just this is based on the fact that Daniel is an artist. This is an artist he loves. And they did, you know, they reached out and they risked it. And they took the risk and it worked. So-- And I think that's something too where it's like it might not always be the art show, but it was cool to see and hear too that not only did the artist directly respond, that people in their network either were connected to him, or they knew somebody who did. So other ideas around using the Internet, Nextdoor, and I was trying to find-- I don't know if Nextdoor is-- I believe it's a national site. But basically, it's a community website, where it has to be within your neighborhood zip code to-- And it's-- I think it's initially based out at San Francisco. But Nextdoor, it's like people use it to post things about stuff that's going on specifically in your neighborhood. And it's a great way because it's like it's more intimate because your common connection with people on Nextdoor is that you live in the same neighborhood. And so, my Nextdoor connection story is that-- and this is one where it's like it's not that exciting of a story but it kind of highlights how, OK, my husband was putting, getting rid of some nice bricks from the backyard that you could use for your garden. Guess it's like maybe not brick, it's more like

a rock, a nice like artisanal rock. And [inaudible] he put it on Nextdoor, hey, I have this. We didn't use it for our backyard. Is anyone interested? We'll give them away for free. And it's something that you'd have to buy from like a garden store or landscaping store for like for money. So, it was like a good free deal. And these two people showed up. These lovely neighbors who we'd never met and they weren't like next door neighbors. They live probably a mile away. And they said, we'll take these bricks from you and, you know, exchange, end of deal. And three months later, we were at some food carts in the neighborhood and there were Jeffrey and Janice, the people who got the bricks. And they started to strike up a conversation with us. So, I'm thinking, oh, we might not have talked to these people, maybe we would have. But it was that common connection of Nextdoor and bricks. So then we learned all about like, oh, yeah, what do you do for work and what do you, you know, what's going on and, you know, what brought you to Portland and, you know, from the basic getting to know people questions. And it turned out that the-- one of the people worked in HR for a county nearby and they said, oh--

>> Debbie Moore: Wow.

>> Emily Harris: -- well, please, let's connect outside of these food carts, because I'd love to learn more about what you're doing and, you

know, hiring initiatives around inclusive and equitable practices. It was like, oh, OK. So, this all came from Nextdoor. And then one month later, we received a loaf of bread and a message from Nextdoor. And they said, gosh, we've been meaning to thank you for the rocks, the artisanal rocks. We put them in our backyard. And here's, you know, we happen to be artisanal bread bakers and here's a loaf of bread to say thank you. But to me, it was something where it was like we would have never had that interaction with those people randomly if it didn't start kind of following that stuff. And now, if I ever meet anyone who's looking to work in, you know, the county, and that specific department, in the Health Department, I have a connection. I can say--

>> Debbie Moore: Yeah.

>> Emily Harris: -- actually, I do know someone. And if I ever meet anyone in Portland, Oregon, and I'm saying this because I know there's Oregonians on the line who's interested in solar and wind energy. I know a consultant who I can say, actually, I do know someone. So now that kind of expands my ripple and my connection.

>> Debbie Moore: Plus, who doesn't love bread, right?

>> Emily Harris: Who doesn't love bread? OK. Next slide, please. So, there's lots of ways to meet people through other people. So, referrals,

that idea of, hey, Debbie, talk to Rob. I work with Rob and he's a great person.

>> **Debbie Moore:** Yup.

>> **Emily Harris:** Email introductions, LinkedIn. LinkedIn is surprisingly a really great way to connect with people. I mean, I feel like this might be a really obvious thing. But I'm always surprised how open people are when you reach out through LinkedIn.

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** And it's like, hey, would you be open to meet for coffee? Here, kind of here's why I'm hoping to connect with you and learn more about what you're doing. I'm just intrigued by your business and what you do. I see that we're connected or I've reached out to connect, and people seem to be really open because it's a professional platform. And it's a great, you know, it's like we're all there because we're thinking about how to connect professionally. And I see someone in the chat says, I love LinkedIn, so.

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** Cool. And then event attendance, so just, you know, turning that button on, I'm at this event. I'm going to meet people. I'm

going to inquire and introduce myself or introduce them or they're going to introduce me. And then speaking opportunities, thinking about, are there places in the community that provide an opportunity to speak and share the work that you're doing? Are you getting speaking opportunities through the line of work that you do through training or consulting? I know people that have, you know, they've gone to like the city council meetings.

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** And they've said, I'm a community member. I'm-- want to talk about supported employment. I want to have, you know, five minutes on the agenda to share about the work that we're doing related to equity and employment in our community. And I think it's something that the community should think about, so finding ways and platforms to speak. I know our Portland office when we first opened up, we connected with the Pearl Business Association, which is, you know, a local business association in the neighborhood where our office is. And it was great. It was great. They-- we asked if we can present for 10 minutes about like what does our organization do and kind of what were our goals are in the neighborhood and how we envision being involved or how we, you know, like to be connected. And it was a great opportunity to connect with people in the business community and

have them kind of get an introduction to the work we were doing.

Yeah. And do you have anything to add to that, Debbie?

>> Debbie Moore: Well, the only other thing that I would just chime back in on LinkedIn is one of the ways that I've used it is, you know, you can see who people are connected to. So, if I saw that, you know, Emily was connected to Rob and I had not met Rob. Then I could connect with Emily and say, hey, I noticed you're connected in, you know, to Rob, do you mind-- of us? So, even taking it to that next level.

>> Emily Harris: Yeah.

>> Debbie Moore: When we say speaking opportunities we can say, oh, I don't like to speak in public. I get really nervous. You know, there probably is someone in your organization that is more comfortable doing that. Maybe you could go together. Or maybe you could just go to the information, flyers, business cards. So, there are ways to be creative and someone that I speak all the time. I still get nervous but, you know, there is-- it gets easier. So, don't say no, try and figure out a way that you can make it happen because I really think it's a great way to spread the word and meet new people.

>> Emily Harris: Yeah.

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** Absolutely. Thanks, Debbie. And a couple people have said a couple of ideas in the chat. So, it looks like--

>> **Debbie Moore:** I have heard of Alignable.

>> **Emily Harris:** Alignable was an idea and then also people described connecting through the Chamber of Commerce. Great, that's excellent.

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** OK, next, next slide, please. So just considering too when you're thinking about like that warm connection. Going to the thing where other people go to learn about that thing. So instead of just going to like a random networking event with the hopes that, hey, you know. I'm at the horse convention, but maybe there's somebody in the room who loves knitting. It's like, OK, if you're going to network around something specific, go to that specific place first and then also the idea of like enlisting other people who know or maybe have connections. This makes me think about there's-- I think it's a headquarters, but Adidas has at least they have a big office in Portland. And I know somebody who was trying to support someone to get a job at Adidas. And before they even reached out or went there, and they

were working with someone who's like they're very passionate and would be such a great fit. They love Adidas. They reached out to everyone in their network, in their community and their connections and they said, hey, I'm trying to get connected with Adidas. I have just the person but do any of you have any connections with this business before I go there? And they got three connections and three different leads from three different departments to then start with them. So then instead of it being like, here I am at the Adidas convention and I just love shoes.

>> Debbie Moore: Yeah.

>> Emily Harris: And they were there like, hey, here I am at this place because, you know, Debbie told me that-- I'm not picking on you Debbie and Rob, but your two names that I know on this webinar but--

>> Debbie Moore: That's all right.

>> Emily Harris: -- but it's because, you know, Rob told me that Debbie is the person to talk about--

>> Debbie Moore: Yeah.

>> Emily Harris: -- so Adidas Superstars and how to make them.

>> **Debbie Moore:** Make them.

>> **Emily Harris:** Yeah. OK. Next slide, please. So, this is a cool slide that we are borrowing from information from one of our board members. Paula Johnson shared this. And she is on the board-- a board of WISE but she also works for Project SEARCH. And I just thought this really is a good reminder to the follow-up piece and the staying connected piece of networking and following through and how networking turns into relationship turns into jobs down the line. So, the 48% of sales people never follow up, and that 25 make a second contact and stop, and 12% of salespeople make three contacts, and stop and only 10% make more than three contacts. And so then on the flipside of that is--

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** -- 2% of sales are made on the first contact, 3% of sales are made on the second contact, 5% of sales are made on the third contact, 10% of sales are made on the fourth contact and bum, bum, bum, 80% of sales are-- yeah. But it is a-- yeah, it doesn't have to be-- it doesn't have to be bleak, but 80% of sales are made on the fifth contact. And so, when I see this information, I think, oh, we all need to be in that 80% of contacts.

>> Debbie Moore: Yeah.

>> Emily Harris: And so, something I do is when I make connections with people or I had a really good interaction, is I just follow up, you know, periodically like, hey, just a friendly hello, I saw this thing. It made me think of you, just saying hello.

>> Debbie Moore: Yup.

>> Emily Harris: I want to touch base or I wanted to check back in and making sure that I'm staying in touch and making contact and not falling into that, you know, 3%, 2%.

>> Debbie Moore: Yeah. That's pretty bleak. Yeah.

>> Emily Harris: Mm-hmm. Yeah, because-- I mean, we have the good fortune to meet people doing this work in different capacities all over. And I do hear people talking about how difficult this work can be. And it can be difficult. And also, I think if you think about it in a different mindset of, you know, what an opportunity that you get to get to know people and learn about their skills and find where they fit in the workforce.

>> Debbie Moore: Yeah.

>> **Emily Harris:** What a joy and what a cool thing to get to learn about different scenarios. And then the other part of your opportunity is you get to build these connections and relationships and think specifically about, OK, how am I going to maintain that, I guess, line of contact and relationship around this specific thing or person and stay in touch?

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** So, fall into the 80% of sales and beyond.

>> **Debbie Moore:** So, keep on trying.

>> **Emily Harris:** Keep on trying.

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** Absolutely. OK. Next slide, please. So just some advantages of networking, you can get deeper information about the culture of a company. So, I'll give you information that's a stepping stone for the platform. You can think about who really makes the hiring decisions and what are those-- what jobs are really open versus-- it's like thinking about the hidden market, what's not posted. And then consider that as several resumes have been received for a job, it helps to know somebody. It helps the candidate that you're working with to

stand out, so you can say, hey, remember me. We met. Remember, you saw the video. I'm just following up. So, it's not just a name and a list of names but it's a person connected to that. And then if you know someone, it will be much easier to request accommodation. So, when you're thinking about down the line supporting someone on the job, having a relationship with someone will help you with those negotiation pieces in terms of supporting someone to be successful.

>> **Debbie Moore:** Right.

>> **Emily Harris:** And then remembering that trust. This is why companies usually ask current employees for any leads on new employees.

>> **Debbie Moore:** Right.

>> **Emily Harris:** So, hey, do you know anyone? We're posting this job. Do you know anyone who would be a good fit?

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** OK. Next slide, please. So other ways to build relationships, this is kind of building on the circle of support, but family and friends. We talked about LinkedIn--

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** -- teachers, neighbors, past employers, former co-workers, current co-workers, former and current classmates, six degrees of separation, six degrees to Kevin Bacon.

>> **Debbie Moore:** To Kevin Bacon, that's right. That works.

>> **Emily Harris:** But honoring-- Yeah. And then honoring, I guess, that piece around like when you meet people, we all have this network. And so, it's like it doesn't have to be you alone. It's you and the community and everyone has their own community. It's just how you choose to engage and tap in. OK. Next slide, please. So, challenging yourself is important. You have the skills already. You know what it takes. Start with the people you know. Talk to new people. Be friendly and inquisitive. Be brave. Be bold and follow up. And as I was making this webinar, people can't see the screen but there is a banana knocking on the door. And I was like, oh my gosh, good job development is like the famous knock, knock joke. Knock, knock. Who's there? Banana. Banana who? Yup, bananas. It's still banana for a long time. And so, you want to be like the banana because I think banana shows up like at certainly more than once. I think banana is in the 80%. So, when you're thinking about good job development and good networking, channel the

banana, keep showing up and be brave and know that you have the skills already.

>> **Debbie Moore:** Yeah, that's right, right.

>> **Emily Harris:** All right. Next slide. I think we're onto you, Ms.

Debbie Moore.

>> **Debbie Moore:** On to me? Oh.

>> **Emily Harris:** Yup.

>> **Debbie Moore:** Here we go.

>> **Emily Harris:** Here we go.

>> **Debbie Harris:** OK. So, I'm going to go-- I'm going to take the lead kind of from here, guys, and Emily and I will-- I mean, she'll still chime in but we've decided that this was maybe a nice spot for me to take over. So, when we were talking about getting first jobs, Emily and I both shared with each other our little stories. So, we thought that we would share with all of you. And if you feel like chiming in the chat box about where your first job was, that would be kind of fun though, too. But I will tell you just a short little story about my first job, which was at Kentucky Fried Chicken. And it was about a mile from our house and I

have had turned 16. And my parents said, OK, it's time for you to get a job. I knew someone that already worked at KFC. And so that person introduced me to the manager and they liked what they heard. And so, he hired me. And little did I know, I was the-- well, I was the youngest person on the team. But what that afforded all of them to do was they then took extra-long coffee breaks and they-- this was back when you can actually smoke in a workplace. See, I'm a veteran, right? And so, they will take these breaks. They'd go out back and I would be running the till. I'd be taking the orders. I'd be pulling the orders in the back. I put them into the nice little KFC boxes that we're all familiar with. So, I was running the whole thing. I liked my job. I was-- I think I was making a dollar 85 an hour. But what I also learned is I was happy that they gave me those lovely uniforms because once you leave a Kentucky Fried Chicken after your shift, really hard to get the smell of chicken out of your clothing. So, I learned a lot of different things. It was a good experience for me but it was because I knew someone who already worked there. So that's kind of what opened the door for me in that scenario. How about Elmer's?

>> **Emily Harris:** Yeah, I'll do a quick Elmer's--

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** -- because I want to make sure and I'm--

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** -- I just want to say thank you everyone for putting your job stories and I love this.

>> **Debbie Moore:** I love it, yes.

>> **Emily Harris:** So, I was 14. That was the legal age you can start working in Oregon, maybe now nationally. But I had a-- my best friend worked at Elmer's and she was a hostess. And I wanted a job and my parents told me I can't sit around all summer so it's time to get a job. It's a little bit of a-- so through my best friend, they were hiring. And, you know, she got me a job but I didn't get to be the hostess like the best friend. I was a busser, which is a very important and admirable job. And like, some of the things you're describing, Debbie, I learned early on that it wasn't the best fit for me. So, you could smoke in the lounge there. And so, I left smelling like Elmer's breakfast and cigarette smoke. And it just wasn't the right fit. And I learned-- it was before I could drive too. So, my parents would wake me up or not wake me up, they probably woke me up, but they would drive me to work at, you know, seven o'clock every weekend to get me to work. And so, one day I called up Elmer's and said, this is Emily. And I'd like to speak to the

manager. And they said, OK, that, you know, here's the manager and I said I can't come in. And they said today? And I said ever again, goodbye. And that was how I quit my job. And it's just a really good reminder, one, never quit your job like that. It's a really terrible way to quit.

>> Debbie Moore: Right.

>> Emily Harris: And two, how-- for people with disabilities, I have heard this so often, and I'll give you back like, oh, a job didn't work out, maybe they don't want to work. And, you know, or thinking about of something doesn't fit or if it's someone's first job like, oh, well maybe work isn't the best fit. It's like, absolutely not, because many people are talking about their first job. Debbie and I, I know because I know you, is like we've had many jobs since these experiences. So, we need to honor that dignity for anyone we work with--

>> Debbie Moore: That's right.

>> Emily Harris: -- that like we are all going to have jobs that we don't like, we do like but erring on the side of connections and aiming for the right fit.

>> **Debbie Moore:** Yes, excellent. And I do love you guys can keep chiming in if you'd like. OK. Next slide, please. So, this-- so we've talked-- hit on this a couple different times through Emily and myself. But this, this is just kind of the different ways that people typically get jobs. And I think it's interesting because as we can see there's a lot of different levels. Some of them are, you know, take more time and efforts and some of them a little less, some are more risky, some are not quite so risky. But I think that what we all do in this field is we really do take a lot of pride in finding the right scenario. And I think that we are, honestly, making employer's lives easier by what we do, because, you know, we're pre-screening candidates. We're finding people that will fit their for match. And if you're anything like me, I do know that if you find some-- on the right job, they're going to stay, their turnover decreases. So, there's a lot of different reasons that we take the time and effort to get to know the people we're working with and then put them in the right scenario. So, I think that's about all we have to say about that slide. Next slide. And this is going to go just a little bit, little bit more about different events, ways that you can get into-- involved in your community. Some of them we've talked about. So, we'll just talk about a few. My job and my every day, all day, I'm really a community connector. So, I am out bringing it up. I'll-- We'll go into more detail about Partners for Work in a little bit. But I do a lot of recognition

events myself. I honor and recognize employers that have hired from us. I am a big believer in doing shout outs for people, you know, giving them the praise that they are hiring people, you know, making their work scenarios more inclusive. Done a lot of Chamber of Commerce events, which we've talked about. Community advisory committees, if there's an interest that you have, take advantage of it and join a community advisory committee, because they're all are always looking for people. So, these are just other ways that kind of shifts the mindset from a social service model more to a business model. So, all of these events are business focused, business driven, and they-- the people that go to those are business people. So, it's a really great way to network and build your communities and make them strong. So those are some of the things that I do all day, every day. Next slide, please. Emily, feel free to chime in too if you-- if there's things that you want to add to it.

>> **Emily Harris:** Oh, thanks, Debbie. I'm muted.

>> **Debbie Moore:** Yes.

>> **Emily Harris:** But I'm just in--

>> **Debbie Moore:** OK, OK. There you go. So, you know, people-- the first thing that I do when I meet someone is not ask them if they would

be willing to hire someone. So, obviously, you're out there networking and you're meeting people, but you're not doing it to find someone a job. In my opinion, we are doing this to educate employers, to build strong relationships, because if you get that trust going with an employer, then that's going to make it easier a lot down the way. But you're also getting to know them and what's important to them. So, you're really working on building a relationship and establishing a rapport with people before you ask for a job. That do we want to ultimately ask for a job? Of course, we do. But we want it to be a relationship first with that person and between, you know, your-- you and the people that you're representing, but I really think that this is about building relationships. And the ultimate goal, obviously, is if you've done a good job and the person has hired someone from you, and then that individual leaves the job and go-- moves on, that employer is going to call you back if there's a relationship there. So, it's very important for us not to go in just, you know, knocking on doors and asking for jobs. But we are really working hard on building relationships in our community. It'll make your job so much easier down the road. It really will. And I'll share a couple examples of that a little later. Next slide. But we all know that the best way to get information is to ask questions. And I also believe that employers like to talk about themselves. They like to talk about the business that they're

in. So, these are just some examples of questions to kind of, you know, start the conversation going. It's really nice to know what the culture of the company is. It really is exciting when you ask the person how long have you been here, you know, what do you like most about it, you know, what type of training do you need to work for this company, how long have you been here. It gets them talking about themselves and in relationship to their-- to the job and where they're at. But it's always nice to go in with a question. So, I like to kind of before I go in to meet with someone to have a question in mind. And there's so many others, but these are just some of the ones that I find really interesting because it gets them talking about themselves in the business. And I'll tell you, I've met with people before, where I thought, oh, this would be a great spot to have someone working at. And when I've gone in and talk to the manager, I think, oh my gosh, I wouldn't want my worst enemy to work here, because you can really tell a lot of things by, you know, by asking questions. OK. And I'm looking-- I'm trying to look at the chat here.

Well, let's go to the next slide. OK. We all know that there's the 80/20 rule, you're supposed to listen 80% of the time and speak 20% of the time, which for someone who likes to talk, it's sometimes challenging. But the key to being a good conversationalist is to be a good listener. I always give someone the opportunity to share with me and to teach me things and assist me with my decisions. When I'm doing all the talking, I

don't know about you, but I've been in conversations where if I'm doing most of the talking the person loses interest. And you can tell my body language. So, we're there to learn. And the best way to do that is to give people an opportunity to talk about themselves and their situation in their business. So, we have to pretend-- we have to practice being a good listener. Do you agree with that, Emily?

>> **Emily Harris:** Absolutely. Yeah. And I'm-- it's funny because we're like, practicing 80/20 and then here we are being like.

>> **Debbie Moore:** I know.

>> **Emily Harris:** We're not saying blah, blah, blah, blah, blah.

>> **Debbie Moore:** That's right.

>> **Emily Harris:** Thank you for listening to us today. We've really are-

->> **Debbie Moore:** Yes, thank you for-- that's right.

>> **Emily Harris:** -- we felt very honored to have you here.

>> **Debbie Moore:** Very honored. That's so true.

>> **Emily Harris:** Yeah. Yeah.

>> **Debbie Moore:** OK. Next slide. You know, and I think Emily's touched on this. So, I'm just going to be real brief on this slide, because we've talked about how you can really ask for help. You can-- we're talking to your contacts, you can ask them for referrals. You can-- a lot of times when I'm in Rotary meetings, and I'll go into this a little bit in the next couple slides, but there's a lot of Rotarians that are retired. And they'll say, well, I don't know anybody. You know, I don't-- I can't refer you on to anyone. And I say, well, let's look-- let's think about that. Do you have children, sons or daughters? Do you go to physicians? Do you use a dentist? Those are all connections. So sometimes you give people ideas of who they know as people. So, I think that if you just, you know, everybody knows to have at least 200 people. I think it's more than that. But, if you ask them to refer you to people or introduce you to people, I think that your network will grow exponentially. I'm always asking for referrals of people. I asked parents of students that I'm working with. I ask Rotarians. I ask business people, colleagues, co-workers. So, there's always places to ask for help to make connections. Next slide. And then keeping in touch, as we've talked about, you know, we are building community relationships. We want that person to rely on us, to respond to other people. So, you can join clubs as like the Rotary project, which I'm going to talk about next. And like Emily talked about attend the same events. If you're looking for a job for someone

who wants to work in a horse barn, you could go to the fair and visit the horse barn. And don't put them into situations where they can say no. You know, I always try and brush things in a positive frame. So, you know, we're just out-- we're educating ourselves on different industries in the field. So, I think it's a really nice way for you to keep in touch with people on a regular basis.

>> **Emily Harris:** And I just want to say too--

>> **Debbie Moore:** Yeah.

>> **Emily Harris:** -- keeping in touch. I'm like I am a huge fan of thank you card, like a handwritten thank you card forevermore.

>> **Debbie Moore:** Absolutely.

>> **Emily Harris:** And I-- forever Debbie Moore. I know you are too and then like--

>> **Debbie Moore:** Yup.

>> **Emily Harris:** -- don't ever lose that art, people, it stands out because I think it's a way that people lose touch but it's a classy way to stay in touch, sending something in the mail. If you send me a letter, I will be your forever friend.

>> **Debbie Moore:** Absolutely.

>> **Emily Harris:** I know that's a bold statement to say to a hundred people.

>> **Debbie Moore:** You can do it but-- And I believe that too and follow up a thank you card. You know, if you had someone go up for an interview, people will always ask, well isn't an email sufficient? I really think that you're going to stand out heads above if you mail someone something in the mail. OK. Next slide. OK. So, we are now coming up to the Partners for Work Project that I am so honored to be able to manage here in King County. And I also want to preface this by letting you know that the things that I'm going to talk about today, I'm going to encourage you to approach Rotary. And I'm going to welcome you to connect with me because I'm so happy to help people. And all-- in all of the states and everywhere you guys are listening to there are Rotary Clubs. So, these are things that you do not need to duplicate. I'll help you through it. So, OK, next slide, please. Next slide, please. Hopefully, there we go. So, obviously, Rotarians can open doors for our untapped talented workforce. Frank Devlyn was the past Rotary International president that he had a son with a disability. So, his platform was let's promote employment for people that experience disabilities. And I love this. He said it is the lack of opportunity, not the disability itself that

poses the greatest barrier to success. Can I hear a whoo, whoo? I just love that quote. Isn't that? Yeah. Isn't that? And I know we all believe that. So, it's just being able-- thank you, thank you, Holly. It's just being able to-- front of the right people to make it happen, so I love that quote. And we actually have a-- we asked Frank Devlyn if we could use his name. And we have a Frank Devlyn award that we give out to clubs that lead to a certain number of job starts so Rotarians that help us find work for people. So, we actually have 20 Rotary Clubs that have the Frank Devlyn award in our county, which is really cool. OK. Next slide, please. Next slide? That I'm assuming everyone knows what Rotary is. Rotary is a service organization. They're international. There is Rotary Clubs all over the world. And my project is in Rotary District 5030. And there are actually 44 Rotary Clubs in our district. And right now, I have 34 of the 44 clubs that are involved with Partners for Work. We-- and I'm going to go into these in a little bit more detail at-- in further slides. We have 22 of the Rotary Clubs have paid greeters. That individual that you're looking at right there, he was our greeter in my Issaquah Rotary Club several years ago and his name was Preston. And he would come every week. And he was just phenomenal. He was pretty nonverbal at first but, oh my gosh, and a challenge to understand. Some of the Rotarians at first didn't know how to respond to him. By the time Preston left that position with a paid job at QFC which is one of our

great chains of grocery stores here in King County, he was phenomenal. He convinced all of the Rotarians and everybody that visited our club that he was employable. So, we have 130 paid jobs right now that have gone to individuals with disabilities throughout King County. I'm working on a really cool one right now that I'll share with you in just a little bit. We have actually over 50 internship sites that are those nonpaid short term opportunities that we-- I then transition those to transition school districts. So, the 18 to 21-year-old students can then go in and learn the skill. So, we've got over 50 internship sites that we've developed. And I've done probably closer to 400 presentations at Rotary Clubs. So, there is my-- remember, I was saying that I still get a little bit nervous. But we've done probably close to 400 presentations. If I look at-- some of them are very shortly like a five-minute shout out. Some of them are up to 20 minutes long. So that's how we keep the fires going for Partners for Work. Next slide. So, one of the things that that my passion and I've talked a little bit about this already is the goals is building community connections and relationships. And I take a lot of pride in making sure that the relationships that I'm building are strong and truthful. I look at this as it's kind of a customer service job I have because I really want to make sure that we're building strong positive communities for everyone. So, I network all throughout King County. And I spend a lot of time in traffic. I don't know if you've heard a little

bit about Seattle, but we have a traffic issue up here. But I have a very large geographical area that I'm responsible for. And I'm always expanding into new clubs, adding new clubs, or if there is a club that maybe they only do a mock interview session, which I'll talk about in a few minutes, increasing that to where they actually will hire a greeter. So, we're always trying to step up their level of involvement with Partners for Work. Partners for Work is a district project in our district. Every three years, I go in front of our-- every single club and get voted to extend it. And what that basically is it's like a green card for me to go into Rotary Club. So, I can go into any Rotary Club and talk about Partners for Work and talk about making our communities more inclusive, which is really great, and then hit them up for job. So, we do that through presentations. When I do a presentation, I always like to bring someone in that's gotten a job through a Rotarian, or like to bring a Rotarian and that's hired someone through Partners for Work and have them speak about what's worked well and how great it is. We have a Rotary District 5030 website and there's a link on there to Partners for Work, which you're all welcome to check out. I try and keep it current but I have to go through the district website person to do that. But we do have a link there. I also have a link on our WISE website. So, there are places that you can go to watch a few videos and Rob is actually great. He's been doing some videos for me. So that's

how we try and keep the things going. And we also have competitions between clubs. Rotarians are very competitive. And so, we have a challenge that we've done three years in a row between two of the biggest Rotary Clubs in our district with who has the most job starts. So, they're both Frank Devlyn clubs, which I shared with you a few minutes ago. That means they have a lot of jobs amongst them but they compete against each other. So, it's a fun activity. And it turns into a lot of great jobs. So, we do a lot of club challenges as well. So that's kind of the focus of the things that I'm doing all day every day. Next slide. And one of the fun things, you know, it's all about who we know, right? So, we do-- I do a lot of business to business stories with successful job starts because businesses like to hear from other businesses. So, this is our challenge that we have done some videos on. I'm going to tell you a little bit about Devin too. So, our tagline is, "So we can't change without a challenge. I challenge you to share your story and open your business to a new hire today." So, we'll set up a video shoot with a business. And one of those, the first video that we did was with Universal Cells. Universal Cells is a pharmaceutical lab, and they actually do research. And Devin, who you're looking at their, her dream job when she was leaving the transition program was to work in a lab. She wanted to-- her both-- both of her parents are physicians. So, I knew an individual that worked at Universal Cells, personally, who said I think we need to

develop a job here. So, I met with their executive director, their-- and their CFO, their chief financial officer, and we carved out a position. We just took a variety of jobs that people were spending a lot of time doing. So, we designed a job, then I took that job description and I sent it out to all of the supporting agencies in King County and said, here's a job that's coming up. If you have a job candidate that would like to apply for this, send us the resumes. So, we ended up getting 33 resumes for this position. The Universal Cells looked at the resumes and they pared it down to six. So, we set up six interviews. We spent the bulk of the day there. And the two of them, the people on site and myself, interviewed six job candidates. And Devin ended up getting the job. She was amazing in her interview. She asked great questions and she has been there now a year and a half. She works 25 hours a week. She is lucky enough to be able to bike into work, but she's got full benefits. They immediately made her part of their team. In fact, before they started her in her job, they had someone on their team that became kind of a peer. So, if the HR director was not available, Devin knew who to go to if she had questions. So, she is happy, happy, happy. And the person at Universal Cells is so thrilled with her that they connected me, because I'm all about connections, to Benaroya Research Institute in Seattle. And I went through the same exact process with them and they started someone in December in a similar

capacity, she's an office support person. And so that person started in December. And so funny thing, we are going to-- right now, we're starting to get dates together to go to Benaroya Research. And we're going to shoot another video and that tagline, whoo, whoo, tagline will be the final thing that that employer says. So, it's really cool. And so, the, you know, we use them for marketing. We use them up on our websites but that's kind of how it works. So that's me pulling together the community and helping people get jobs. Next video or next slide, please. So, I wanted to show you just a couple pictures of some of the marketing events that we've done and I'm not going to spend a lot of time on this. I'm trying to look at the time here. OK. On the left, we with-- that was a district conference. And all of those young people that you see there are greeters in clubs, which is really cool. So, they were there welcoming all the Rotarians as they came in. On the right, we were the recipient of a Happy Hour for Good. And that Rotary Club is down on Lake Union. They bring live music in. They bring all the food in and then people donate. And then we were the nonprofit that got all those funds. And they've actually done that for us three times. That young lady that's holding the cart there is [inaudible] County Club as a result of Partners for Work, she loves her job. Next slide. And on the left, that says at a packing plant and we're actually boxing up apples that go out to food banks. And so that was-- so that young people with

me. And we just-- we worked amongst all this for three hours in the morning. On the right is two of the greeters at a social that we had and that was me interviewing them. And they were talking about their jobs. Next slide. So, let me tell you just-- I'm going to touch on this briefly. And then again, I'm going to encourage all of you. If you want to try and get this into one of your Rotary Clubs, it'd be fabulous. So, a club greeter is a paid position. It's a temporary position and it typically lines up a person's last-- 21 years old. So, the benefits to the Rotary Club is that person is there every week. They help Rotary room. They greet people when they come in. They walk around and they'll pick up the fines from people because Rotarians like to fine people. They-- But they're networking with potential employers. And it's a temporary position. So, it's there-- for there-- they are there every week for about a year. They're meeting people. But equally as important to me is those Rotarians are seeing individuals as competent and capable. And the goal is for them to go into competitive employment. And I have about 75% of the greeters over the course of the last nine years have gone into paid employment as a result of this model. And the families absolutely love it because their sons and daughters are getting really practical experience getting work. They're building their resumes. So, everybody wins. And the greeters really enjoy it too because they were earning a paycheck. So those are Rotary Club greeters. And as I said, we

have 22 Rotary Clubs that that take part in that component. Next slide. So, I just wanted to show you guys a couple of examples of some cool jobs that we've gotten through Partners for Work. On the left, that's at Hard Rock Cafe, a prep cook. On the right, that's a financial institution and that person helped maintain their-- they had two kitchens and so she helped maintain the kitchens. Next slide. On the left is Sand Point Golf and Country Club and they've hired three people through us. It's situated right on Lake Washington. I don't know if you can see in the background, but it is such a spectacular beautiful private golf and country club. I wished I was the agency that got to do the job coaching because to be there, it was just like [inaudible]. It was really nice. So, they're an employer that really believes in our project and has hired three people. On the right, that's Seattle Boat Company. And they have hired several individuals. And people that go out and do the detailing of the boats, it's pretty cool job for young men. Next slide. On the left, that person is taking-- putting in an inventory at a sheet metal company. So, he goes out into the shop and he takes the-- takes inventories and then he puts them into the computer to order new supplies. We all know what that job is on the right. That's at our local Albertsons Store. Next slide. On the left, the individual that I mentioned to you that takes the inventory and the sheet metal, that's him taking the inventory, which is really cool. And on the right, that person is Miles

but a cool story with him. He's working at a financial institute in downtown Bellevue. But I'm going to give you a little back story on him in just a minute. Next slide. So, the other program that I facilitate in Rotary is a really great story. They can take-- do mock interviews. So, what we do is we-- I work with the local transition programs. And teachers are always looking for opportunities and ways for their students to practice interviews. So, Rotarians can actually offer those as a program. And what I do is I have all of the interview questions. They work with the Rotarians and give tutorials ahead of time, so they know what to do. I work with the transition programs and give the students the questions ahead of time so that they know what they're expecting. So, they showed up at a Rotary meeting with their resumes in hand, sit down and do mock interviews. And my goal is that some of them will turn into employment. But we're also, again, we're educating those Rotarians about the qualifications and they're always blown away with how many internships these young people have and how skilled they are. So, the person that you see sitting there at the head of the table, that's Miles that I just mentioned. He was working at the financial institution. The interesting thing about Miles is he's nonverbal. So, he had the questions ahead of time. His teacher helped him load the questions onto his iPad. So, when he came in and sat down with all of those Rotarians, he knew which questions were going to be asked of

him. And he used his iPad to answer the questions. He knocked it out of the park. I mean, because as you all can imagine, I mean, his personality, he was able to, you know, speak through his personality, through his, you know, demeanor. And about a month after this mock interview experience, the president of that club called me and he said, I think I need to hire Miles. So, I went down with [inaudible] a job. We carved out tasks, ensured Miles and Miles still works there. So, it's just a great example of someone that might not have gotten that job if it weren't for us being able to have this project, you know, and help open that first door for him. So, it's really great. We give out certificates to the students about the things that we were impressed with. And once a Rotary Club gets involved in this project, every year, it's a standing like in October, it's a huge month for me. And I think I have six mock interview programs that I'm going to be facilitating just this month alone. So, it's fabulous. And I really would recommend it. It's an easy sell for a Rotary Club, because we're all about giving back to the community. They often give scholarships to the typically, you know, graduating seniors. So, this is a way for them to really tap into that part of the school district that might not have those opportunities. So, I would love to, you know, chat further with you guys about this. Next slide, please. I think that we-- yeah, I think that that's about-- did we nail it as far as timing?

>> **Barry Whaley:** We are right at 4 o'clock, ladies.

>> **Debbie Moore:** Awesome.

>> **Emily Harris:** OK. OK. Now I'm unmuted. I was locked in a world of muted. Thank you so much.

>> **Debbie Moore:** OK.

>> **Emily Harris:** For everyone that--

>> **Debbie Moore:** Yes.

>> **Emily Harris:** -- everyone's time and energy. And, Debbie, thank you so much. This is such a fun collaboration.

>> **Debbie Moore:** Yes, it was fun.

>> **Emily Harris:** Please stay in touch and--

>> **Debbie Moore:** Yes.

>> **Emily Harris:** You have a-- have a lovely afternoon, everyone.

>> **Barry Whaley:** Thank you, ladies. Emily's cat, just to give you the heads up, is an Easter egg. You might want to keep that in mind for later. So, Emily, Debbie, thank you so much. This was great.

>> **Emily Harris:** Yes.

>> **Barry Whaley:** Good information. And I'm very impressed with the work you're doing.

>> **Debbie Moore:** Great.

>> **Barry Whaley:** So, for our listeners, thanks again for participating in the fourth webinar, Seeing Community and Building Connections with an Employment Lens. This was part four of our eight-part webinar series, Advancing Equal Employment Opportunities and Creative-- Creating Inclusive Workplaces. As a quick reminder, there are two types of education credit available for this webinar, a certificate of completion and credits for Certified Employment Support Professionals, CESP's. To receive credit for this webinar, part four, Seeing Community and Building Connections with an Employment Lens, you must meet four requirements. Number one, you have to have been registered for the webinar. Number two, you have to listen to part four of the webinar in its entirety. Number three, your attendance to the entire part four webinar must be verified. And number four, you must complete an online multiple choice test, a post test for part four. After you submit the Post Test and your attendance is verified, you'll be provided with a link to print your certificate of completion. In addition,

a copy of the certificate of completion will be sent to the email address that you provided when you access the post test for part four webinar. Additionally, and this is important, your feedback is very important to us. We can only improve the work we do on this and future webinars with your input. So, the link to the post test and the evaluation for this part four webinar will be emailed to all registered participants within an hour after this webinar ends. All webinars in this eight-part series will be archived with recording video and audio presentation and transcript. Those archives are located at ADA South East. That is adasoutheast.org/webinars, [webinars/archives](https://adasoutheast.org/webinars/archives), [archives.php](https://adasoutheast.org/webinars/archives.php). So, I want to thank you again for being with us. Save the date for the next installment of the series, part five. And we'll see you on October 22, 2019. We want to encourage your colleagues and friends to register early to ensure they get a spot. Share the link to register online for this webinar series at bit.ly/equal-employ, [equal-employ-opp](https://bit.ly/equal-employ-opp). [seada-2019](https://bit.ly/seada-2019) and I made it through that without screwing it up. If you have questions about the Americans with Disabilities Act, you can contact your regional ADA Center at 1-800-949-4232. Or, you can call the Southeast ADA Center directly at 404-541-9001. Or, you can email us at adasoutheast@syr.edu. Remember, if you call us, all calls and emails are confidential. So, I want to thank you all again. Thank you to

our presenters. And thanks for joining us this afternoon and you all have a great rest of your day. Thank you.

End of Transcript

Webinar Part 4: Seeing Community and Building Connections with an Employment Lens

Webinar Series: Advancing Equal Employment Opportunities and Creating Inclusive Workplaces

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