

# TIPS ON Interacting with Employers

What Employment Specialists  
Need to Know

## Relationships Matter!

As an Employment Specialist (ES), you will need to contact and communicate with potential employers. These interactions are important and are the foundation for building a working relationship with the business.

Establishing good relationships with employers can lead to an increase in job opportunities for your customers.

When businesses have a positive view of you, they will be more open to listening to what you have to say and more likely to work with you to hire a person with a disability.



# Rapport Building Tips!



A poor connection can ruin prospects!

Speak with employers at a time and place that works best for them!

Find common ground between yourself and the employer to help get the conversation started!

Maintain professionalism. Show up to scheduled meetings on time and honor commitments you make to the Employer.

If they seem unsure about hiring a person with a disability, offer to provide the business with Disability Awareness training and other information to make them more comfortable.

Be yourself and speak to your customer's strengths. First impressions are important.



# What to Do and Say When Interacting with Employers

## During Job Development

- Explain what you mean in plain terms. Avoid using jargon and acronyms.
- Describe the services you offer. Do not assume the employer knows vocational rehabilitation processes.
- Make your meetings relevant to the employer. Explain how employing your customer can meet the needs of their business.

## During Job-Site-Training

- Pay attention to a business's culture. Interact in a way that aligns with that culture and teach your customer to do the same.
- Clearly explain the roles and responsibilities of an ES while at the work site. Make sure the business knows that the goal is to eventually fade support.
- Make sure the employer knows who to contact (and how) if they have questions or concerns.

## During Follow-Along

- Continue "check-ins" to ensure that the business is pleased with the customer's work.
- Discuss how your customer will continue to receive constructive feedback from a supervisor in your absence.
- Inform the employer that you are willing to provide additional support after fading if the situation arises.