

GRIFFIN-HAMMIS ASSOCIATES ANNOUNCES ITS NEW IN-SERVICE TELECONFERENCE SERIES

Bring expertise on Customized Employment, Self Employment, Supported Employment, and Leadership refinement into your staff meetings without the cost and hassle of travel. Dave Hammis and Cary Griffin, along with a few of their experienced associates, including Katherine Carol, Tammara Geary, and Bob Niemiec, have designed a series of in-service training topics that will enliven staff meetings, expand the scope of your internal training program, and augment the knowledge-base of direct service, consumers, families, Board members, and management staff! Sign up for one or more and we'll schedule a conference call that fits your time frames and staff development needs. Cost is \$175 for a 2-hour session (includes training and resource materials) or select 3 sessions to be scheduled as you desire, for just \$150 per session.

Topics include:

JOB DEVELOPMENT: The latest in job development and creation strategies that work in good or bad economies, in urban and rural communities, and across disabilities.

JOB CARVING: Designed especially for Employment Specialists looking to accommodate individuals with significant support needs. Examples and a thoroughly replicable process are presented.

CUSTOMIZED EMPLOYMENT: This session describes the evolving definition of CE, funding opportunities, and implications for agencies growing into this service and support approach.

JOB COACHING ESSENTIALS: Especially designed for new staff, this session presents an overview of Job Analysis, the Discovery/Person-Centered employment approach, Natural Supports identification and facilitation, and designing lasting employer relationships.

THE ACTIVE BUSINESS COUNCIL: This session explores a successful model for engaging local employers as advocates and peer marketers that get results for people seeking jobs in your community. Replace that tired old Business Advisory Council with an approach that creates jobs!

AN INTRODUCTION TO SELF EMPLOYMENT: This session uses stories from across the country to illustrate the scope and breadth of Microenterprise opportunities. The discussion focuses on the business plan, funding, community resources, and the first steps to success.

UNDERSTANDING THE BUSINESS PLAN: The essential business plan format is detailed with advice for researching and writing each section.

TESTING SMALL BUSINESS IDEAS: Getting a Microenterprise funded means “proving” to the funders that the idea is solid. This is a practical session highlighting research and functional approaches to making the case for profit and personal business fit.

MARKETING CONSIDERATIONS FOR A SMALL BUSINESS:

The role of networking, listing, and advertising are considered in this training event. Examples from Griffin-Hammis Associates' work, and from business and industry will be used to explain marketing and networking concepts.

FINANCIAL PLANNING AND MANAGEMENT FOR A

MICROENTERPRISE: This session includes a discussion of pricing, creating a cash flow and breakeven analysis, and a discussion of on-going supports needed to operate a financially secure business.

SOCIAL SECURITY WORK INCENTIVES: This introduces new staff, families and consumers to the various SSA programs, work incentives, and the impact of work on benefits.

PASS PLANS: PASS provides an incredible resource for people with disabilities and agencies. Explore the use of PASS for Supported Employment, Transition, and Small Business Ownership.

UNDERSTANDING BLIND WORK INCENTIVES: SSA has a comprehensive array of work incentives specially designed for individuals who are blind. This session details their use and advantages.

UNDERSTANDING TICKET TO WORK: This training covers the role of Employment Networks, the

reimbursement strategies, and issues facing agencies wanting to take Tickets.

GRANT WRITING: This topic is available as introductory and advanced workshops covering locating funds, designing a funding mission, writing goals and objectives, measuring results, and managing funded projects.

NEGOTIATION SKILLS IN REHABILITATION: Designed for Job Developers, Managers, Resource Coordinators, and others, this session introduces tried and true strategies for achieving good negotiated outcomes. Interest-Based approaches are highlighted and contrasted to Positional Negotiation.

CONFLICT MANAGEMENT: This session compliments the Negotiation session and offers insights into managing turmoil, supporting people in behavioral change, and offers fact-based approaches to improving your people skills.

THE FAMILY BUSINESS: MANAGING SYSTEMS AND COSTING OUT SERVICES: Designed for Parents, Managers and Resource Coordinators and offers basic business design, integrating funding streams and related responsibilities and costing out long term support needs as they change with life stages.

MEETING AND STRATEGIC PLANNING DESIGN IMPROVEMENT: This session gets to the heart of

building a strong agenda, setting up meetings for success, getting participants to buy-in to the agenda, and using accountability systems so that meetings become an investment and not a waste of time and money.

SUPERIOR CUSTOMER SERVICE: One of the most revolutionary trends in American business practices over the last decade has been the transition from the age of manufacturing to the age of service management. You will examine the importance of having a “customer vision,” and the impact of our actions on obtaining customers and sustaining their loyalty. You will explore the variety of customers served by employment organizations, their stake in what you do, and how you must manage the “Moments of Truth” between you and your customers that build and maintain relationships. You will see how every staff member plays a critical role in customer satisfaction and loyalty.

SELF-ADVOCACY AND EMPLOYMENT: What you should know; what you should expect; and what you should do. Learn how to take control of your employment process. You will learn how to prepare yourself by asking the right questions. You will discover what agencies that provide employment can and cannot do and how to advocate for what you need from them. You will also learn some interesting facts about earnings, benefits, and support.

MARKETING YOUR SUPPORTED EMPLOYMENT PROGRAM:

This session explores the proper use of media, brochures and other leave-behinds, personal and organizational behavior, and sales approaches that enhance the image of job seekers and your organization.

Contact Cary Griffin (cgriffin@griffinhammis.com) or Dave Hammis (dhammis@griffinhammis.com) for more information and to schedule your sessions.