



Participant Worker Experience- Coaching Session

Economic Mobility - Optimizing Program Design



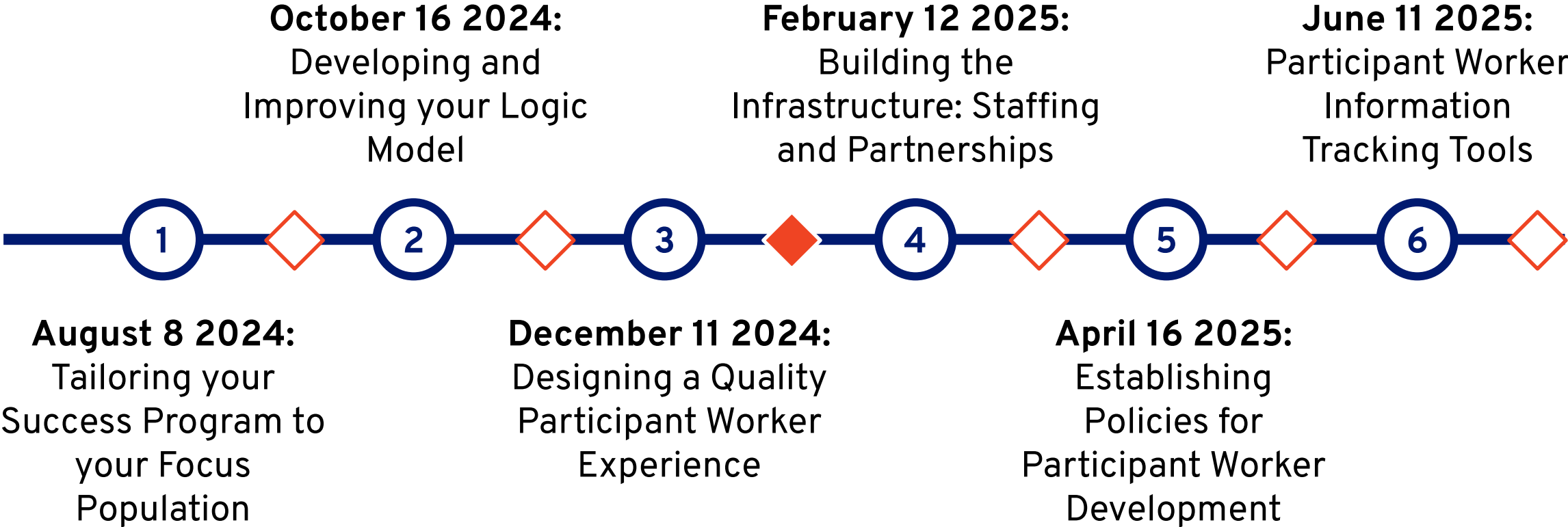
In the chat please fill out the rest of this sentence:

Zooming into today's session, I am feeling...

Community Standards

- **Stay engaged:** We'll be spending an intensive, albeit brief period of time together. It's important that folks take care of their individual needs so that they can stay actively engaged in the entirety of the discussion. Please refrain from being on your phone or computer, unless using to take notes. When virtual, please try to limit other activities.
- **Listen to understand:** As opposed to listening to respond, where we wait for someone to stop speaking so that we might speak, listening to understand invites us to actively take in what our peers are saying and ask follow-up questions to ensure we understand not just what a person says, but what they mean.
- **Take space, make space:** If you're someone who is typically comfortable speaking in group settings, consider paying attention to when and how frequently you share, giving space to those voices the group might hear from less frequently. If you're someone who is typically quieter in group settings, consider taking a chance and sharing your questions, thoughts, concerns, and opinions.
- **Nobody knows everything, but together we know a lot:** Everyone has expertise to contribute whether it be skills, resources, stories or insights. Our collective knowledge far exceeds our individual contributions.
- **Challenge assumptions:** We're here to learn from one another and that means asking difficult questions and challenging what we may assume to be best practice. Many of our assumptions are invisible in our culture and ways of working. How might we get curious about the things we assume to be true to explore if there are ways to innovate and evolve our practices?
- **Expect and accept non-closure:** During our limited time together we will not be able to address and solve all open question. That's ok! Prepare yourself in advance that decisions may remain under discussion, questions may remain open and we simply may not have time to address some topics. This is part of an ongoing conversation and there's more to follow.
- **Center Participant Workers:** Participant Workers are the heart of our work. Keep the resident experiences, perspectives, needs and desires front and center in all things
- **Embrace Diversity in All of its Forms:** Acknowledge and value the diversity of perspectives and opinions within the group, specifically how they may be informed by folks lived vs. learned experiences.
- **Create a Safer Space for Sharing / Refrain from Attribution:** We want people to feel comfortable sharing experiences, observations, and ideas - even if those are ideas aren't yet fully baked. Let's help people be vulnerable and feel comfortable sharing by not attributing specifics.

Economic Mobility Optimize Program Design



 **Today's Session**



Session Review

Definitions

Employee success includes –

- 1. the intentional design of the employee pathway**
2. the individual activities, services, and benefits that help workers
3. the training that supplements work experience

Steps of the Employee Journey

Steps Example 1

1. Intake
2. Orientation
3. Job Training Model
4. Exit

Steps Example 2

1. Intake
2. Orientation
3. Trainee Level 1
4. Trainee Level 2
5. Shift Lead
6. Graduation

Steps Example 3

1. Orientation
2. Intake
3. Pre-Employment Training
4. Apprentice Level 1
5. Apprentice Level 2
6. Shift Lead
7. Permanent Placement
8. Graduation

Steps of the Employee Journey- example

Season of the journey	Step of the journey	Length of time	Activities during this step	Triggers for the next step
Stabilization- Emphasis on personal growth and building commitment to a job	Intake	1 hour	<ul style="list-style-type: none"> Attend monthly info sessions Complete the application 	Participant self-selects to attend orientation
	Orientation	1 week	<ul style="list-style-type: none"> Weeklong orientation to the job and program 	Anyone who completes orientation is offered employment
	Apprentice Level 1	4-6 months	<ul style="list-style-type: none"> Up to 20 hours/week paid shift work Up to 5 hours/week paid personal development work Level 1 training across 3 stations 	Passing grade on all Level 1 knowledge and skill assessments results in progression to Apprentice Level 2
Professional Growth- Emphasis on rapid learning and skill progression	Apprentice Level 2	2-4 months	<ul style="list-style-type: none"> Up to 25 hours/week paid shift work Up to 10 hours/week paid personal development work Level 2 training across 3 stations 	Passing grade on all Level 2 knowledge and skill assessments results in progression to Apprentice Level 3
	Apprentice Level 3	2-4 months	<ul style="list-style-type: none"> Up to 30 hours/week paid shift work Up to 10 hours/week paid personal development work Level 3 training across 5 stations 	Passing grade on all Level 3 knowledge and skill assessments results in successful graduation or transition to Shift Lead
Personal and Professional Maturity- Emphasis on a deeper level of personal growth while professional skills stabilize	Shift Lead	4-6 months	<ul style="list-style-type: none"> Up to 30 hours/week paid shift work Up to 10 hours/week paid personal development work Shift lead training 	Passing grade on all Shift Lead knowledge and skill assessments results in successful graduation or transition to Operations Manager
Graduation or exit	Graduate	N/A	<ul style="list-style-type: none"> Complete presentation of learning Attain permanent employment 	This is the final stage of the journey.

Individual Reflection

Consider...

- Since the last session, have you thought about changes you may want to make to your employee pathway?
- Make those changes in the worksheet.

Group Workshop

Small Group Discussion Part 1

- Review the Employee Journey Worksheet together.
- Share your model with your group.
- Group members ask at least one question that will help you refine it.
- Make note of suggested changes in the last column.

Individual Work

Individual work

Revise the worksheet to reflect the change/s you wish to make to your employee journey.

Group Workshop

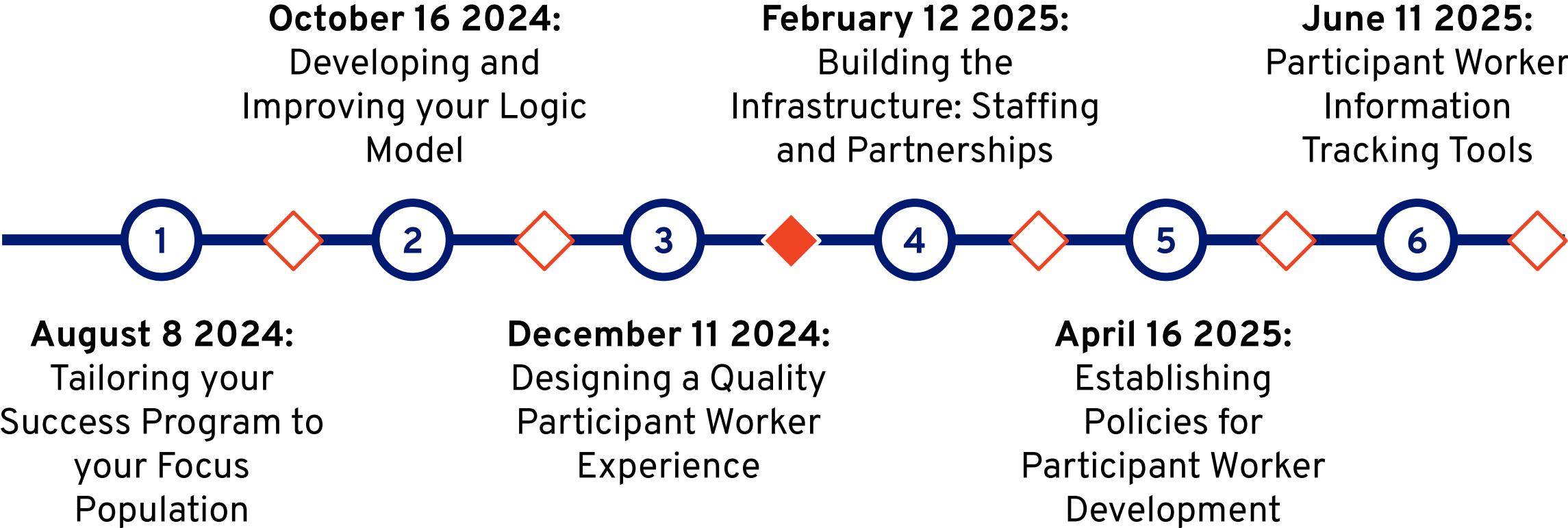
Small Group Discussion Part 2

- Describe your revised program journey to your group.
- Group members ask at least one question that would help you finalize it.

Large Group Discussion

At the end of the day, how do you see your worker experience improving when you work on these things? Why?

Economic Mobility Optimize Program Design



 **Today's Optional Coaching Sessions**



In the chat please indicate:

**1 – 5 your existing comfort level with /
knowledge about the next topic**

**1 = very uncomfortable / little to no knowledge or
familiarity**

5 = very comfortable / lots of knowledge or familiarity

Please complete this sentence:

Before the next session I will . . .

Feedback Survey

Please take a few minutes to fill out our Survey on this session.

<https://bit.ly/EMTOptimizeAll>

This feedback helps us improve your experience and plan adjustments to make moving forward.



THANK YOU!

See you on Zoom on February 12th