

### Running on Empty

In the mid-1970s Jackson Browne wrote a song “Running on Empty”. I have hit that point. I am not sure if I have run out of energy or run out of words, but this is the last newsletter. It may re-surface as a quarterly newsletter or under the TNAPSE banner. So this is a big issue, featuring the articles I like or those that brought the most feedback.

### IYADWYHADYWGWHAG

From September 1997

If you always do what you have always done, you will always get what you have always gotten. This is a button that Debra Martin Luecking gave me. It was part of the Organizational Change movement. We need to change how we deliver services and listen to the people receiving the services.

We see that we have changed in how services are delivered from what they were 10 years ago. Oh, we are thinking outside of the box. What happens when we are all outside the box? Change is continual. We need to look at what we are doing, evaluate it and make changes.

### FACES OF NEGATIVITY

From August 1998

Odds are that you know some of these people. Some are funny. Some are pathetic.

**Jeer Leader..** loves bad news, likes to see others fail, pokes fun at those who try and fail puts down newcomers.

**Subtle Saboteur..** feigns enthusiasm. Works to upset the apple cart.

**The Carper..** never says a good word to anyone.

**The Grass is Greener..** wishes he/she was somewhere else, but never leaves.

**The Bottleneck..** is late for everything, never serious until everyone else is waiting.

**The Lone Wolf...** cannot be a part of anything. Independent to a fault and makes no attempt to hide disdain for a group.

**Chicken Little...** finds a dark cloud in every activity.

**The Bare Minimum...** Does the least possible and chides those who give more than expected.

**The Topper...** delights in one-upping what everyone else has done. “That’s great but see what I’ve done”

**The Sad Sack..** full of self- pity and loves to share it.

**The Ostrich..** head is in the sand. Uses this to get attention and special treatment. Not on the same page with others.

### Rotary 4 Way Test

from February 1999

1. Is it the truth?
2. Is it fair to all?
3. Will it build goodwill and better friendships?
4. Will it benefit all concerned

## **EMPLOYMENT OPTIONS**

**from May 2000**

CNN was reporting on “Jobs for Disabled, Employment Options Have Changed.” The story was about the fact that 70% of people with disabilities were unemployed. The newscaster realized that meant 7 out of 10 people who wanted a job were not working. Then William Kiernan, the Director of the Institute for Community Inclusion in Boston spoke. The first words were about the title of the piece, not person first language. He re-traced the movement and how we have moved from the 4Fs... food, flowers, filth and folding. In 2000, we have people in light assembly, retail and computers. People with disabilities are an untapped labor pool that companies need to look at.

**Has it changed much since then?**

## **LEVELS OF INITIATIVE**

**From November 2002**

People are motivated differently. It does not matter if you are working with job seekers, supervising peers or working with co-workers, you need to be aware that people have different levels of initiative.

Some people wait for instruction.

Some people will ask what to do.

Some people will make recommendations and ask, which one they should do.

Some people will act independently and report back immediately.

Some people will act independently and report back routinely.

Since we work with people we need to be aware that what make look like laziness or

lack of teamwork can really be an issue of initiative.

## **WHEN THE PROCESS IS MORE IMPORTANT THAN THE PRODUCT, YOU HAVE A PROBLEM.**

– attributed to Peter Drucker  
**from August 2003**

## **GREENFIELD VILLAGE**

**from January 2004**

Over the Christmas holidays I visited Greenfield Village and the Henry Ford Museum. outside of Detroit. I was struck that this village represents men who had very little and became very successful. We saw the humble beginnings of Henry Ford, Thomas Edison, the Wright Brothers and Harry Firestone all became successful. They all had more failures than successes. They all had plans and goals. Edison, for example had goals of minor inventions every 10 days and a major invention every 6 months. Are we that persistent? Do we encourage the people we support to be persistent? Or, are they deemed non-compliant?

## **INTERPRETING WANT ADS**

**from February 2005**

Want ads are not the best place to go job hunting. Here are some interpretations of phrases seen in the newspaper.

**Competitive salary...** company remains competitive by paying employees less than other companies.

**Join our fast paced team...** the company has no time to train.

**Casual work atmosphere...** company will not pay you enough to dress better.

**Must be deadline oriented...** on your first day of work, you will be 6 months behind.

**Duties will vary...** everyone in the office will be your boss.

**Have an eye for detail..** the company has no quality control.

**Apply in person...** you will be told the position is filled if you are overweight, old or have a disability.

**No phone calls please..** the position is filled. This is just a formality the company has to perform.

**Seeking a candidate with a variety of experience...** we are downsizing, you will be doing the job of 3.

**Problem solving skills is a must...** this company is in perpetual chaos.

**Requires team leadership skills...** you will have the duties of a manager without the pay or respect

**Good communication skills...** you will listen to management and try to figure out what they meant.

## **THE BURDENS OF LIFE**

**from June 2006**

Accept that some days you are the pigeon, some days you are the statute.

Always keep your words soft and sweet. You don't know when you may have to eat them.

If you can't be kind, be vague.

If you lend someone \$20 and never see them again, it was probably a good investment.

Never buy a car you can't push.

Your sole purpose in life may to be a warning to others.

Drive careful, cars are not the only things recalled by their maker.

Some mistakes are too much fun to make only once.

We learn a lot from crayons. Some are dull, some are sharp. Some are pretty. Some have weird names, and all are different colors. But, they all live in the same box.

## **SUPERVISING PEOPLE WITH DISABILITIES**

**From July 2007**

In the ideal situation, supervising people with disabilities is no different than supervising other employees. Follow the *Golden Rule*. However, over the past 10 years statistics show that people with disabilities leave their jobs, not because they can't do the work, but because they don't feel part of the workplace.

- ✓ Explain expectations
- ✓ Arrange regular meeting times
- ✓ Take the new employee on a tour
- ✓ Break tasks into specific steps
- ✓ Praise improvements
- ✓ Have the new employee repeat the directions to ensure they understand what you said
- ✓ Give immediate feedback
- ✓ Set a tone that indicates the value you place on each individual in the organization.
- ✓ Encourage the new employee to ask questions

## **JOB HUNTING**

**from August 2008**

Some techniques to use when focusing on jobs. What jobs are **recession proof**. Jobs

like mechanics, plumbers and other trades will not be shipped overseas.

What **outcomes** does the employer want?

Can we help meet those outcomes with folks from our agency.

**Focus on results, not skills** is similar to one above. Find out the skills employers need to increase their bottom line. **Employers hire problem solvers.** Again, find out the issues and present the job seeker as a solution to that issue.

## MOTIVATIONAL INTERVIEWS

from March 2016

Two words to remember when talking about Motivational Interviews are DARN and OARS

D.. the desire

A.. the ability

R.. the reason to change

N.. the need and importance of change

The other change talk skill is OARS

O.. open ended questions

A.. affirm the person, talk about strengths

R.. reflect on what the person is saying

S.. summarize the person's own perspective

The importance of motivational change is for the other person to come up with the idea of change and success. If the person comes up with the idea, they will own it and have more drive to complete it.

## DO I WANT TO HIRE YOU?

from January 2016

An employer eyeballs you and compares you to all the other people that have been interviewed. What makes you stand out? What is the employer looking for?

1. Long term potential. This person can grow with the company.
2. Ability to work well with others. I am going to spend a lot of time with you, we better get along.
3. Ability to make money. Increase my revenue, or cut my expenses.
4. Impressive resume. This is your billboard. If it doesn't impress me, I will look right past it.
5. Creative problem solving. Tell me what you done for others, so I feel you will do it for me.
6. Multi-task. We do not work in silos. Learn and enjoy the many things we do.
7. Enthusiasm and creativity. This goes hand in hand with number 6.
8. Good cultural fit. This is associated with number 2. Be part of the team and have the same values

**IDLE THOUGHT.** IF YOU WERE UNEMPLOYED WOULD YOU RELY ON YOUR EMPLOYMENT PROGRAM TO FIND YOU A JOB.

from June 1997

## Karaoke

I have only done karaoke twice in my life. The first time was at the Organizational Change Conference at the Hyatt in Knoxville in the Fall of 1998. The 2<sup>nd</sup> time I sang(?) was at the 1<sup>st</sup> ACES Conference in Nashville in 2002. Both times the song was BALL OF CONFUSION by the Temptations. This was written in 1970. It was pertinent in 1998 and 2002. I think it still applies in 2016, especially in our line of work.

### **BALL OF CONFUSION (MY VERSION)**

People moving out  
Vendors trying to grow  
Why? Because of the color of the dough  
Work, work, work, but you sure can't thrive  
An I is an I, like an ISC  
Listen to me and I will set you free. WRAP  
on Brother, rap on.

Well, the few people talking about inclusion  
is the OC (organizational change)  
And everyone's interested in working  
'cept at the workshop  
Segregation, self-determination,  
demonstration, integration, aggravation  
Humiliation obligation to CE (community  
employment) consultation.

Ball of Confusion, oh yeah. That's what the  
world is today, hey.

Uninformed choice is at an all-time high  
People walking 'round with their heads in  
the sky  
Passion and anger, rampant all the time,  
and oh, the beat goes on.

Evolution, revolution, Central Office  
Control, takes its toll  
Budgets outta control in June  
(people) Going to work too soon  
Politicians saying more taxes will solve  
everything, and Consultants drone on.

So, round and round and round we go  
Where employment is headed nobody  
knows  
Great Googamooga, listen to me talking to  
you  
Just a Ball of Confusion. Oh yeah, that's  
what the world is today.

Fear is in the air, tension everywhere  
Job changing is rising fast, the DOJ new  
edict is a gas  
Parents say that the only safe place to live is  
in an institution  
And Consultants drone on.

Eve of destruction, WOTC deduction  
State inspectors, bill collectors  
Accountability in demand  
Regulations outta hand

Run and hide, paperwork to fill,  
people retiring, moving to the hill  
People all over the world are shouting,  
"What's inclusion for?"  
And Consultants drone on.

Its just a Ball of Confusion.



