Skills You Need to Succeed at Work

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EMPLOYMENT STATUS = LONG TERM HEALTH

Children’s Mercy Project RISE

Down Syndrome Guild Keys to Success Conference
More about Project RISE

Customized Employment

What’s the same?

• Independent in essential job functions by the end of 90 days
• Conduct standards (punctuality, personal appearance, interpersonal skills)
• Employee benefits and competitive wages
Customized Employment

What’s different?

- Unique job descriptions to meet business needs of hospital
- Initial job coaching and ongoing support
- Job accommodations and additional structure
Sara's House Playroom Checklist

Things to Remember:

☐ Put toys back where they belong and make sure all toys are with the name
☐ Make EVERY toy in the playroom on all sides
☐ Wear the holder of the toy
☐ Take any toy that is not in the box
☐ Don't step on anything that is not on the table or on the floor
☐ Make sure there is no clothing or any

□ Chair

Table Items:

☐ Toys
☐ Books
☐ A box of tissues

□ Chair

Other Items in the Playroom:

☐ Clear off counter top and under the TV
☐ Clear the table and chairs
☐ Clear phone
☐ Clear door handles: Main door and door to the closet
☐ If there are toys on the counter, close them and put them where they belong; if you do not know where they go please ask them and take them in the box.

I certify that I've cleaned all items that have a checkmark.

Child's Signature: ___________________________  Date: ____________

Child Life Staff: Acceptable  Unacceptable

Remarks: a Child Life staff member will re-evaluate improvement once these notes are updated.

Child Life Signature: ___________________________
Employers are paying attention

What motivates companies to hire people with disabilities?

- Culture, diversity & inclusion
- Do the right thing
- Business strategy – find talent
- Employees with connection to disability community
What scares companies about hiring people with disabilities?

- Need for extra supervision
- Productivity concerns
- Special training for managers
- Delivering constructive criticism to an employee with a disability

My apologies to David Letterman . . .
#1 Completing a task independently

• Work alone
• Without close oversight
• Less reinforcement
• Show follow-through

Tips & Strategies

• Start with small tasks – build time and complexity
• Teach to recognize visual differences – quality control your own work
• Who & how to ask for help – but don’t rush to bail out

#2 Communication

• Communicate basic verbal information
• Follow verbal instructions
• Short written notes and e-mails
Tips & Strategies

• Practice “teach back” to relay critical information
• Identify alternatives that work best and use them independently
• “It helps me if . . . “

#3 Social skills

• Customer service
• Respectful
• Confidentiality
• Diversity

Tips & Strategies

• Cue for volume and social distance
• Basic politeness goes a long way
• Respect physical boundaries
• Social customs and celebrations in workplace
#4 “Wrap-around” skills

- Making purchases independently
- Handling illness
- Phone calls to supervisor
- Food temptations

Tips & Strategies

- Practice carrying money & purchases
- Communicating illness – when you feel "a little off" vs. "too sick to work"
- Script phone call to boss
- Eat only what belongs to you

#5 Managing emotions

- Frustration and conflict at work
- Outbursts will usually have serious consequences
Tips & Strategies

• What it feels like in your body when stress is building
• Identify personal triggers
• Strategies to self calm
• Time yourself out – go to safe place

#6 Personal appearance

• Good hygiene (shaven, clean, clothing)
• Poor hygiene will stigmatize
• Age appropriate clothing

Tips & Strategies

• Point out and discuss attire in various settings
• Explore preferences – Wear a uniform? Casual? More formal?
• Build skills for independent self care and style
#7 Basic computer skills

- E-mail messages
- Timing in/out
- Pay stubs
- Social media rules
- Not the same as texting

Tips & Strategies

- Practice composing a basic e-mail communication
- Use technology for fun and daily life
- Remember or write down passwords
- Employer's systems will always need to be learned on the job

#8 Managing time and transitions

- Time in/out
- Follow break and lunch time rules
- Follow a schedule
- Adjust work pace for peak periods
Tips & Strategies

- Wear a watch – cell phone is distraction
- Timer to manage breaks
- Build in transition time between tasks
- Seek out more work if task is done early – clarify who and how

#9 Flexibility/non-preferred tasks

- Trying to escape tasks I don’t like
- Structure will never be absolute
- Enrich – but not constant variety

Tips & Strategies

- Set up need to change gears and support through it
- Identify rewards for completing a tough or boring task
- Explore my conditions and preferences in a job
#10 Know yourself

“I’ll do anything.”

Clear information up front to a potential employer about strengths and support needs will result in the best job fit!

Tips & Strategies

• In what settings am I at my best?
• What’s the easiest way for me to learn new information?
• What things are a challenge for me?
• What are my skills/talents/interests?
• What things do I dislike doing?

“Dreams don’t work unless you do.”
—John C. Maxwell

Supporting work success
Overall strategies

- Expectation of productive activity
- Volunteer / early work experiences
- Job shadowing and informational interviews
- Take charge of a task that's fun
- Observe in various settings

Business Leadership Network

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