

LEVEL UP
Indiana
Employment Specialist Initiative

A close-up photograph of a person's hands typing on a silver laptop keyboard. The person is wearing a grey, textured sweater. In the foreground, a white coffee cup filled with dark coffee is visible. The background is slightly blurred, showing a desk with a smartphone and a pen. The overall lighting is soft and natural.

Effective Written Communication when Working with VR

OBJECTIVES

- Learn how to effectively complete common VR ES forms
- Learn how to write effective emails
- Explore some tools to help with your written communication



Discovery Profile Expectations

Discovery Activities

Describe what you learn about the participant with regarding to tasks and skills observed during discovery activities, and what you learned about the participant as a result. What next steps are planned based on what you've learned?

Putting what You Learn into Action

What interests and personality traits have you discovered? What are conditions of employment and ideal working environments were identified? What learning method is best for the participant? What to avoid? Transportation? Needed supports and accommodations? Disability Disclosure?

Discovery Profile Expectations

[Discovery Profile \(Blank\)](#)

[Discovery Profile \(Sample\)](#)



Tips for Discovery Profiles

- Be specific
- Be descriptive
- Be thorough
- Proofread

Monthly Progress Summary Expectations

What Did You Do This Month?

Review your case notes and summarize what you (the EC) have done with or for the participant and why. Describe activities that you complete with the participant and other activities to work toward identifying a vocational goal.

What Did You Learn This Month?

Describe what you learned and how this influences the process. Think of this as the most important section. If the participant is working, describe progress toward independence, development of natural supports, and concerns.

Where Are Your Next Steps and Why?

Here is where your planning comes in. What are you going to do next and when? What did you discover that you want to learn more about? Use this section to keep yourself on track. If the participant is working, be sure to address fading, the development of natural supports and potential for extended services.

Monthly Progress Summary Expectations

[Monthly Progress Summary \(Blank\)](#)

[Monthly Progress Summary \(Sample\)](#)

Tips for Monthly Progress Summaries

- Be detailed, but concise.
- Be descriptive.
- Focus on observations and insights
- Proofread



Effective Emails



- Concise, direct subject line
- A proper greeting
- Correct spelling and good grammar & punctuation
- Only essential information
- A clear closing



Tone in Written Communication

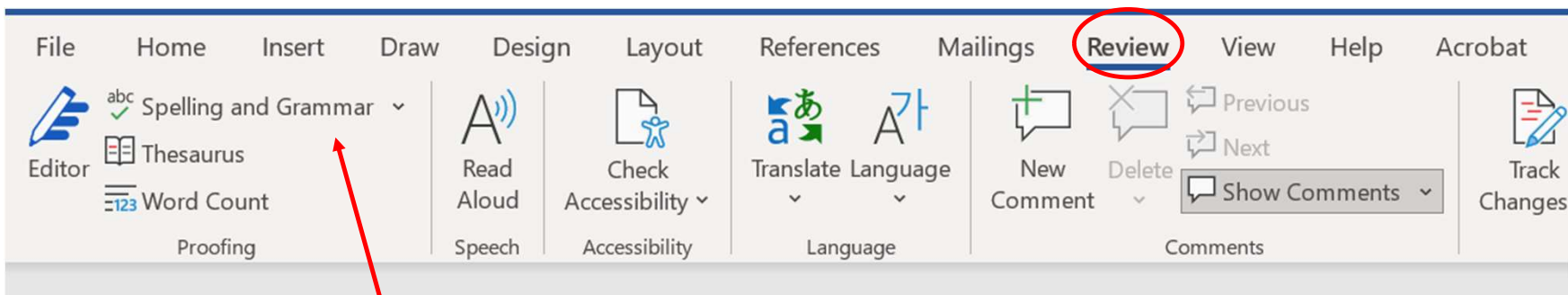
- If you write when you are experiencing heightened emotions, those emotions will color the tone of your message.
- Before you hit the 'send' button, take a deep breath, count to 10 silently, and read what you wrote. If it's too harsh, rewrite after you've calmed down.

Tools to Help You with Your Written Communication



Tip #1

Type content into a Word document and use the Review feature to check spelling and grammar



Julie was nervous about her potential for office work, especially her computer skills. However, she provided to be a quick learner. She excelled at customer service and felt that was the most enjoyable

Tip #2

Make use of writing improvement apps such as Grammarly

Grammarly Apps



Grammarly for Windows

Grammarly for your desktop is your one-stop solution to get writing suggestions across a wide array of desktop apps and websites.

Install



Grammarly for Chrome

Grammarly's browser extensions offer writing suggestions in Google Docs and other sites across the web.

Install

Tip #3

Ask someone to read your emails or communication for tone and content.

Is the tone professional and appropriate for the message?

Is the message clear?

How can the communication be improved?

8 Tips to Help Improve Your Writing

Think about the purpose of your message.

Put yourself in your reader's shoes. Write for your reader.

Keep it simple. Less is often more.

Use active voice. Assertive communication style.

Read the message back to yourself, even out loud.

Proofread.

Edit as needed.

Ask others to read your communication.



Questions?

Contact Information

Steve Upchurch

steve.upchurch@fssa.in.gov

765-667-3460

Terry Donovan

jdonovan@pcgus.com

763-300-0163

LEVEL UP Indiana

Employment Specialist Initiative

The Level Up Indiana: Employment Specialist Initiative is a project funded by IN Vocational Rehabilitation and led by Public Consulting Group.



Indiana
**VOCATIONAL
REHABILITATION**
Empowering People. Changing Lives.



PUBLIC
CONSULTING GROUP