10:00:00 Welcome. Everyone just gonna wait till the top of the hour. Okay, it's the top of the hour.

10:00:06 So welcome to this level up Indiana training. We are going to be talking about effective written communication with VR.

10:00:15 Today and Steve up church from the Indiana, VR.

10:00:21 Is here to help us, as well as Terry Donovan from.

10:00:25 Pcg. Tatiana. You want to move to the next slide

10:00:35 Great, and then one more

10:00:40 So our objectives today are to learn how to effectively complete common VR employment services, forms to learn how to write effective emails and explore some tools to help you with your written communication.

10:00:55 And before I pass it over to our presenters, just wanna make sure that you know we'll have time for Q.

10:01:03 A at the end. So please put any questions you have in the chat and if you're having any difficulties viewing our Asl interpreter, the slides, or any speakers, and put that in chat, and we could help you out this Webinar is being recorded and we will post it to our

10:01:21 Level up Indiana web page, which I also included in the chat. And I'm gonna pass it over to you, Steve.

10:01:30 Thank you. It's a pleasure to be here with you today.

10:01:35 So the 2 common forms that we're gonna look at today that you all fill out are the discovery profile.

10:01:46 And the monthly progress summary, so we'll start with the discovery profile first.

10:01:53 Describe. So before we before you switch to that form, Tatiana, let me t talk a little bit about what this pro this form is is all about the purpose.

10:02:07 So it's it's for you to be able to describe what you learn about the participant with regard to tasks and skills observed during discovery activities.

10:02:19 You know what you learn about them as a result of those, and what are the next steps that you have planned, based on what you've learned?

10:02:31 Also, what interests and personality traits have you discovered?

10:02:37 What conditions of employment and ideal working in environments were identified.

10:02:42 What learning method is best for the participant things to avoid, and then common barriers, you know, like transportation needed supports and accommodations.

10:02:56 Do they want to disclose the disability to a potential employer?

10:03:01 Those kinds of things, Tatiana. If you want to pull up the sample discovery profile

10:03:13 Alright, and maybe somehow make it full screen. There we go.

10:03:20 Okay. So I'm just gonna briefly go over this sample with you.

10:03:26 And then I'm gonna put a little bit later on before we finish, I'm gonna put.

10:03:32 A website address in the chat, feed where you can find other examples and other training materials regarding these forms.

10:03:42 But this discovery profile, basically, if you want to scroll down just a little bit, Tatiana, to where it says, activity one.

10:03:53 Yeah, there you go. So this is where you're listing.

10:03:56 The different discovery activities, and there are dropdowns on this particular form.

10:04:04 But basically when you pull down, for example, like what activity you're doing, you're gonna be able to see, for example, like this one says, activity to job Shadow.

10:04:17 And so you're just writing down what you observe the person doing.

10:04:23 So what tasks! So they were observing the receptionist Greek people answering the telephone, making copies, scanning documents, using a computer and providing directions to the facility, what kind of skill were involved in those tasks?

10:04:43 So you observe customer service skills, use of office machinery and the ability to multitask.

10:04:52 And what did you learn about the participant from this job?

10:04:55 Shadow opportunity. So, you know, discuss the various tasks.

10:05:02 What we observed, and the participant reported that she felt she could perform those tasks, and did voice concern about computer skills training.

10:05:17 So it gives some, you know, some basic things that you can learn.

10:05:23 And then next steps. So next step would be trying out some duty.

10:05:29 So if you want to scroll down to where it says, Activity 3. Just a little bit.

10:05:33 Yup so here's where we did. For example, Amy would do the situational assessment.

10:05:39 So she actually performs some reason receptionist and office assistant duties for a 4 h shift, and we can see that the employment specialist observed Amy, answering the phone greeting customers transferring animal photographs to the website and typing in descriptions of the animals per the

10:06:00 Instructions that were provided, some skills that we were able to observe.

10:06:07 Amy performing is customer service skills using a multi line phone system computer skills and following instructions.

10:06:18 And so from this observation of this situational assessment, the employment specialist learned that Amy is a quick study, and that she was able to follow instructions.

10:06:34 She was courteous and and prompt on the phone.

10:06:39 She worked well with customers and providing them information.

10:06:46 She reported that she enjoyed all the tasks, though she felt nervous a little bit.

10:06:53 She was afraid she would make a mistake when entering information in about animals with their pictures online, scroll down just a tiny bit more next steps

10:07:06 Should like to continue to try out office position so she can continue to decide.

10:07:13 So if you scroll on down to activity, for you see another assessment.

10:07:20 That's fine. You can go back. Go, go down more.

10:07:24 And then we actually see a work experience here in activity.

10:07:27 5 if you could scroll just a little more. There you go, and this is a work experience@asitewiththeymca.

10:07:39 15 h a week for 2 weeks, and it started there, and and February.

10:07:48 It tells the tasks that the participant would be performing the basic skills that would be required.

10:07:56 And this is what the es put in that they learned about the participant.

10:08:03 So continue to demonstrate excellent customer service skills.

10:08:09 Gaining confidence. So basically, this is just descriptions of you know how the individual did on the job and what you learned about that and scroll down just a little bit more for me to where it says next steps.

10:08:27 And then she wanted to try still some other jobs. So this gives you an idea of kind of what goes on this form.

10:08:37 And I'm gonna have you scroll down to a little bit more.

10:08:42 We're not. I'm gonna go down to where it says number 2.

10:08:46 So it's after the activities

10:08:52 Yeah, so here's where you're putting in putting in some things that you have learned about the end.

10:09:05 So you're putting in their interests in 2.1.

10:09:10 Summarizing the interests and providing some description there says, provide evidence for these interests, but just some description more than just what the interest is

10:09:26 It here. It indicates, she says, particular skill with customer service is always friendly and respectful toward others.

10:09:35 And that customer service is is the most enjoyable part of those work experiences.

10:09:40 Let me look in. Section 2.2 on personality traits identify personality, trace that you observe.

10:09:49 And again, it's saying, provide evidence, which means, you know, be a little bit descriptive about that.

10:09:54 So the employment specialist wrote in Amy demonstrates good customer services.

10:10:00 She is as she was, always, friendly and helpful to customers on the phone or in person.

10:10:06 She asked for help when needed, and she may tend to lack confidence, but improves when given the chance to practice.

10:10:15 So again there was some an important observation about Amy's tendency to let confidence in her abilities, but when given the chance to practice, she she increases in confidence, and if you scroll down a little bit more 2.3 talks about conditions of employment that she would like to

10:10:40 Work first shift she would. She would like a job, and and the first ship was non-negotiable.

10:10:49 So that's key to put in and then negotiable.

10:10:54 She would like health, benefits, and she would prefer not to travel outside.

10:11:00 Sit limits, if possible. So those are some good things, because that will help narrow down if you know a a job is gonna be viable.

10:11:11 And then, if you want to scroll down a little bit more here, this summary and again, it's just a sentence or so sensor to, for each one of these best learning method as well with verbal, but prefers to have steps written down places and situations to avoid so here

10:11:33 They talk about lifting about 15 pounds. Repent!

10:11:38 Repeated bending or reaching overhead, does best when she can sit and stand as needed.

10:11:45 Personal resources, talks about supportive family and friends and community connections.

10:11:53 Transportation is always an important consideration. Ideal work, schedule, and wages.

10:12:01 And here again it's must work for shift due to her husband and children.

10:12:05 Schedules, and then you've got preferences for wages and whether it's full or part time work, and if you want to scroll down a little bit more, support and accommodations.

10:12:22 So again needing to work within those physical restrictions of, you know, lifting a certain amount of weight, bending and reaching those kinds of things.

10:12:33 No other accommodation needs have been identified, and then regarding disability or barrier disclosure, she plans to be upfront with the employer about her disability, and that's always something that's really important to to consider for jobs so if you want to

10:12:56 Scroll down a little bit more. So here's where you put in.

10:13:03 Vocational themes. So theme one was office work team 2 is codeer service. And what you're doing here is your identifying

10:13:17 Potential potential businesses that fall under those respective themes where the individual might be able to obtain employment and then, if you want to scroll down even further, there's some local labor market information there and then I think the next section, I think we're going to yeah, is

10:13:44 When you do the final discovery profile where you have the signatures. So if you want to close out of this form, Tatiana, and go back to the Powerpoint

10:13:57 And you can go to the next slide. I just wanted to summarize this and the next one.

10:14:02 Sorry I wanted to summarize just some basic tips for discovery profiles when you're writing.

10:14:09 Those be very specific about what you're observing and what you're learning.

10:14:14 That's the goal is for you to record. What you're observing and what you're learning about.

10:14:19 The participant be descriptive and be thorough, but you also need to be succinct.

10:14:28 I've seen some discovery profiles that seem to go on like read like a novel, and then you have some that are very, very sparse, and you kind of want to have something in between where you're being descriptive.

10:14:43 And thorough. But you're not over sharing.

10:14:50 And then make sure just to proofread again for basic spelling.

10:14:56 Grammar. Make sure the tone is correct, and we'll learn some more about these things.

10:15:03 After a bit. So, moving on to monthly progress.

10:15:07 Summary, so the expectations again are, what did you do this month?

10:15:14 So review your case, not to summarize what you've done with, or for the participant.

10:15:20 And why describe those activities? And you know any any work done toward identifying a vocational goal?

10:15:28 So what did you do? And then what did you learn about it?

10:15:33 I just grab what you learned and how this influences the the process.

10:15:38 The case flow. This is really the most important section of the monthly progress.

10:15:45 Summary, and you're going to again describe it. Just, you know, use descriptive language to describe what's going on.

10:15:56 This month with that individual and their journey, and then finally, and that should be a what, not a misspelled, where I apologize for that.

10:16:11 What are your next steps, and why? And this is where you're planning comes in.

10:16:15 So what are the next steps, and try to be specific about when?

10:16:22 So that you have it. A pretty good timeline of what's gonna happen.

10:16:28 And then what did you discover that you want to learn more about?

10:16:33 This is just really the planning phase. So if you wanna go to the form, the monthly progress, summary sample Tatiana will take a look at that one.

10:16:45 This one's not as long

10:16:52 So in here after the the top, which is the basic information you have the number of in person contacts with the person, with the participant, and they put 6 for them up.

10:17:07 What did you do? So assisted Amy, and a situational assessment at the senior center, a work experience at the Y, and began to work experience at a one real estate.

10:17:20 Okay, so that's what you did. What did you learn?

10:17:24 We learned that Amy was nervous about her potential for office work, especially with regard to her computer skills.

10:17:31 But she proved to be a quick learner. To excel the customer service, and really enjoyed that part of the job.

10:17:40 She did find that she cannot tolerate even light cleaning when it's repetitive, such as wiping down the equipment at the Y, due to her physical limitations.

10:17:52 She's wanting to continue to practice for office skills.

10:17:56 And a job that has much potential working directly with customers would seem to be the best.

10:18:04 Fit, because that's what she really excelled at. That's what she got the greatest amount of joy from during those experiences.

10:18:11 And then what are your next steps? And why so Amy would like to look into some formal, some some informal computer training.

10:18:23 PC. Is assisting to find A. And again, I'm sorry for the typos in here is assisting to find resources for such trainings as there may be some classes of the library, and then Amy will continue into her second work experience at a one and we'll assess her

10:18:43 Progress. When that concludes. So I think, is there more to that form?

10:18:50 Or is that the last of it? Scroll down just a little bit.

10:18:53 Yeah, that's it. That's what I thought. So if you want to go back to the Powerpoint

10:19:04 Next yeah. Again. Tips for monthly progress summaries be detailed, but concise.

10:19:13 Be descriptive, so

10:19:18 You know again, be be as detailed as you can, but don't write down too much extraneous information, but you want to make sure that you're yours.

10:19:33 You're documenting what you did, what you learned and what are your next steps?

10:19:37 As a result, so you're focusing on your observations and your insights.

10:19:44 And again make sure to proofread. And when Terry is gonna talk a little bit about some tips to writing, and we're gonna give you some resources to help with ensuring that your communication as well received, but before I turn this over to Terry, I did want to say.

10:20:09 I'm gonna put the link to a website with samples of the forms that we use.

10:20:21 All of the forms. Not just these 2. And I also want to make myself available to you.

10:20:28 If you have additional questions about these forms, or about how you can be more effective with using these forms, I encourage you to reach out to me directly.

10:20:40 I will be more than happy to to help you out.

10:20:47 Give you some pointers, and be as helpful to as I can be.

10:20:55 Yeah.

10:20:52 So when Terry takes over, I'm gonna start putting some of that information in the chat.

10:20:59 Terry

10:20:59 Great thanks, Steve, so effective emails. One of the things to think about with emails.

10:21:11 And we'll tie it in specifically with communicating with VR.

10:21:14 Think about what it is you know. What do you want to present when you send an email?

10:21:19 What is the objective that you're thinking of, or what's the action that you want to have happen?

10:21:26 And to a certain degree, how do you want to present yourself to a VR.

10:21:31 In this case, or in other situations. What are you trying to convey in the email?

10:21:37 So we'll talk through that a little bit here today.

10:21:39 Give you some tips based on what people have identified as good practice with emails and often good practice and communication in general.

10:21:49 One of the pieces on the first piece, you know. Concess, concise, direct, subject line, and many of us, and I'm sure people on this webinar I've got emails from folks that depending on how that your email system works. You know.

10:22:07 But the only thing you're gonna see is, you might you'll probably see the sender's email signature.

10:22:12 Sometimes you'll see their name, and often all you'll see is the subject line, and that's the first thing that somebody sees, and depending on how that reads the individual that you're ascending it to may or may not respond to it because it's unclear to them if it looks

10:22:31 Like. It's something that may not relate to them, or that type of thing.

10:22:35 So you want to be as clear as possible, yet concise on that subject line, and based on the conversation we've been having, and many of you may do this already.

10:22:45 But if you're sending it to a counselor, you might be putting monthly progress.

10:22:50 Report and I'll let you Steve, to chime in briefly, clearly, you don't want to use the client name in an unencrypted email in the subject line.

10:22:59 But possibly you could use a client id, or something of that nature.

10:23:03 You want to be able to give sort of direction to the counselor when they get it?

10:23:07 Or is this a discovery? Profile? But as Steve was describing again for those of you that already a community with VR.

10:23:16 It might be discovery, profile first, or something along those lines, or discovery profile update.

10:23:23 And again, if possible, some way to identify who it is.

10:23:28 I I you know I know there will be an attachment, but it can help the individual taking a look at it short of having to open the attachment, depending on how busy they are to at least understand what it is that they're getting and what it's for the other part that I have found

10:23:45 Helpful over the years. And it's a tip that I learned from a manager that I worked for, and I think can be beneficial in this situation.

10:23:55 Because you're gonna be sending a variety of different emails to VR, to their counselor.

10:24:00 Again, the forms we've been talking about, but you could be checking in on different types of things and depending on the relationships that you've established you may be sending articles that you've seen, or you may be doing other types of maybe conducting.

10:24:14 You may be on a work group together, or something like that.

10:24:17 So one of the pieces that I found that supervisors that I've worked for said they thought was very helpful, and I've gotten back to it a little bit more is in the subject line, and I'll when I'm done and in between we can.

10:24:30 Yeah. As Steve said, please use encryption with any participating information.

10:24:36 Is you can put in sort of fyi.

10:24:41 No action needed. Again, it helps clarify, for the person receiving the email that you're just sending them something.

10:24:49 But then the other part you could put in is, and I tend to put these in caps, and I know we.

10:24:54 We talk about. You shouldn't capitalize everything. But again, for the person receiving the email that helps them sort out the priorities within their emails.

10:25:03 As I've talked about, you know, in the old, in days when you got, you know, snail mail, you actually could go through that very quickly, even in a work setting.

10:25:12 You could see where information where the email came from. You had a pretty good idea what it is, and you could literally sort through your snail mail pretty quickly.

10:25:21 That's a little more difficult these days with emails to tell what's important and what's not important.

10:25:26 And again, as we would noted last session, and I will talk a bit about here.

10:25:31 You don't want to be putting exclamation point high importance on every email that you sent.

10:25:36 So you can put review and comment, and you may even put in a date, you know a review and comment by X-date.

10:25:44 If that is a piece that you can do. But again it tells the receiver.

10:25:48 Okay. Somebody wants me to look at something, but they just need a comment.

10:25:51 The other part, then the third piece you could put review and decision or review and decision requested, and again, you may or may not wanna add a date again, it gives the individual and the date can be beneficial in letting the individual know okay, somebody is looking and I may want that tells me maybe I should read the

10:26:11 subject, I should read the content of the email versus differentiate.

10:26:17 And if I get an Fyi no action needed, I can leave that.

10:26:21 I might I, until a later time. But if somebody's looking for a decision, I possibly should take a look at that, so it helps the it helps you, and it helps the Council understand what's the relative importance of the email that you're sending them.

10:26:35 And that would to me would precede, and then you might say, monthly progress.

10:26:39 Report and whether or not you're able to differentiate the other part that I have found over time.

10:26:46 And we talked about this before, and we'll talk about it again if you have a regular, a pretty regular relationship with a VR counselor in Indiana, and many of you I mean some of you may only be sending periodic pieces, but for those counselors that you've become more

10:27:05 Frequent communicators with you may want to ask them. I mean, what?

10:27:10 What can I put in a subject? Did I send to you?

10:27:12 That helps clarify for you the relative importance of what I'm sending to you, or that you understand what I'm sending to you.

10:27:20 And again this goes to something we talked about last time. How can you send?

10:27:25 How can you communicate with somebody? So they understand and are clear about what you would like and what you want to understand.

10:27:31 So then you have seen some of the others again, a proper greeting, and that's you know, good spelling, good grammar, good punctuation.

10:27:41 We'll talk about some of that. But again, it's, how do you want to present yourself?

10:27:47 And you know, we all do emails in a hurry.

10:27:50 Ideally, try and avoid doing too many in a hurry.

10:27:55 I often think about, not just in, but in in communication in generally, and and in some cases, when we work a lot with individuals, I often think about, you know, we build up a trust being.

10:28:09 So let's say, Steve and I have a trust bank. You know.

10:28:10 We do a lot of work together, things go fairly well. We know each other.

10:28:14 We have good communication. We understand what's going on, but I may.

10:28:20 Something make slightly go off the rail, so to speak, Steve, and we'll talk about that.

10:28:26 But Steve does something, and I send Steve an email that even though I've jotted it down and thought about it, I still send it to him, and it's probably not the best email ideally, Steve will look at it and go up first.

10:28:41 He'll see. I'm gonna call Terry or get in touch.

10:28:44 As we packed about. This is something we should talk about.

10:28:47 Or if he doesn't have time, and I've been, you know there's enough there where Steve will say, well, this clearly on this, this isn't the normal kind of email that I get from Jerry.

10:28:56 And he's angry. I think I know why. I'm gonna make a note to get back in touch with him.

10:29:03 But if you're sort of consistently sending hay not well thought out now, not well written.

10:29:10 That makes the VR counselors life more difficult from the standpoint of they have to sort through the email or the attachment.

10:29:20 They're unclear. What's occurring? They're unclear.

10:29:21 If you're asking for something, they're unclear.

10:29:23 If they're looking for something, they're unclear. If this is an update, if this is something new, like for everybody, that's extra time for the counselor and that's not a piece that we want to do.

10:29:35 To anybody we don't want that done to ourselves. And ideally, we're not doing that to others.

10:29:39 Where, how we structure the subject line and the content of the email makes it more complicated for the counselor.

10:29:48 In this case. VR. To take the actions you'd like them to take, which in the in the short end, the long term will affect the client that you're working with, and that you and V are working with together again, trying to include only essential information the kinds of things that Steve covered you want

10:30:04 to get. I want to be comprehensive, but you also want to be essential, and then a good closing.

10:30:11 And that's where it can come in again to. If you've asked for review and comment, you may be asking the VR.

10:30:18 Counselor to take a look at something, or you need a decision.

10:30:24 Is this is this monthly Progress report sufficient to meet our milestone payment as an example.

10:30:30 If that's the case. So that goes to the clear closing.

10:30:33 You know whether it's thank you for your time, but it can be, it would be beneficial to if you could get back to me by X point again a clear closing.

10:30:43 So you've got a concise subject line and then you have a good closing up.

10:30:48 That's okay, Tatiana. We can move on to the next slide.

10:30:51 And we've been talking about that, you know, Grumpy Cat.

10:30:55 But sort of goes to the trust bank issue, and it goes to how you communicate with each other.

10:31:02 How we all communicate with each other, but again with VR.

10:31:07 If you're angry, upset somebody. Somebody has done something legitimately makes you angry.

10:31:14 How crucial is it that the jungle that you respond?

10:31:19 Similarly, generally, it's better to d-escalate in any conflict that may arise.

10:31:24 So before you hit the send button, as we note. There, you know.

10:31:29 Take a deep breath. Count to 10. I I try to remember to do this, and it is beneficial, you know.

10:31:35 I I will craft, and this is been a piece for been around for a while, but we often forget it.

10:31:40 We're again often happens when we're in a hurry, or we're or somebody or something happens that makes us particularly angry, and we jot it down.

10:31:51 We, and it's pretty easy to write it down and just hit.

10:31:54 Send with all emails. It's probably a good idea.

10:31:58 And Steve talked about that both proofread, and see what you've done.

10:32:03 And in this situation, you know. Think through. Will this help the relationship?

10:32:08 Will this help the client? We'll send in this type of email.

10:32:12 Be beneficial to both communication and relationships. And again, as we talked about the intent of communication and the communication with VR is, how can you, as this provider communicate with VR.

10:32:27 In a way that they hear what you want them to hear and take action, that you would like them to take.

10:32:33 That would be beneficial to the client. That sort of mutually.

10:32:38 You've agreed that VR. Has as and the client have picked you as the provider, with the intent that they will learn the skills that you are hoping they will learn that they will subsequently be employed, and they will be employed for a long period of time and so you always

10:32:56 want to. As I talked about earlier. You know. What's the intent?

10:32:59 What do you want to have happened through your email? And so the second bullet point is why you want to think about, particularly when we're all upset of thinking is that we're sending this email or not.

10:33:12 And again. Sometimes I mean, I'm not saying it's you never respond to something.

10:33:16 But how do you phrase it in this, maybe. Why do we go to the next slide?

10:33:23 Tatiana, Jd. We can go to the next one as well

10:33:30 Wasn't well, maybe it's at the tail end, and we'll come to it.

10:33:36 Stay here, Titiana, the the piece I was thinking about again is, is, have somebody else read?

10:33:45 Read an email for you, if if you believe that we really need to lay out with the individual with, say, a counselor, they've done, they have communicated to, you in a vague way, or they've asked for something, or and it's really not clear or they've done

10:34:03 Something that you feel may violate policy or proceed, not violate, but is, is just such that it it does need to be responded to.

10:34:14 But what's the best way to respond? So that that it doesn't happen again, and that everybody is clear about how to move forward.

10:34:24 And so that's often a good opportunity to have somebody a colleague, a supervisor, read through the email.

10:34:32 And identify, okay, are we? Are we being respectful?

10:34:35 But are we being clear, and are we outlining the situation?

10:34:39 And again in many ways, what we've talked about, what, what, what is the action that you, as the sender, would like to have happen?

10:34:48 And again that could be, we should meet. That could be, you know.

10:34:52 I'd like this to happen, or like that to happen but that's always obviously a good time to have somebody else help.

10:34:58 You think through it how do you want to phrase it?

10:35:01 I have done that in the past, and found that to be very helpful in those kinds of situations, one of the tips, and some of you may use this.

10:35:09 And may be aware, as word has evolved over the years, Microsoft, word has evolved over the years, and but I think if you're using Google documents, I I don't.

10:35:21 But I'm assuming it has it probably has something similar I'm not certain.

10:35:25 But word again has a spelling and grammar feature, and that can be helpful even you know I I consider myself a pretty good speller, but either when I'm typing and there's still some words I can't figure out so rather than guess oh, you can always do

10:35:41 The guess, but I usually I have turned on to correct my spelling or offer suggestions on spelling as I write in word.

10:35:48 So that's a helpful piece. And what this is also suggesting is depending on the length of the pain or what you're going to write.

10:35:59 You can always put it in a word document, and I I have done that on occasion.

10:36:02 I'll always but depending again. I want to send to somebody, and how I want to phrase it, and what it looks like.

10:36:09 Perhaps I'll launder email because it is gonna be, you know, it needs to be a little bit longer email.

10:36:15 I'll compose it in word, and use some of these features to take a look at it, review it, check out grammar, check out punctuation, check out spelling those types of things, and it does actually being out of email, for me.

10:36:31 Kind of changes, the dynamic a bit by typing it into word versus.

10:36:36 So so that might be the other part, that if if if something has happened and you're upset, and if you want to respond, but you're not sure to avoid, you know, writing the the nasty email and sending it before you realize it, pulling it back and going into word to write your response

10:36:56 Is just sort of part of that sequence of okay, all right, and maybe calming down a bit.

10:37:01 And then helping to compose the type of email that you should be sending to the individual.

10:37:06 So so it's good for a couple of reasons. I mean you.

10:37:10 Get out of email. So you avoid writing something and hitting send before you think or or you are thinking, but may not be the best response.

10:37:18 And so you sort of had you had an extra step to the process which can be beneficial and sort of reducing the level of heat next slide.

10:37:27 Titiana, the other that are there. In addition to a word that we talked about.

10:37:35 There's an app. There's an app called Grammarly, and again, some of you may use it, maybe throw in chat as we're talking.

10:37:42 If there are some other apps that people use to help with their writing, or to review their writing.

10:37:49 If you want to write those down and put them in the chat.

10:37:53 That would be great. And again, other tips or pieces that you have found, one communicating with VR.

10:38:01 You know, if you want if you're willing to give away some of your secret tips about styles or ways that you work and communicate with VR.

10:38:09 If you wanted to put those in chat that would be helpful to others.

10:38:13 You know you may have discovered certain terminology, or certain style, or what goes first in your email and like what's in the middle and what's at the end, as we talk about how it sets up.

10:38:25 That would be helpful to note that tips on how you have had or or have a good ongoing communication with all all VR.

10:38:35 Councils, that you work with, or maybe a couple that would be helpful for folks to hear.

10:38:39 Always a fan. I'm always a fan of borrowing from what other people have learned.

10:38:45 So anyway, grammarly is an app. You can get it for windows and chrome, you know.

10:38:51 You can't get it on your phone, you know little tricky doing a discovery profile on your phone.

10:38:55 But you might be, you know, might be a tablet. That type of thing as well as you could.

10:38:59 You can get a laptops and and other devices, but that's that's a good one for that's a a good piece for helping writing improvement.

10:39:09 And again. That's one of them. The next slide, Titiana.

10:39:14 And again I talked about this, you know. Ask someone to read your emails phone and content

10:39:22 You can read this, and and again, you know, what do you want to present?

10:39:27 What would? What, what do you want to present when you send an email to?

10:39:32 VR, what? What do you want to have happen? What do you want them to hear from the standpoint of?

10:39:38 If you're saying an email versus calling, what does it say?

10:39:42 Is it clear? Are you? I think it can be beneficial?

10:39:51 And again, this may depend on counselors that you get more regular communications with, and it can work both ways, but by piece of there might be an element in the closing.

10:40:01 You know, if I can hear by 3 days from today, and maybe you give a date or or or and you'll let people know there's this great opportunity for Steve.

10:40:13 However, I need the or that in order to, for Steve to go to the interview, or you know something along those lines.

10:40:22 So letting people know the timeframes. And again, that could be in the subject line.

10:40:27 That's why, you know, review and decision. I have found when I've used it in in the subject line is beneficial.

10:40:35 And again, not everything is a review and a decision. But there are some, and again, for the counselor.

10:40:41 At least, you've let them know that you need a decision on something versus.

10:40:46 You're just not just. But this is an update.

10:40:48 That type of thing, so again, and how can communication be improved I don't do it enough, I.

10:40:56 But when I remember, you know I will, with supervisors.

10:41:01 Often I have had conversations about how do you? How do you like to receive your information?

10:41:06 How do you like to be? How do you like communication?

10:41:11 Do you prefer written? Do you actually prefer oral? No?

10:41:14 Do you prefer hearing it, you know, in a conversation, do you?

10:41:18 Or do you prefer having it written, or are there times of the day that are better to communicate?

10:41:25 You know the individual may set assign a counselor.

10:41:29 I know a couple of counselors that were for my Sam, I mean, very organized from the standpoint.

10:41:35 They carved out specific times during their day on when they were going to do their paperwork, when they would return phone calls and emails to clients when they would sort of sort of everything that they did every day by and large the things that they could generally keep within their control and so it might be

10:41:55 Helpful to know that a council that you work with regularly, or that you're just starting to work with.

10:42:01 They're mourning, they may focus on client contact and paperwork, and and they don't answer their emails in the morning.

10:42:09 And so that may be helpful to understand. So if you send an email at 8 in the morning and you aren't hearing back until 10'clock, and you, you might be thinking how come or you don't hear back.

10:42:21 Yeah, I mean, you'd send it 8. And you know these this day and age people often respond, let's say within an hour.

10:42:27 So, although, as we talked about the first one, some may take longer than that.

10:42:30 But it's helpful to know rather than think Steve's ignoring me.

10:42:37 And this is kind of an important email. Yeah, it you can.

10:42:40 You can be sending it to Steve, but you know that I'm gonna do it.

10:42:45 At 80'clock in the morning, because I wanna I wanna I wanna move it off my desk.

10:42:48 I also understand that Steve may not get back to me, Steve.

10:42:52 Will get back to me. I know that because he's told me that he gets back with, you know, 8 h or something.

10:42:59 Emails that to receive, but it probably. But it will it all.

10:43:03 I could not be until afternoon, and again, if you need it sooner, then you call.

10:43:08 We've talked about, or you try and reach them other ways, but that could be beneficial to understand.

10:43:14 If people have certain you people in both ways, same thing can be from your standpoint, you can be letting that counselor know that at my agency I I do a fair amount of training of clients, and so most every day I'm involved in a training session.

10:43:30 From 10 to new, something like that, and I am difficult to reach.

10:43:35 So if you need to talk to me, or you want to, you're sending something you need to response.

10:43:40 Best to do it between 8 and 10 or F. Or in the afternoon, and things like that.

10:43:45 So that's always been official to understand, because we all have different work habits.

10:43:51 And so it's beneficial to understand, particularly when you're communicating so much these days.

10:43:58 Not on the phone and not face to face. When are people available?

10:44:04 When do they like to respond? And again, how do they like to get the information?

10:44:09 And what does that look like? So next slide

10:44:14 And again. You can, you know, help you improve your writing. You can read all these.

10:44:19 We've talked about this a fair amount, you know.

10:44:21 Right for your readers. Always a good idea, active voice, you know.

10:44:27 Sort of, I think many of you, if so, that's the question of active versus a pass a voice, but it also goes to as much what would you like to have happen?

10:44:38 And we talk about a sort of communication style from my standpoint.

10:44:43 It's, and and again depending on the level of relationship and communication that you've established, say, between yourself and a VR Counselor, it could be to the point where you know, if I don't, you know, so maybe you've sent a review and comment but you could also if I

10:45:01 Don't hear from you. Let's say, you know, today's the third of February, you know.

10:45:06 If I don't hear from you. By the tenth of February, I will assume that this is a satisfactory update.

10:45:14 So letting people know to and and helping people to a certain degree manage their work.

10:45:19 The counselor can look at it, and goes, okay, you know I'm glanced at it you know, as crazy as it sounds.

10:45:26 Responding, somebody could just be incredibly busy for a period of time, for a variety of reasons, and even getting back to you on emails is is tough.

10:45:35 They can look at that and go. Okay. I'm good and it might even be short.

10:45:40 I might, whatever next Wednesday is, I might say, if I don't hear from you by next Wednesday, I'll assume that this is a satisfactory Update, and for the person receiving the email when they look at that, they can say, okay, I glanced at it looks fine to me I'm pretty

10:45:56 Stacked up. If I can't get that response.

10:45:57 I know that if I don't get back to that person by Wednesday, we're good to go in some ways.

10:46:04 It saves that person having to send an email, you know, reading messages back proofread always want to add it when you need to ask others to re read your communication.

10:46:14 Things you may have heard before, and we'll probably talk about again a little bit, although our next our next session, we're going to be talking more about sort of verbal communication meetings and video and those types of things.

10:46:26 Yeah, it's it's it's the, you know.

10:46:31 You can you reach a point where you just don't want to look at it anymore.

10:46:35 However rename, rereading, rereading, and proofreading, and editing as much as you can, is always a good habit to get into, even on emails.

10:46:46 I mean, you may think, oh, yeah. Well, I did. That when I wrote papers or writing papers, or those types of things.

10:46:51 But even with emails, you know, reading it, reading it through again and if it's an important email, I mean from your standpoint, this is an important email.

10:47:00 It may be one of those pieces where you compose it.

10:47:02 You look at it, then you leave it in draft, for you know maybe an hour.

10:47:06 And then you come back and look at it again and see, okay, yep, this isn't a form I want, and then you go ahead and send it where you edit slightly again.

10:47:14 So I think next slide Titan, I think we're under question.

10:47:21 Yes, we are

10:47:23 So questions for Steve and I.

10:47:27 Thanks, Terry. Thanks. Steve. Yeah. If you can put your questions in the chat, you can also raise your hand if you'd rather say your question right now you're muted.

10:47:36 But if you raise your hand I can allow you to unmute, and while we give people some time to think about questions, they have.

10:47:46 I also wanna put a plug in here for giving us feedback on the training.

10:47:52 I'm gonna put the link in the chat to fill out our quick 4 question survey, and that just helps us improve for future training.

10:48:02 And then I'm also going to put the registration one to the next training in the series.

10:48:09 So Terry had mentioned it. But we're going to have another session, that's all about constructive conversations, so that will cover, you know, having conversations in person over video conference or phone using constructive conversation strategies identifying personal growth areas.

10:48:34 And creating an action plan for improving communication so I'm going to put the link to register for that one.

10:48:42 It's on February seventeenth, 11 Am.

10:48:45 Eastern time that's in the chat as well

10:48:49 I don't see any. Oh, I see someone's hands raised.

10:48:52 I'm gonna allow Sierra to ask her question

10:49:00 Yes.

10:49:01 Yeah.

10:48:57 Hi! Good morning. Can you hear me? Okay, perfect. So my question sounds a little jumbled, but hopefully it will come across clearly.

10:49:07 So let's say we're doing these communication pieces correctly.

10:49:11 We're filling out the discovery profiles correctly where we're sending out good emails to.

10:49:16 VR, but we're still having trouble connecting with VR.

10:49:20 You know I understand that VR. Has a large case loads different VR counselors have different caseloads.

10:49:26 How would you best? How would you best help someone who, you know?

10:49:34 Maybe VR. Isn't reading the discovery profiles, or maybe they're not getting back to us about things.

10:49:41 How? How would you say that we should move forward with that

10:49:45 This is Steve I'll chime in on that one, you know.

10:49:51 I think that there comes a time when you have to, and no one likes confrontation right?

10:50:00 No one likes to do this, but there comes a time when you have to just be honest with the individual that you're having trouble with that they're not responding, or they're not reading your reports.

10:50:13 Those kinds of things you just have to

10:50:16 As difficult as it is you you have to confront them, you know, in A, in a diplomatic way, and say, Hey, you know I I no, you're very busy.

10:50:28 You have a a large case load, but I I just am not sure that you're getting my email you that you're reading my emails or are, you know? Are you getting them?

10:50:42 Can you confirm that you're getting them, you know.

10:50:46 Make it seem maybe, like, you know, blame it on cyberspace, or whatever.

10:50:49 But you're still calling them out right that you're doing it in a constructive manner.

10:50:56 If it becomes a continual problem, then you need to reach out.

10:51:01 Probably to the area Supervisor for that office, and just let them know.

10:51:07 Hey? I have tried to talk with this person to get this resolved, but it's not really working.

10:51:15 Okay. Thank you.

10:51:15 And again. You can always come to me, and I can help to directly

10:51:23 Sure. Thank you so much. I appreciate it

10:51:26 Me, and the other I mean the other piece is is, try a phone call you know, I mean, so you could try exhausting all.

10:51:33 And in this case it's probably either email or phone call.

10:51:35 And and you may have already done that sometimes, you know, getting somebody on the phone and to Steve's point you can say, you know, you know, is there?

10:51:46 And again you could start with zoom, you're not getting back to me, you know the hard part with email sometimes, although sounds like you've tried repeatedly, is sometimes people are getting it.

10:51:58 It's less less than it used to be, but it's possible that something has happened with it.

10:52:03 So there's always that. But but I would say, you know, try some alternative communication methods, using the kinds of things that Steve talked about, you know.

10:52:12 Call on the phone, we've leave a message and admittedly I would say, and I, it's not everybody.

10:52:19 But it's it's true. Keep track of when you contacted, and what what you've tried to do.

10:52:27 That, depending on what happens, you will need. It's helpful to have the documentation.

10:52:33 If you need to, you know, if you need to get in touch with Steve, I would think Steve might say, Well, what have you done?

10:52:39 I mean, it's like, well, I sent an email, and Terry didn't get back to me.

10:52:42 Well, okay. Versus, and I don't think that's what you're describing.

10:52:46 But it's you know, on this date and this date and this date and this date.

10:52:51 I sent Steve these emails, or I sent Terry.

10:52:54 These emails? No response. I tried. I called and left a message twice on his voice mail and still no response, you know.

10:53:03 Yeah.

10:53:03 So if that's help, it's the usual piece that it's it's beneficial.

10:53:08 Then Steve can go. Yeah, okay, as an example. Yeah, Terry, clearly, is, something's going on

10:53:16 Yeah, I, yeah, exactly like what Terry said, patterns that you're identifying like that.

10:53:24 You know, obviously, everyone's gonna have a day where they're off, or they could be physically offered.

10:53:32 They just might be off mentally where they're not like, you know.

10:53:36 They're on the I. I say that sometimes I'm on the struggle bus, right?

10:53:40 So some days I'm on the several bus some days.

10:53:45 I literally have back to back appointments for 8 h, and I may not be able to respond to you till after work right or the next day.

10:53:54 So, but if you're if you're seeing patterns cr, like that, yeah, definitely, if you're if you call them, you talk to them.

10:54:02 And you're not getting any improvement. Then then we you can maybe take it to the next level

10:54:09 Sure. Okay, well, thank you so much. I appreciate it.

10:54:11 Oh, sure!

10:54:15 Any other questions, you can raise your hand or put them in the chat

10:54:21 If there's someone on this that was at our first one at the end of it.

10:54:25 We had asked people to think about one aspect of their communication generally.

10:54:32 Whether it's email or phone calls or texting that you might work on changing.

10:54:38 Does anybody tried anything so far, or is looking at changing something that they were doing

10:54:46 You can throw in chat, or or raise your hand and check.

10:54:51 You'll take you off mute

10:54:59 Good.

10:54:59 And while we're waiting, by the way, I just have to say, I love Grumpy Cat

10:55:07 Even though we're saying, don't let your emotions blade out into your ring.

10:55:13 Communication. I do love Grumpy Cat. I feel like sometimes he is my spirit animal.

10:55:18 Yeah.

10:55:17 My mascot, although I try to be much more pleasant

10:55:26 I'm not seeing anything. Come in, are you? Oh, there's something. Yeah.

10:55:30 Oh!

10:55:35 So Tatiana says that she's learned to break a bad habit recently, instead of not responding until I find out what I need, I will let them know.

10:55:44 I read the email, and I'm looking into it. I think that's great.

10:55:49 That is great. I sent an email to somebody this morning, and I didn't get an immediate response.

10:55:56 And so just like Terry was talking about. I was thinking, I wonder if he read this?

10:56:01 I wonder if he understood what I was saying? And then then I thought to myself, I wonder if he's trying to find the answer before he responds, but I like Tatiana that you would let them know.

10:56:14 Hey? Got this I'm researching it. I'll get back with you.

10:56:17 That's perfect.

10:56:23 Well, it doesn't look like we have any more questions in chat, or anybody who's raised their hand.

10:56:32 So just wanna say again that the survey is in the chat.

10:56:38 If you can complete that and join us again on February seventeenth, 11 Am.

10:56:44 Eastern, or our constructive conversations. Webinar

10:56:49 You know, and I'm not sure how, although you could, I can't remember if there are comments section on the evaluation, or you could send Steve and I know if there's something particular you would like Steve and I to address or talk about at that Session and in 2 Weeks

10:57:08 Let us know. Oh, we we we did some adaptation, some adaptations to this one, based on the evils of the first session, so either put it in the eval or or drop us a note.

10:57:21 If there's something you'd like us to do