

# *Training Tamer*

*Helping People  
Learn & Soar*



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## *REwork*

# **Managing Your Return to Work**

# Workshop Topics

- You are a Facilitator
- Return to Work Issues
- The Power of the **R** Words
- 3 Key Issues in Returning to Work
- Emotional Stress
- Financial Stress
- Work Stress



# Workshop Topics (2)

- The Impact of Returning to Work
- Managing the Impact
- New/Returning Workers Adaptation Issues
- Seeing the Progress of Your Life
- Power of Fear
- Living in the Present
- Getting Coaching
- Prepare for the first day
- First Impressions
- Co-Create your annual goals/objectives

# Workshop Topics (3)

- Design Goals/Objectives for your new job
- Provide feedback and suggestions
- Check for continued job fit every 6 months
- Function as a team/company player
- Get regular feedback on your performance
- Do regular self-promotion throughout the year
- REwork Group
- Manage annual performance reviews

# Your are a Facilitator

- Always answer “What’s In IT For Me?” WIIFM up front.
- Quality & Process Driven – Not Task
- Know how to ask questions /not solve all the problems
- Become an Active Listener – really listen.
- Don’t take sides – Remain neutral on content issues

# Your are a Facilitator

- Encourage open Communication – must earn it
- Clarify, share, & disseminate data points
- Navigator – many ways to process through the learning
- Maintain Focus – Bring back and stop long runs
- Give verbal feedback
- Help our student through issues by coaching
- Tolerating and smoothing

# Your are a Facilitator

- Skilled at getting the student involved
- Skilled at getting them to take personal responsibility
- Use open ended questions
- Use opposite questions – What is different from playing it safe, faking it to you make it.

# Your are a Facilitator

Also you don't have to finish everything to be successful when coaching or facilitating.

Give homework.

Before you start know more than the material.  
Also know the flow of the material.

# Your are a Facilitator

Start the session by asking them “what is the one thing they want to learn from this? from this ?

Then ask “What else?”

Write them down. Commit the the person you will Jump to that section first so they may get immediate value – then your will cover the other very important topics.

Now lets look at the training - Returning to Work Issues

# Return to Work Issues

- What problems are you dealing with in returning to work?
  - Are you trying to “Fake it till you make it?”
- Which of these do you need help with?
- What are your greatest fears?
- How likely are they to occur?
- Do you have any power/control over them?
- What stops you from exercising that control?
- Remember, what you believe is what you get!

## The Power of the R Words

<b>Reempower</b> – yourself for success	<b>Remember</b> – how powerful you are and live in daylight compartments
<b>Revive</b> – your “can do” spirit	<b>Relive</b> – your past successes and know you can repeat them in your new job
<b>Rebuild</b> – your self-image as an awesome employee and contributor	<b>Restart</b> – your “whole” life
<b>Restore</b> – your confidence and faith in your manager and company	<b>Renew</b> – your sense of joy and possibility
<b>Rejoin</b> – the work force with faith you will succeed	<b>Rework</b> – your life so you live and focus in the moment where you have the power to control your life
<b>Reemerge</b> – from your unemployment shell	<b>Restabilize</b> – your emotions
<b>Resist</b> – your fears, doubts and anxieties and letting them interfere with your success (FEAR=False Evidence Appearing Real)	<b>Reengage</b> – in all of lives fun activities
<b>Restart</b> – your career with a clear vision of success	<b>Redevelop</b> – your passion for greatness

## The Power of the R Words (2)

<b>Rekindle</b> – your spirit and fly	<b>Relight</b> – your passion for work and play
<b>Refine</b> – your approach to living in a new job	<b>Remind</b> – yourself that God is always with you
<b>Rewrite</b> – your script to cancel out the effects of unemployment	<b>Retool</b> – your skills if necessary to be successful
<b>Reunite</b> – with you workmates to get help, support and camaraderie	<b>Rewin</b> – your sense of value and self-esteem
<b>Repopulate</b> – your bank and retirement accounts	<b>Revisit</b> – your hopes and dreams
<b>Reweave</b> – you work tapestry to reflect who you really are and what you want be	<b>Reshape</b> – your image what defines your success in all areas of your life

- What are your **Top 3 R Words**? Why?

# 3 Key Issues in Returning to Work

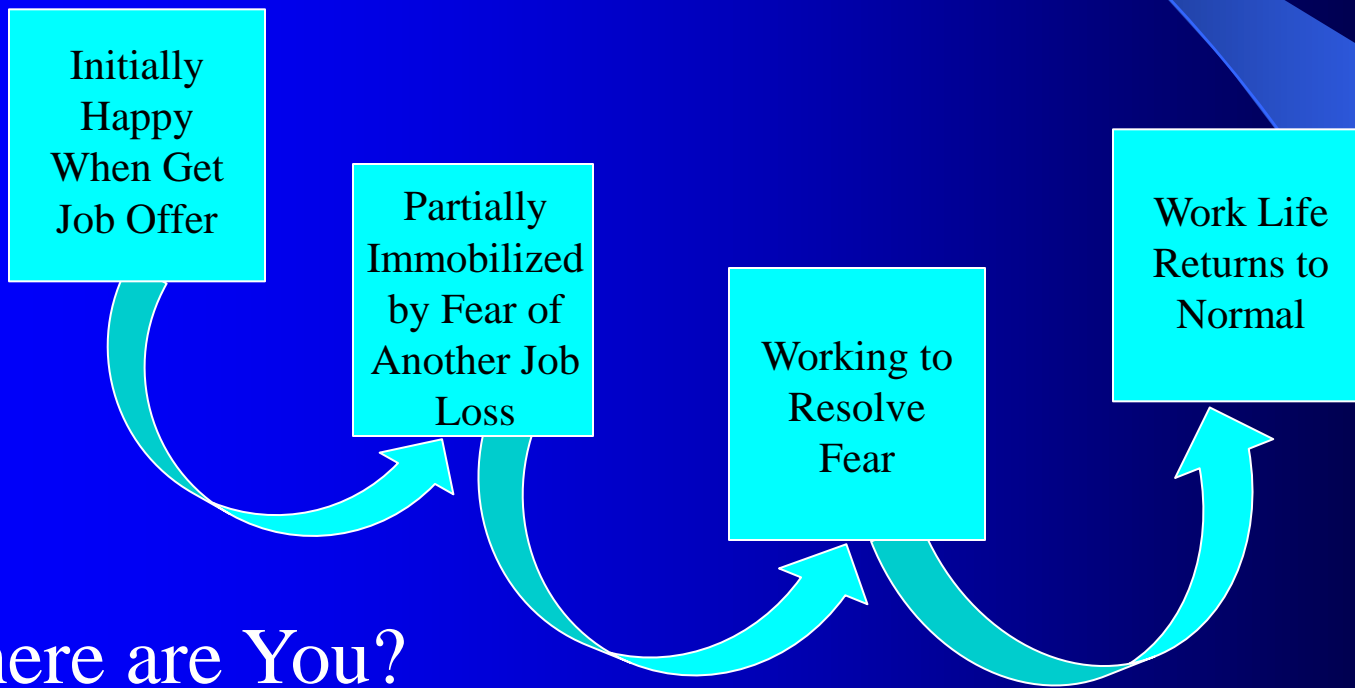


# Emotional Stress

- How did you feel when you started your new job?
- How do you currently feel about your job now?
- Identify your feelings and write them down.

# Emotional Stress (2)

## The 4 Stages of Adjustment in Returning to Work



Where are You?

# Financial Stress

- Trying to catch up on bills and debt
- Trying to rebuild savings and retirement accounts
- Fearful of spending money based on earlier job loss experience
- Finding it hard to have fun

# Work Stress

- Overworking in attempt to prove your worth
- Struggling with the “Fake it till you make it!” syndrome if not getting the training, coaching and support you need
- Finding it hard to ask for help since concerned you may be perceived as incapable of doing your job

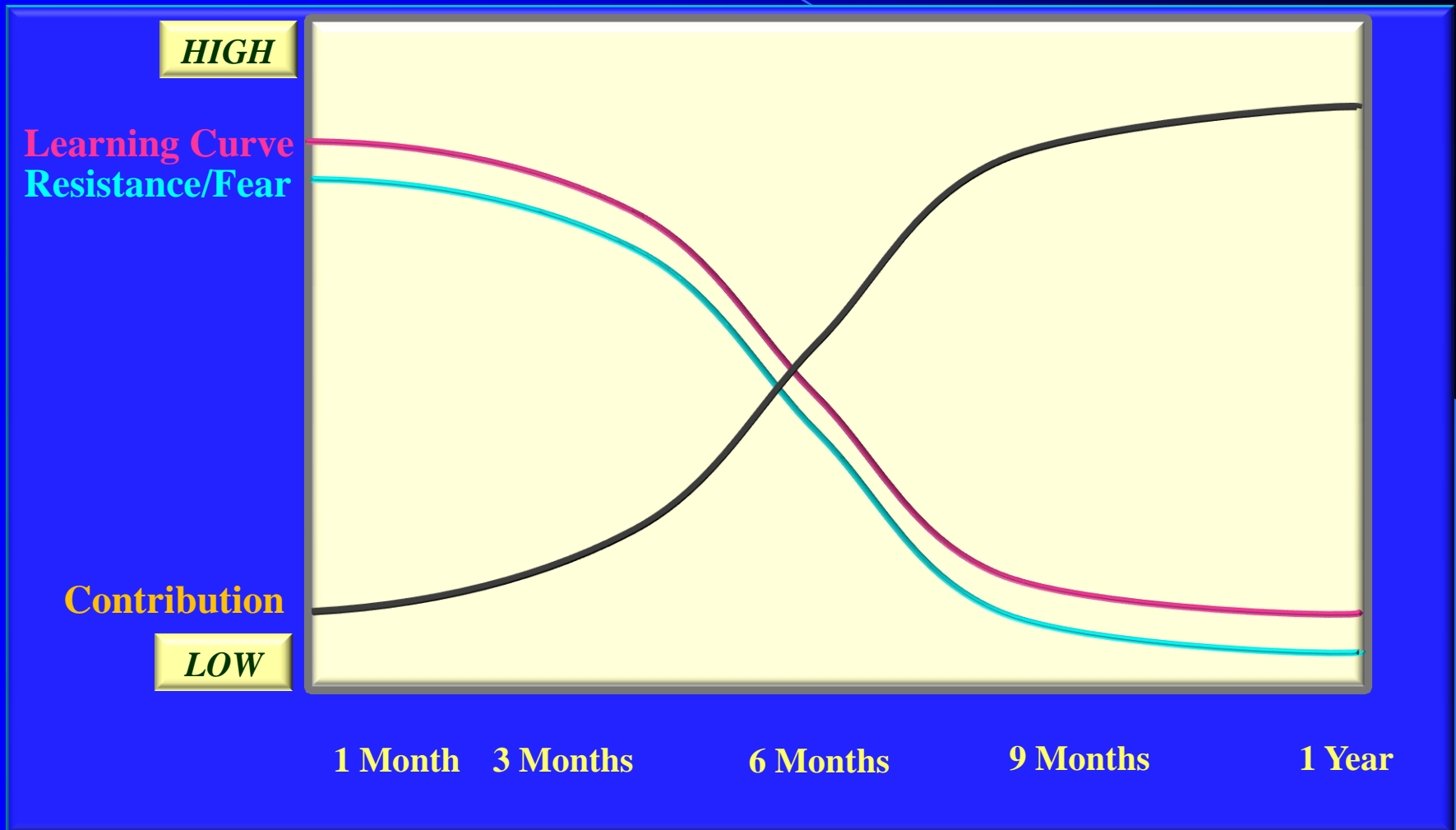
# The Impact of Returning to Work

- Who's impacted?
  - You
  - Family
  - Friends
- How are they impacted?
  - Emotional upheaval
  - React to your fear of losing your new job
  - Not able to move on with life with peace and joy

# Managing the Impact

- Be honest with yourself about the struggles you're facing and get assistance
- Live in **Daytight Compartments**
- Get support and advice from family, friends who have been through this before
- Develop a **Life Restoration Plan** with a coach and follow it
- Use a counselor to help you sort through the emotional issues
- Work on paying bills/debt and restoring savings/retirement accounts
  - Have fun at the same time
- Live a balanced work and personal life from this day

# New/Returning Worker's Adaptation Issues



# Progress of Your Life

- Create a line graph that shows the progress of your life from age 18 to the present
- This should show both ups and downs in your life

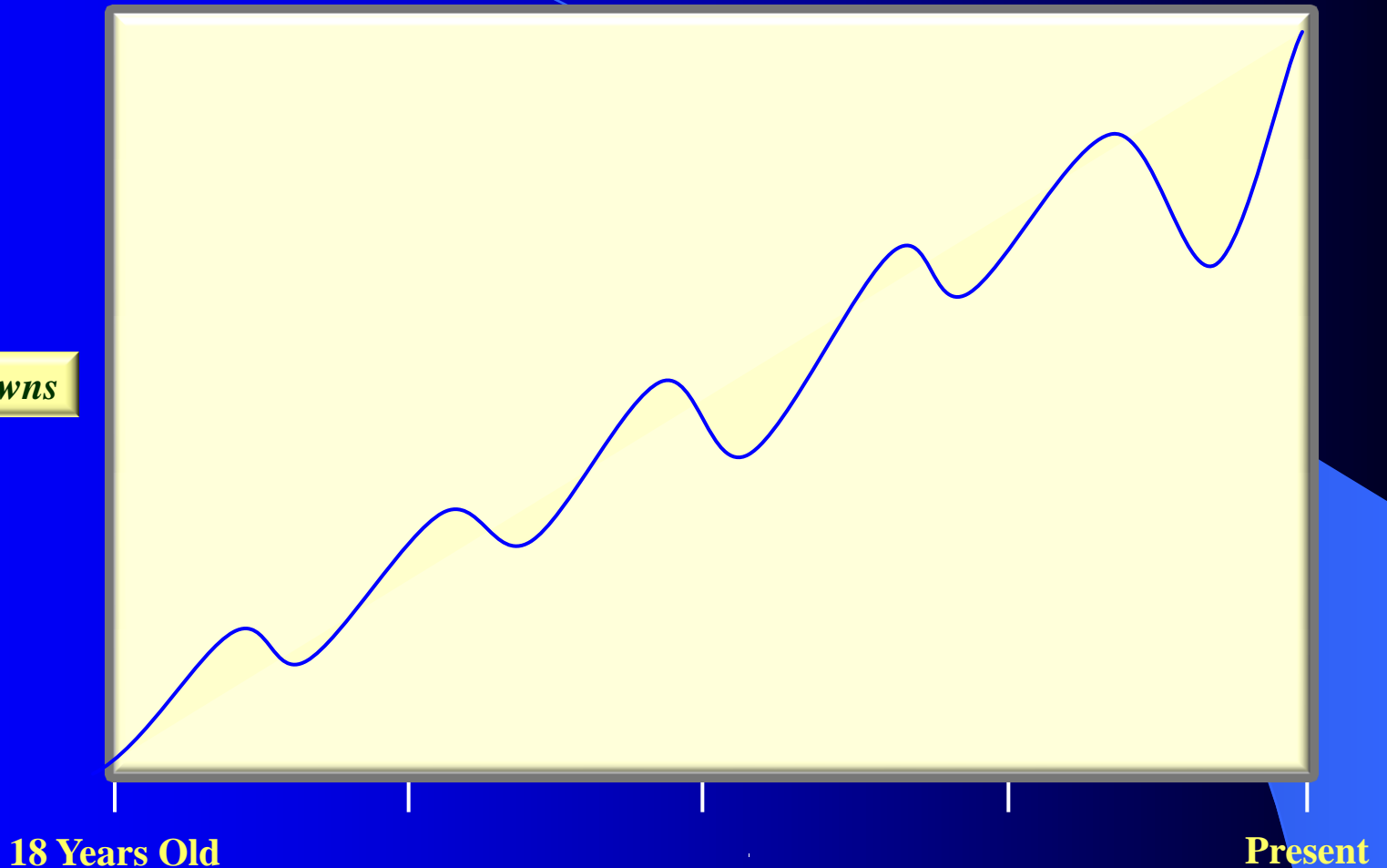
*Ups & Downs*

**18 Years Old**

**Present**

# Progress of Your Life

*Ups & Downs*



- What does your chart tell you about your life?
- What was the purpose each down and what did you learn from it?

# Power of Fear

- Fear = *False Evidence Appearing Real*
- Fear stops you from choosing/acting
- Locks you into the past or future
- Can't live in and enjoy the **NOW**

# Power of Fear (2)

- What is your greatest fear?
- What do you think would happen if it came true?
- Have you tested it to see if it's real?
- How has it stopped you in your life?
- What do you need do to overcome it?
- What would your life be without it?

# Self-Confidence Issue

- Triggered by :
  - Not being given a clear reason your being let go in your previous job
  - Being out of work for a long time and experiencing a lot of rejection from potential employers
- Causes you to feel like you've failed
- Need to:
  - Counter with actions/contributions that prove your worth and value to yourself & company
  - Self-Promote your contributions to co-workers & managers

**“Twas lost but now I'm found!”**

# Living in the Present

- Living in the Present/Now (Daytight Compartments)
  - Let go of worries/concerns about the past and future
    - If you find yourself telling the same stories about the past or future (out loud or in your mind), you're not living in the Present
    - Live in the **NOW** - that's where you're **POWER** is
  - Manage upsets/problems that occur in the NOW
    - Do what you can to manage the problem and then let it go
    - Everything else is wasted energy/worry and accomplishes nothing
  - Stay in Action – it's what makes the difference
  - Live with Intention
  - Remember, life is not a dress rehearsal!

# Get Effective Coaching

- No one expects an athlete to succeed without a coach
- Get a *Coach* to help you
  - Use a friend, co-worker, or professional coach to keep you on track and help you stay positive
  - Work with someone who's been through a job loss so they can effectively support you through the process

# Staying Positive During Your Return to Work

- Remember, a **Positive Attitude** is everything
- Stay on Task and in Action
- Stay connected with family, friends, church, members of your job seeker support group, etc.
- Do exercise regularly since it keeps you healthy and boost your endorphins

# Prepare for the First Day

- Gather necessary forms of ID for HR to verify your right to work
  - **Citizen:** Driver's License (or Passport, if have one) & Social Security Card
  - **Lawful Permanent Resident:** Green Card
  - **Neither of Above:** Employment Authorization Document (EAD)
- Learn more about the company, job, and co-workers
  - Get information from company website, HR, and your manager
  - Will make you feel more confident and make you look more prepared when you start

# Prepare for the First Day

- And now, as you are about to start at a new job, it reaches a critical state.
- First Impressions:  
And in the workplace, during those first few early days where you are meeting everyone -- and everyone is meeting you -- first impressions about you and your future potential can make a major impact on your future success with the organization.

# Prepare for the First Day

- **Have a Positive Attitude.** Nothing works better -- in all situations -- than having and expressing a positive attitude. Let your enthusiasm for being part of the team and the organization show to everyone you interact with. And always leave non-work problems at home.

# Prepare for the First Day

- **Dress Professionally/Blend in With Co-Workers**

**You should never underestimate the importance of dressing professionally in your new job.**

**"Dress how you want people to perceive you because it plays a huge role in how you are initially treated."**

# Prepare for the First Day

- **Show Your Team and Co-worker Spirit**
- **Learn Co-Workers' Names Quickly**
- **Ask Questions/Ask for Help**
- **Take Great Notes/Go to Orientation**
- **Be a Self-Starter; Take Initiative**
- **Discover Everything About Your New Employer**

# Prepare for the First Day

- **Work Full Days** "Be on time, come in early, stay a little later.
- **Establish a Good Attendance Record**
- **Avoid Office Politics and Gossip. Go back to Work.**
- **Keep Personal Business on Company Time to a Minimum**
- **Take Advantage of After-Hours Activities**

# Prepare for the First Day

- **Listen More than Talk (2 Ears and 1 Mouth)**
- **Track Accomplishments**
- **Show Appreciation**
- **Find a Mentor**
- **Get and Stay Organized/Set Goals**

# Prepare for the First Day

- **Keep Your Boss Informed -- of Everything**
- **Meet and Network with Key People in Organization & Profession**

**Next let's look at creating goals and staying in touch with your boss ....**

# Co-Create Your Annual Goals/Objectives

- Work with your manager to develop annual goals and objectives with 30 days from your date of hire
  - Create a subset for your probationary period
- Make sure objectives are clear and measurable and align with the company's
  - Examples
    - Maintain an average rating of 4 out of a possible 5 on customer feedback forms
    - Make at least 30 telemarketing calls each day with a least 5 converted into sales leads

# Design Goals/Objectives for Your New Job

- Define your goals/objectives for your new job
- Make sure they are measurable and achievable
- Set time frames for achieving them if you can

# Co-Create Your Annual Goals/Objectives (2)

- If manager doesn't create them, write a set yourself and have manager sign off on them
- Remember, if you don't have written objectives:
  - You don't know what your supposed to be doing and how your performance will be measured
  - There is no fair way for you manager to assess your performance or determine the amount of your raise

# Provide Feedback and Suggestions

- Avoid pitfall of giving early feedback or suggestions
  - Managers/coworkers often feel you don't know enough yet and may perceive you as complainer or a know it all
- Give yourself time to learn about the organization before you give feedback
  - Wait 3-6 months
- Keep your feedback ***POSITIVE!***

# Check for Continued Job Fit Every 6 Months

- Identify new roles/tasks in your job that aren't a good fit
- See if you can find coworkers who have the skills and desire to do them
- Consider taking on something coworker dislikes that you'd enjoy in exchange
- Get manager to reassign roles/tasks

# Function as a Team/Company Player

- Go beyond the call of duty
- Ask for help when needed and provide it to others
- Maintain a positive attitude
- Contribute to the bottom line by aligning your goals with the company's and your department's
  - Do you know the company's goals and your department's goals??
- Give regular praise to coworkers and managers
  - Remember, ***Praise is Powerful!***

# Get Regular Feedback on Your Performance

- Ask for regular feedback from your coworkers and manager
  - Correct any problems or issues immediately
  - Make you feel more secure in your job
- Document the feedback you receive for future performance evaluations
  - Include any corrective action you've take to address any concerns

# Do Regular Self-Promotion Throughout the Year

- Tell coworkers and managers about your accomplishments
  - Communicate verbally or via email (preferred)
    - Keep it brief and be sure to acknowledge others who contributed to your success
  - Remember, if you don't tell them, they may never know
- Explain the value of your contributions to your department and the organization

# Manage Annual Performance Reviews

- Focus on achieving your goals during the year and avoid getting side tracked
- Document your performance against your goals on a regular basis
  - Collect information/examples to support your claims, such as customer/coworker testimonials, completed reports/manuals, etc.

# Manage Annual Performance Reviews (2)

- Orchestrate your annual review
  - Establish a date for your review with your manager a month in advance
  - Offer to complete a self-evaluation from your manager in advance to help facilitate the process
    - Takes some of burden off your manager and gives you opportunity to control content in this first draft

# Manage Annual Performance Reviews (3)

- Participate in your annual review
  - Discuss your performance review document with your manager
  - Listen to your manager's feedback and acknowledge any valid concerns he/she raises
  - Work with your manager to modify your review to your mutual satisfaction
  - Discuss and agree on your salary increase
  - Set goals for the next year and make sure they are measurable
  - Only sign off on your review when both you and your manager are in agreement on all points

# REwork Group

- New support group to assist you in Returning to Work
- First Meeting
  - Location:
  - Day:
  - Time:

**NOTE:** We need volunteers to help run the group, including counselors?

# Resources - Websites

- **Your First Days Working at a New Job: 20 Tips to Help You Make a Great Impression**
  - [www.quintcareers.com/first\\_days\\_working.html](http://www.quintcareers.com/first_days_working.html)
- **Employer Expectations Over Time**
  - [www.afb.org/Section.asp?SectionID=7&TopicID=209&SubTopicID=62&DocumentID=2188](http://www.afb.org/Section.asp?SectionID=7&TopicID=209&SubTopicID=62&DocumentID=2188)
- **Five Tips for Succeeding on the Job**
  - [www.aces.edu/dept/extcomm/newspaper/july20b01.html](http://www.aces.edu/dept/extcomm/newspaper/july20b01.html)

# Thank You!





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