

BUSINESS IN THE COMMUNITY'S JOB COACHING PROGRAMME

SESSION ONE: GETTING TO KNOW YOU

SESSION AIMS

- Get to know your client better
- Understand your client's employment history and work-readiness
- Explain essential skills and introduce the Skills Builder framework
- Complete the Skills Checker together
- Agree frequency of meetings

ESSENTIAL SKILLS



Getting to know each other (10-15 minutes)

It is important to help your client feel comfortable and to build a rapport. They need to be reassured that this is a two-way relationship where you are both learning and developing skills. Rather than asking them questions, we suggest you cover the following.

- **A bit about you** – this could include something about what you like to do in your spare time, sports teams you support, your favourite take-away or TV programme. This is also your chance as a coach to explain more about your job and your employment background.
- **What you are looking forward to** in these sessions
- **Anything you are nervous about or have concerns about**

TOP TIP

**Be ready to share
first to help break
the ice**

Before moving on, it would be helpful to cover what to expect from this coaching experience, to make sure your expectations are aligned. Key points include:

- There will be six sessions with optional activities in between.
- The sessions will cover essential transferable skills, digital skills, employability skills, the labour market and wellbeing. There will be lots of flexibility to agree areas of focus to help the client achieve their goals.

Work history and employment goals (15-20 minutes)

There will be lots of opportunities to cover work experience and skills in future sessions, so the aim of this conversation is to get an initial picture of the client's experience of work and applying for jobs. Consider asking the following questions:



- What kind of roles are you interested in? What is important to you when you are deciding whether to apply for a job?
- What has your experience been of looking for work? What do you find challenging?
- What have you most enjoyed in previous jobs or work experience? *If the client has not had any previous work experience, you could explore whether they have had any experiences in life that they think could be put to use in the workplace or if they have seen any roles they like the sound of.*
- What barriers do you think you need to overcome that are in the way of you gaining employment?
- What do you think would help you overcome some of these barriers?

TOP TIP
Familiarise yourself with any information from the client's referral such as their CV or participation in employment programmes

Understanding essential skills (20 minutes)

Essential skills are the skills we all need to thrive in education, work and life. They are highly transferable skills like communication, problem solving and teamwork that are needed for almost any job. Clients may be more familiar with talking about the type of work they have done in the past or the kinds of work they are interested in, and less confident reflecting on their own essential skills.

Your role is to help them to recognise their essential skills, identify areas for development and understand what skills might be needed for certain roles. There will be lots of time to focus on this in future sessions. The aim of this section is to introduce the concept of essential skills and to share a couple of examples.

RESOURCE:
The Essential Skills Toolkit highlights the Skills Builder Universal Framework of the eight essential skills

- **Explain what we mean by essential skills.** It could be useful to use an example from your own job. Often when we think of skills we think of technical skills. So, if your role is a Distribution Manager, you might be more likely to talk about skills such as using spreadsheets, managing data systems or using a tracking system. But the essential skills you use every day might include problem solving, teamwork, and creativity.
- **Talk through the eight essential skills** using the Essential Skills resource to help the client to consider examples of how they might use these essential skills in life or in work.

TOP TIP
Be clear about the relevance of essential skills for the world of work.

Complete the 'Skills Checker' (20 minutes)

- The Skills Checker is an optional resource for you to use with your client. The purpose of the resource is to identify what areas to focus on in your coaching sessions, which you will work through in more detail during session two. Talk through each question with the client and complete the responses on their behalf.
- Click the button below to get started:

[Open the Skills Checker](#)

- Once the Skills Checker has been completed, reflect with the client on the answers they have given to identify which priority skills or topics the client would most like to focus on in future sessions (we would suggest no more than two, initially).
- As it is a word document, you will then be able to share the document with your client after the session. Encourage the client to make a note of these areas so that you can pick up on these in your next session which will be focused on goal-setting. We recommend that you use the Session Log in your toolkit to also make your own notes.

Next steps (10 minutes)

- Reflect on the session: what essential skills have you both used today?
- Agree when and how often you want to meet (we recommend fortnightly meetings)
- Signpost to activities to be completed before the next session and explain that at the start of the next session you will discuss the focus areas you have identified today so you can set some clear goals together.

ACTIVITIES TO COMPLETE BEFORE NEXT SESSION

- **For the client:** Start to think about the essential skills you use every day. Consider your employment goals and write these down ready for the next session.
- **For the coach:** Consider the focus areas that have been highlighted and familiarise yourself with the relevant resources in the toolkit to prepare for session two.