



How to Have Engaging Conversations with People about Employment

Conversation Tip	Examples
<p>Try to avoid asking questions that will potentially result in a yes/no answer</p>	<p>“What jobs have you had in the past?”</p>
<p>Keep the conversation going and explore their motivation</p>	<p>For people with work experience:</p> <ul style="list-style-type: none"> • “What did you enjoy most about the job? Why?” • “If you could find a job like _____ again would you be interested in working again? Why not?” • “What concerns do you have about working?” • “What did you like the least about working? Why?” And, “Tell me more.” <p>For people without work experience:</p> <ul style="list-style-type: none"> • “What are some things you like to do?” • “How do you spend your spare time?” • “What types of activities do you do during the day?” • “What are some of your hobbies?” • “What are some of the things that you are good at?” • “Do you know someone who has a job that you think you might be interested in?” • “Are there places you go on a regular basis where you’ve seen people doing jobs that you would like to do?”
<p>Reflect back to validate concerns and your understanding</p>	<p>“So if you had been able to flex your work schedule a little and come in at 9:00 in the morning instead of 7:00 – that would have worked better for you?”</p>



Conversation Tip	Examples
<p>Acknowledge and mitigate what doesn't make sense about working and benefits</p>	<ul style="list-style-type: none">• “Yes, you may get less money on your SSI check, but what if you have \$60.00 more to spend each month if you work?”• “What would you buy or do with the extra money?”• “What if I told you that you can work and still keep health benefits to pay for your medicine and doctor visits?”• “Tell me what you may be willing to do.”
<p>Use DB101.org as a neutral source to address concerns and questions and keep people engaged</p>	<ul style="list-style-type: none">• Use DB101 Chat with an Expert to ask some of their questions so they hear it from another source. • Do an estimator to show them what might happen if they go back to work. Show the bottom line.
<p>Use Get a Smart Start information when working with youth and parents</p>	<ul style="list-style-type: none">• Use the materials on DB101 and www.DisabilityHubMN.org developed for working with youth.• Do a School and Work estimator to show them what might happen if they go to work or continue their education.• Use the Young People and Benefits section to find specific tips for parents.

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