

# Guide Me & Watch Me Succeed

## Modeling Task Instruction:



**Show & Tell me:** Describe the task that needs to be done and then demonstrate it step by step. Repeat at least twice to ensure comprehension of the task.

**Guide me:** For individuals with fine-motor skills challenges, there are circumstances when hand-over-hand assistance may be beneficial. This is especially true for if it is a physical and/or complex task.



**Watch me:** Let the employee try the task slowly and follow them along. By watching the employee perform the task, it reveals how much they have mastered. Feel free to repeat this as many times as necessary. If an employee is struggling, have the employee perform the task side by side with their trainer and/or refer to an earlier step.



**Trust me:** Let the employee try to perform entirely on their own! Feel free to repeat any of the previous steps whenever needed.



**These steps are critical to supporting an employee in the development of their training at work. There are several factors that should be considered when going through these steps:**

- Use a positive and genuine tone at each step – this will foster pride as the employee develops.
- When appropriate, visual guides may be a useful tool to support the learning process.
- Employees with disabilities should be respected like any other staff member. When attempting to train someone, avoid speaking to them as though they were a child as that demeans the employee.
- These steps should be personalized, as each employee has a different need for support in their learning process.



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# General Guidance:

The process laid above is a great way to approach teaching a task and establishes a solid foundation upon which to help train an employee. However, within these steps and ongoing support for an individual, there are additional techniques to be considered:



## **Bulleled Task Lists:**

Using lists is a key tool to tracking progress as an employee works through tasks. Creation of the list itself is a process that should be completed in partnership

between an employee and their supervisor. Given that not all items on a list carry the same level of importance, segmenting priority levels using a defined system (including color coding) can support decision-making. Once created, the employee can use the list to monitor which tasks they have completed by checking them off as they go. This promotes the value of completion for the employee and increases productivity.

## **Non-Verbal Communication:**

“The eyes are the window to the soul.” This saying is an accurate way to assess how a person is feeling, even if they have limitations around speech. Be aware of an employee’s level of comprehension as well as their emotional and physical state by encouraging eye focus. If an employee does not show visible signs of engagement or affirmative facial expressions, one can deduce that they haven’t absorbed the necessary information. These non-verbal forms of communication, or body language, are an



important part of the instruction process. This extends beyond eye contact or other facial cues as it can manifest itself in a variety of ways.

## **Setting the Scaffolding for Your Day:**

Within the course of person’s day or during the completion of a task, setting a clear sequence is an integral step. Therefore, one should establish what needs to be currently addressed, what would need to be next and a designated time frame. These three components; now, next, and a time target can help not only keep projects on track, but also add structure to a person’s day.

## **Use of Technology:**



All employees depend on the value that technology brings to the workplace, regardless of ability. Therefore, it is vitally important to ensure employees have access to the same tools and systems that other employees use. These include, but are not limited to, instant messaging, email and payroll systems.

In addition to the many standard technology services, there are other platforms that can support employees to be more independent in their careers. Smart phones present a wealth of applications and productivity tools including; alarms, reminders, virtual to-do lists, calendars and focus applications. These applications offer additional structure and support to employees as they work through their daily tasks.

# General Guidance (continued):

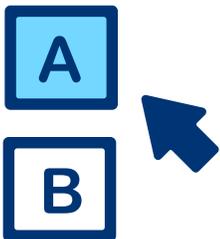


## **Prioritization and Time Estimation:**

“How long will this task take? Which task should I do first?” Making choices about which task to start with, where to

move next and how to assess how long it will take, requires high level analysis. For example: “do we have time to restock the paper goods? Or, should we scan these documents?” Understanding how long each of these tasks take and which one is of greater importance can determine priorities.

One can record how much time an employee needs to perform a recurrent task to establish an accurate reference point. As completion times get shorter, it becomes a way of highlighting improved efficiency. Incorporating a bulleted task-list empowers an employee to rank the day’s tasks and establish effective time-management.



## **Opportunity for Task Choice:**

After considering prioritization and timing for tasks, in situations where there are several tasks of equal importance, it is beneficial to offer choice to employees in

where to start. Self-determination and decision making are significant elements in one’s professional development. Stepping back and having employees lead through choice instills empowerment and confidence in their roles.

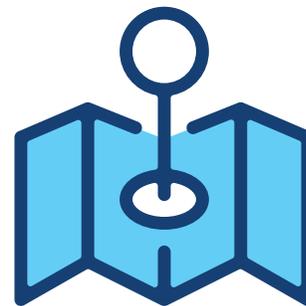
## **Humor & Empathy:**

Sometimes, a little humor can go a long way. It’s healthy to engage in casual conversation, share a joke or two, or laugh about a small mistake, if one maintains appropriate professionalism. Appropriate humor can be used as a motivational tool. For example, when an employee makes a small correctible mistake, humor can prevent feelings of shame and make it easier for that employee to get back on track.



## **Visual Guides:**

Do you sometimes forget workplace details because they are not written down? We all forget things at times and having a visual guide helps our employees stay on track. Visual guides can take several forms and should reflect the preferences and workplace environment for each employee. A few examples include sticky-notes, calendars, whiteboards or maps.



**Larger Picture:** The techniques highlighted above benefit employees in the workplace and in larger society, as they improve social awareness and soft skill development. Investing time and effort into these tools can be valuable for the growth of an employee, both in their professional and personal development.