

Appreciative inquiry and innovative methods in the success at Nextjob

Workshop
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Copenhagen 6. May 2009

Workshop program

- Short presentation
- Job & Activity Center and Nextjob
- A definition of methods in social work/supported employment.
- Why do we need to work with general methods?
- Which methods do we use to get people with learning disability out in the labour market?
- General practice tools when you translate the methods – and why do we need to work with "tools"
- Discussion and exchange of experience

Job & Activity Center – a short presentation

Founded;

1973: Ministry of Social Affairs, when 3 sheltered workshops moved out from a big institution for people with development disability

1980: The responsibility (by law) moved to the county of Copenhagen (with 600.000 inhabitants)

2007: The responsibility (by law) moved to the municipality Gentofte (70.000 inhabitants) The municipality of Gentofte is still offering places to other municipalities and every year we make a deal with other municipalities.

Organisation

- 9 different locations within a 12/km radius
- 130 sheltered workshop-places
- 110 activity places
- 135 places in Nextjob
- 130 employees (social workers/teachers, craftsmen, physiotherapists, occupational therapist, clerks and management)
- Open daily between 6.30 and 16.00

Nextjob

- Education and job agency towards the ordinary labour market
- For adults with mental disabilities and/or learning disabilities
- Clarification and enhancement of work ability
- Three programs.
- **- Job & pension**
 - For people with developmental disabilities and disablement pension.
- **- Clarification & Job**
 - For people with learning disabilities without disablement pension.
- **- Youth Program**
 - For young people between 18-24 with learning disabilities with or without disablement pension. Mostly directly from special schools.

Definition of methods in social work

Strategic draw up, planned, and systematic activity which is used in the work with the clients or to regulate the work with the clients

(Bergmand & Lundström 2002)

Another definition

Purpose

- The work shall contain consideration about the goal, and the aims purpose.

Planned

- The work skill contains a plan for, how and with which means the goal you wish to reach.

Systematic

- You have to work so systematic, that the methods can be reproduced by others and by the social worker herself.

"Verbal"

- The social worker must be ready to put in words, what she is doing.

The "new" methods (in a danish way)

Questions to methods in social work, or to the way you carry out social work:

- What is the perspective behind the methods (it's human- and society vision) and what kind of understanding of social problems does it contain and what kind of social problems is it determined by
- What chance goals does it contains
- What is the meanings about, how till reach the goal
- Which specific "tools"/technicals does it contain
- How does the client get involved. What influence does the client have
(Guldager 2000)

Some of the methods that we use i Nextjob

- Appreciative inquiry
- "Working capacity methods"
- "Function capacity methods"
- Empowerment
- "The motivate dialogue"

Appreciative inquiry – development- and dialogue tool

Appreciation focus:

Examine the best results

Espress the vision for the future

Share value and vision by dialogue

Create the future

When you study your success,
you will be better to create them

Inquiry focus:

Identification of the problem

Analysis the effect

Analyse the possible solution

Set up a plan of action

When you styde your problems,
you will be wise on what that do not fit

Working capacity methods

Purpose:

- To support a clarification proces together with the clients and contemporary support the development of the clients ressources, so they can use it in working related connection.
- To support a qualified and systematic documentation through the whole casework proces, as a basis to make the right decision about the support founded.

”Profile of resources” – 12 elements

- Education
- Work experience
- Interests
- Social Competences
- Reorganisation capacity
- Learning capacity
- Relevant working wishes
- To do expectation
- Working identity
- Home and economy
- Social network
- Health

The motivating dialogue – 4 principle

1. Express empathy
2. Beware at the discrepancy
3. "Walk" with the opposition
4. Support the klient's skills/expectation

(Miller & Rollnick)

Discussion and exchange of experience