Beyond Seeing to Observing

- Conan Doyle, through his character Sherlock Holmes has much to teach us about Discovery. Using all of our senses is a powerful way to learn about a job seeker, but we are often much less tuned in to the numerous moments for learning. Discovery requires constant observing, being in the moment, mindfulness. This webinar will focus on learning to become a first rate noticer enabling us to observe not just see. Content will include:
  - The difference between seeing and observing
  - Learning to use all of our senses during Discovery
  - Connecting mindfulness to Discovery
  - Distinguishing between which information observed is critical to learning “Who the job seeker is” and which information is not relevant

Linking Observation to Best Practices – A Quick Review

VALUES
  - individuality
  - choice
  - empowerment
  - social inclusion
  - community settings
  - community experiences
  - employment

NEW SKILL SETS - CUSTOMER FOCUSED - COMMUNITY BASED
  - Community-based Discovery
  - Driven by job seekers passions
  - Strengths based

Social Capital - Using personal connections and collaboration
  - Team-based Work Model

STAFF AS COMMUNITY BUILDERS USING PERSON-CENTERED PLANNING AND SOCIAL CAPITAL
  - Assisting a job seeker with identifying their interests
  - Planning with the job seeker ways to develop meaningful community roles and relationships.
  - Helping the job seeker find their niche to participate in and contribute to their community.
Employment Best Practice Methodology: Discovery

• Person-centered employment planning

• Answering the question - “Who is _____?”

How We Facilitate Discovery?

• Conversation
• Interview
• Time spent together
• Observation

• Participation with the job seeker in activities both familiar and novel
• Lastly, review of records

Observation

Community-Based Activities

◆ The individuals' favorite community based activity – (at their best, in flow)
◆ Community based activity the individual has wanted but has never engaged in
◆ Emerging work related interest activities (that further define work themes)

What are we observing?

IDEAL CONDITIONS OF EMPLOYMENT

• STRENGTHS
• INTERESTS
• SUPPORTS
• COMPLEXITIES
• LIFE EXPERIENCES
• SKILLS
• CONTRIBUTIONS

WHAT MOTIVATES THE JOB SEEKER

◆ PLACES
◆ PEOPLE
◆ ACTIVITIES
◆ RELATIONSHIPS

Summary - Discovery

• Exploring a wide variety of places and activities one on one
• Listening to and observing the job seekers' verbal and non-verbal behavior
• Next steps will become apparent based on what you learn about the person as you spend time getting to know him/her

Accuracy of observation is the equivalent of accuracy of thinking.

Wallace Stevens
What Sherlock Holmes and Other Sleuths Can Teach Us About Discovery!

- Constantly observe
- Tune into your senses
- Practice mindfulness

As a result we become aware using our senses and are now able to observe and not merely see.

Watson: I could not help laughing at the ease with which (Holmes) explained his process of deduction. “When I hear you give your reasons,” I remarked, “the thing always appears to me to be so ridiculously simple that I could easily do it myself, though at each successive instance of your reasoning I am baffled until you explain your process. And yet I believe that my eyes are as good as yours.”

“Quite so,” he answered, lighting a cigarette, and throwing himself down into an armchair. “You see, but you do not observe. The distinction is clear. For example, you have frequently seen the steps which lead up from the hall to this room.”

Watson: “Frequently.”
Holmes: “How often?”
Watson: “Well, some hundreds of times.”
Holmes: “Then how many are there?”
Watson: “How many? I don’t know.”
Holmes: “Quite so! You have not observed. And yet you have seen. That is just my point. Now, I know that there are seventeen steps, because I have both seen and observed.”

A Scandal in Bohemia, SIR ARTHUR CONAN DOYLE

Observation

- Using your senses (touch, taste, smell, hearing, sight) to gain information
- These skills can be developed and improved
- Focusing on details

Video

Can you find the man?
**What do you observe?**

**Test Your Observation and Recollection Skill**
- Take a pen and paper and walk out of the room.
- Make a list of all the items in the room that you can remember.
- You may find that you can not remember as many objects as you thought you could.
- Go back to the room and look at everything you missed.
- Repeat the test and you will see that the list is now longer. More detailed
Practice this exercise with: faces, clothes, objects, animals, trees, flowers etc.

**Observation Exercises**
- Watch people in crowds – how they behave, how they interact
- Choose an item and look for as many throughout the day as you can find.
- Take a walk and focus on just what you hear, see, smell, feel.
- Observe a photo then list as many details as you can remember.

To observe is to see but also to understand and that requires listening.

**Listening**
- Listening is an active process of understanding both verbal and non-verbal communication
- Involves concentrating, understanding, responding and remembering

**Tips to Improve Listening Skills**
- Focus attention on job seeker
- Use eye contact to convey your interest
- Be aware of your body language - be open
- Provide encouragement
- Do not interrupt
- Ask for additional information to ensure you understand what the job seeker means
- Use open ended questions

**Listening**
- Pay attention to the persons appearance
- Notice what is not said
- Train yourself to pay attention to facial changes, body language, voice tone
- Ask questions and paraphrase to clarify when needed
- Use all 5 senses to attend to words, emotions, body language, and the details the person is expressing
**Critical Thinking**

Critical thinking is the analysis and synthesis of information to reach understanding.

Involves:
- conceptualizing
- analyzing
- synthesizing
- and evaluating information

Obtained though:
- observing
- communicating
- experiencing
- reflecting
- reasoning

**To Improve Critical Thinking:**

- Investigate
- Explore various points of view
- Question your assumptions
- Recognize your own biases
- Try to understand the job seekers point of view

- Practice critical thinking by selecting a problem and determining a variety of solutions.

**Creativity**

Is the ability to develop:

- ideas
- alternatives
- possibilities
- with a unique perspective
Mindfulness

Mindfulness means maintaining a moment-by-moment awareness of our thoughts, feelings, bodily sensations, and surrounding environment.

Mindfulness also involves acceptance, meaning that we pay attention to our thoughts and feelings without judging them—without believing, for instance, that there's a "right" or "wrong" way to think or feel in a given moment. When we practice mindfulness, our thoughts tune into what we're sensing in the present moment.

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Why practice MINDFULNESS?

• Studies have shown that practicing mindfulness, even for just a few weeks, can bring a variety of physical, psychological, and social benefits.

• Mindfulness helps us focus, tune out distractions, improve our memory and attention skills.

What info is relevant

• Train your brain to focus on what is important at the moment

• Filtering out information that is not relevant to answering the question “Who is ______?”
**Cautionary Tale**

- Do not judge

- Working as a team is critical to keep us honest and to ensure our own life experiences, biases, values, belief systems, world views are not negatively impacting high quality outcomes

- Be aware of stereotyping

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**Knowledge, Skills and Abilities of Discovery and Customized Employment**

- Customized Employment Competency Model - United States...
  www.dol.gov/odep/pdf/2011cecm.pdf  A diagram illustrating the nine CE competencies and four CE components follows ... (KSAOs) that make up each of the competencies are provided in the ...

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**Positive and Open Approach to Life**

- Is open, enthusiastic to try new things and open to new ideas

- Is optimistic, focuses on the most positive aspects rather than perceived difficulties

- Is flexible, able to adapt to changing situations

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**The knowledge, skills, abilities, and other characteristics (KSAOs) that make up each of the 9 competencies**

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**Customized Job Development**

Skill in:

- interpreting

- applying knowledge learned

- researching information

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**Respecting and Relating to Others**

- Skill in: interacting, being aware of others’ reactions and understanding why they react as they do

- Ability to work as part of a team, build and maintain relationships, put others at ease

- Values connecting with people

- Is culturally sensitive

- Has a world view that people with disabilities can contribute to the workplace

- Treats others with respect and dignity

- Is curious and interested in learning about others
**Business and Employment Practices**

Skill in:
- determining how a system, business, or job should work to identify operational improvements
- monitoring or assessing performance

Ability to imagine how a job or business process will look after it is changed

**Business Networking**

- Skill in negotiating a win-win solution
- Ability to build networks of social contacts to develop social capital
- Ability to coordinate actions in relation to others’ actions

**Collecting, Interpreting, and Using Information**

Skill in:
- systematic inquiry (that is, asking questions to get to key issues)
- updating and integrating new information and knowledge

Abilities to:
- observe, identify, and interpret relevant information
- generate a number of ideas
- come up with creative ideas and creative ways to solve problems
- use logic and reasoning

**Communicating with Others**

Skill in:
- Communicating in various ways (for example, non-verbal methods)
- active listening (giving full attention, taking time to understand the points made, asking questions as appropriate and not interrupting)
- written communication

Ability:
- to comprehend written material
- present information logically

**Planning and Organizing**

Ability to:
- organize steps into a logical sequence
- look beyond the immediate details to see the bigger picture

**Practicing Observation with:**

- Rose
- Michael
- Beth
- Alberto
Meeting Rose
• Rose shares her narrative

Make note of your observations of Michael...
What is Beth possibly not saying?

Alberto
Using Critical Thinking to
synthesize your:

- observations
- Reflections
- Analysis