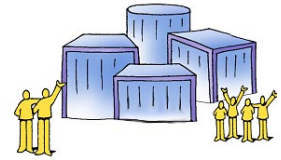


## HANDLING WORKPLACE PARTNER & EMPLOYER OBJECTIONS



“Lack of Resources!”	Possible Solution
<ul style="list-style-type: none"> <li>▪ <b>“No time to train”</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ "Many businesses have this concern, but are impressed at the skill level of youth once they get there - especially using technology."</li> <li>▪ “We’re committed to making good matches.”</li> <li>▪ “We’ll send prepared youth with good skills. Let us know what skills you need them to have.”</li> <li>▪ “We do all the paperwork, pre-screening, etc.”</li> <li>▪ “I’ll do it for you – just need a signature”</li> <li>▪ “We will support youth with a job coach.”</li> </ul>
<ul style="list-style-type: none"> <li>▪ <b>“No coordinator”</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ Suggest holding a company team meeting to brainstorm ideas and how to share the mentoring role.</li> <li>▪ Conduct first meeting as site-visit and organizational assessment to help plan for students in the workplace.</li> <li>▪ Have a few tried-and-true youth job descriptions on hand. Suggest starting out with one or two placements.</li> <li>▪ Offer success stories from other employers.</li> </ul>
<ul style="list-style-type: none"> <li>▪ <b>“No \$ to Hire”</b></li> <li>▪ <b>“Too costly”</b></li> <li>▪ <b>“You demand wages and benefits that are too high.”</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ “We offer subsidized employment or work experience” (following appropriate child labor laws).</li> <li>▪ Mention other services they can offer (job shadows, work experience, internships, etc.)</li> <li>▪ Be active in follow-up.</li> <li>▪ Discuss options for tax credit.</li> <li>▪ “Young workers in our agency last longer because of support services” (if true).</li> <li>▪ “Our pre-training services are cost-effective for you.”</li> <li>▪ Start at a lower rate, with option for increase if they are satisfied.</li> <li>▪ Research labor market salary standards for the area and identify fair wage for job and share that information with the employer.</li> </ul>
<ul style="list-style-type: none"> <li>▪ <b>“Too expensive for background check/physical”</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ “We will provide those services at no cost to you.”</li> <li>▪ “We can offer you a range of tax incentives.”</li> </ul>
<ul style="list-style-type: none"> <li>▪ <b>“Our budget is already set for the year.”</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ “We’re not looking to add a new position, just fill an existing one.”</li> <li>▪ Discuss subsidized opportunities, internships, or job shadows.</li> </ul>
<ul style="list-style-type: none"> <li>▪ <b>No Bi-lingual Supervisors</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ “I can connect you with qualified bi-lingual candidates to take supervisory positions within your organization.”</li> <li>▪ “We will work to meet your minimum requirements.”</li> </ul>

<b>“What can they actually do?”</b>	<b>Possible Solution</b>
<ul style="list-style-type: none"> <li>▪ <b>“We only want college level students”</b></li> <li>▪ <b>“Under 18, not okay”</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ "There are common misconceptions about the abilities of high school age youth."</li> <li>▪ Invite the person to visit a class to meet students, especially in an academy program for the same industry.</li> <li>▪ Use examples of businesses who have had successful youth experiences.</li> <li>▪ Use success stories from similar situations to shift perceptions.</li> <li>▪ Have lists of possible job functions high school students have proven to be successful in (especially if they have been validated by professionals in the industry)</li> <li>▪ Bring a student with you to the meeting when appropriate.</li> <li>▪ “We carry all the liability while training and employment” (if subsidized).</li> <li>▪ “We function as an employer in record (we run the payroll, and the company uses \$ from other sources – i.e. marketing).”</li> <li>▪ “We also work with young people who are 18 and older.”</li> <li>▪ “Is that under every circumstance?”</li> </ul>
<ul style="list-style-type: none"> <li>▪ <b>“How can we make it fun for them?”</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ Not needed - these youth want to have professional, valuable experiences.</li> <li>▪ Think of them as employees, with high expectations for performance and behavior.</li> <li>▪ Make it fun, by making it challenging.</li> </ul>
<ul style="list-style-type: none"> <li>▪ <b>“Jobs may not be suitable for youth.”</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ Clarify and educate employer about labor laws (use <a href="http://www.youngworkers.org">www.youngworkers.org</a> as resource).</li> </ul>
<ul style="list-style-type: none"> <li>▪ <b>“We’ve never worked with youth.”</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ Provide guidance and support. Discuss reasons why they haven’t and confront any fears that may be the cause. Emphasize the positive aspects of hiring youth: enthusiastic, loyal, and creative when adults believe in them and they believe in the company.</li> </ul>

<b>“Concerned about working with young people”</b>	<b>Possible Solution</b>
<ul style="list-style-type: none"> <li>▪ <b>“We only hire full-time workers.”</b></li> <li>▪ <b>“It’s a quality of work issue.”</b></li> <li>▪ <b>“<u>Young</u> workers are unskilled.”</b></li> <li>▪ <b>“Are <u>they</u> capable?”</b></li>   <li>▪ <b>“What is the benefit to me?”</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ Discuss possibility of summer jobs.</li> </ul> <hr/> <ul style="list-style-type: none"> <li>▪ Again, emphasize the skill level of students and what we have learned about high school students' incredible capacity to learn fast and adapt.</li> <li>▪ “We provide training at no cost to you.”</li> <li>▪ Take sample resumes with you.</li> <li>▪ Talk about how your program helps students build skills &amp; focus.</li> <li>▪ Walk the person through identifying the minimum skills required for certain positions and emphasize that you’ll find a youth who can do these jobs.</li> <li>▪ Discuss your job training and pre-screening services.</li> <li>▪ Discuss on the job training services.</li> <li>▪ “Our employees come to you already trained.”</li> <li>▪ “How about a Job Shadow?” (offer another opportunity).</li> <li>▪ “We will pay for training, you decide whether to hire.”</li> <li>▪ Discuss the energy and motivation that young people bring to their positions when they have a work environment where people treat them with respect. They are often ready to mold into organization identity and when they are believed in, they are fiercely loyal.</li> <li>▪ “Our clients are graduates of our state-of-the-art training program and are better prepared than most people you may hire cold off the street.”</li> </ul>
<ul style="list-style-type: none"> <li>▪ <b>“<u>Negative</u> stereotypes of youth.”</b></li> <li>▪ <b>“What <u>kind</u> of youth?”</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ “Pre-screened, motivated youth with interest in your field of work.”</li> <li>▪ Ask for a chance to interview.</li> <li>▪ Share success stories</li> </ul>
<ul style="list-style-type: none"> <li>▪ <b>“Scheduling conflicts.”</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ “We have youth with flexible schedules.”</li> <li>▪ Discuss your services of pre-screening and job matching.</li> <li>▪ “We do the leg work to make appropriate matches.”</li> </ul>
<ul style="list-style-type: none"> <li>▪ <b>“We don’t want to baby-sit!”</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ “Yeh, we don’t baby-sit either! Our clients are motivated and mature young adults, who respect their career potential and futures enough to be represented by our reputable agency.”</li> <li>▪ “All of our clients are pre-screened, trained, and matched to fit your needs.”</li> <li>▪ “We provide pre-employment workshops to support youth autonomy and respect for workplace culture.”</li> <li>▪ Validate their concerns, and back it up with the external support your agency provides.</li> </ul>

<b>“Concerned about working with young people”</b>	<b>Possible Solution</b>
<ul style="list-style-type: none"> <li>▪ <b>“We only want kids with high grades.”</b></li> <li>▪ <b>“Are they reliable?”</b></li> <li>▪ <b>“Will they show up for work?”</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ All students need these experiences and most seem to do better in a professional environment - grades are not necessarily the best indicator of performance.</li> <li>▪ Use it as a call to action- “Sign up now to get the cream of the crop.”</li> <li>▪ Participate in other activities to gain access to students and "try before you buy."</li> <li>▪ “Our organization has an excellent track record for meeting your needs.”</li> <li>▪ “Try it out - you are under no long-term obligations.”</li> <li>▪ “We provide follow-up support for both you and the employee.”</li> <li>▪ “These young people don’t require special treatment - they should be managed with the same support, choices, and consequences of any other employee.”</li> </ul>
<ul style="list-style-type: none"> <li>▪ <b>“Concerned about liabilities.”</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ “We offer liability coverage for the first three months of employment.”</li> <li>▪ Provide information and be a resource for child labor law information.</li> <li>▪ “I will help you comply with child labor laws and work permits.”</li> <li>▪ “We carry all the liability while training and employment (if subsidized).”</li> <li>▪ “The same risk as existing employees.”</li> </ul>
<ul style="list-style-type: none"> <li>▪ <b>“What about their criminal background?”</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ “These young people are working with us because they are ready for a job. Treat them like any other employee and let them prove themselves during a probation period.”</li> </ul>
<ul style="list-style-type: none"> <li>▪ <b>“Not ready for troubled or disabled youth.”</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ “These young people don’t require special treatment - they should be managed with the same support, choices, and consequences of any other employee.”</li> <li>▪ Tax incentives available.</li> </ul>
<ul style="list-style-type: none"> <li>▪ <b>“We don’t deal with special needs.”</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ Discuss your job coaching services.</li> <li>▪ Discuss your partnership with support services (workability).</li> </ul>

“Previous Bad Experiences”	Possible Solution
<ul style="list-style-type: none"> <li>▪ <b>“I did this before and the person never worked out!”</b></li> <li>▪ <b>“I’ve worked with ‘you people’ before!”</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ “What was the problem? How can we avoid this now?”</li> <li>▪ Listen and empathize with the employer about their experience. Give examples of how your agency addresses the issues s/he rose. Acknowledge what didn’t work, and discuss what could make it better next time.</li> <li>▪ “We pre-train and pre-screen all our young workers.”</li> <li>▪ Assure employer that there are no obligations.</li> <li>▪ Let them know that they are not alone - you will be there to support the young person and the employer in the experience.</li> <li>▪ Provide references and statistics for good experiences (monitoring services in place).</li> <li>▪ “Try it with us - we have a new staff, are a different agency, etc.”</li> <li>▪ Highlight successes at other companies.</li> <li>▪ “We’re their ongoing job coach.”</li> <li>▪ Sell other business services</li> </ul>
<ul style="list-style-type: none"> <li>▪ <b>“They’re irresponsible, talk on the phone at work - overall bad employees.”</b></li> <li>▪ <b>“All young people are rude &amp; irresponsible.”</b></li> <li>▪ <b>“What if they don’t act or look professional?”</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ Let them know that you will act as liaison with student/employer – follow-up with employer and youth. Support employer if any problems arise.</li> <li>▪ Youth are pre-trained for professional work conduct, attitude, and behavior.</li> <li>▪ Let them know that you pre-screen employees.</li> <li>▪ Provide examples of positive student experiences and references.</li> <li>▪ Bring students to meet employers - suggest an interview.</li> <li>▪ “I will support and vouch for their professional attitude and appearance.”</li> </ul>
<ul style="list-style-type: none"> <li>▪ <b>“Why do they need <u>you</u> to help them find a job?”</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ “Our clients are motivated to work and want to be represented by a reputable agency.”</li> <li>▪ “Our clients are eager to build upon their job skills utilizing our cutting edge capacity-building programs.</li> <li>▪ “With the heightened emphasis in schools on testing and academic achievement, our organization supports and supplements what is missing from programs offered at their schools by providing career building opportunities.”</li> </ul>

<b>“Corporate Headquarters Says No”</b>	<b>Possible Solution</b>
<ul style="list-style-type: none"> <li>▪ <b>“Corporate office says no.”</b></li> <li>▪ <b>“Not in our policy.”</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ Share examples of where employers have changed policy.</li> <li>▪ Talk to the “head honcho” to get him/her to buy-in and change policy.</li> <li>▪ Persistence and strategize.</li> <li>▪ Request trial period to observe youth worker.</li> <li>▪ Have at least three primary contacts at big organizations.</li> <li>▪ Offer to make a presentation to their board of directors.</li> <li>▪ Offer materials and youth availability to present.</li> </ul>
<ul style="list-style-type: none"> <li>▪ <b>“You need to talk to human resources.”</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ “Can you introduce me to that person?”</li> <li>▪ Ask for a personal introduction or referral to help maximize chances of success with the new contact.</li> </ul>
<ul style="list-style-type: none"> <li>▪ <b>“We only hire through a staffing agency.”</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ “What is that costing you? We pre-screen and provide support at no-cost to you.”</li> </ul>
<b>“Too Much Red Tape Working with a Government Agency”</b>	<b>Possible Solution</b>
<ul style="list-style-type: none"> <li>▪ <b>“Too much red tape with government agency.”</b></li> <li>▪ <b>“Too much paper work.”</b></li> <li>▪ <b>“Lack of communication between providers.”</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ We have an efficient system in place to avoid red tape</li> <li>▪ “I’ll do it for you - all you have to do is sign.”</li> <li>▪ “Our paper work is streamlined. Let me show you how simple it is to complete.”</li> <li>▪ “Paperwork already prepared.”</li> <li>▪ “Sorry...what else can I help you with?”</li> <li>▪ Contact other agencies to reduce double up.</li> </ul>
<b>“Now's Not a Good Time”</b>	<b>Possible Solution</b>
<ul style="list-style-type: none"> <li>▪ <b>“Try me later/ not a good time”</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ Don't give up easy.</li> <li>▪ Offer to meet over lunch or coffee - on you!</li> <li>▪ Emphasize that students can actually help with the workload, they are an asset.</li> <li>▪ If really "NO" then follow up is key. Keep good notes, share them with other liaisons and call back on a regular basis to show you are dedicated and it is important.</li> <li>▪ Ask when they will be hiring and when would be a good time to follow-up.</li> <li>▪ “It will be less than five minutes at your convenience.”</li> </ul>
<ul style="list-style-type: none"> <li>▪ <b>“I don’t have time to job shadow or talk.”</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ Discuss other (competitive) employers who are offering work experiences for youth (newspaper articles, etc.)</li> <li>▪ Ask for suggestions of others inside or outside of his/her organization who may want to hire youth.</li> <li>▪ “We can work with whatever time is convenient.”</li> </ul>