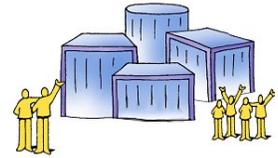


HANDLING WORKPLACE PARTNER & EMPLOYER OBJECTIONS



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

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

“Concerned about working with young people”	Possible Solution
<ul style="list-style-type: none"> ▪ “We only hire full-time workers.” ▪ “It’s a quality of work issue.” ▪ “<u>Young</u> workers are unskilled.” ▪ “Are <u>they</u> capable?” ▪ “What is the benefit to me?” 	<ul style="list-style-type: none"> ▪ Discuss possibility of summer jobs. <hr/> <ul style="list-style-type: none"> ▪ Again, emphasize the skill level of students and what we have learned about high school students' incredible capacity to learn fast and adapt. ▪ “We provide training at no cost to you.” ▪ Take sample resumes with you. ▪ Talk about how your program helps students build skills & focus. ▪ 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. ▪ Discuss your job training and pre-screening services. ▪ Discuss on the job training services. ▪ “Our employees come to you already trained.” ▪ “How about a Job Shadow?” (offer another opportunity). ▪ “We will pay for training, you decide whether to hire.” ▪ 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. ▪ “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.”
<ul style="list-style-type: none"> ▪ “<u>Negative</u> stereotypes of youth.” ▪ “What <u>kind</u> of youth?” 	<ul style="list-style-type: none"> ▪ “Pre-screened, motivated youth with interest in your field of work.” ▪ Ask for a chance to interview. ▪ Share success stories
<ul style="list-style-type: none"> ▪ “Scheduling conflicts.” 	<ul style="list-style-type: none"> ▪ “We have youth with flexible schedules.” ▪ Discuss your services of pre-screening and job matching. ▪ “We do the leg work to make appropriate matches.”
<ul style="list-style-type: none"> ▪ “We don’t want to baby-sit!” 	<ul style="list-style-type: none"> ▪ “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.” ▪ “All of our clients are pre-screened, trained, and matched to fit your needs.” ▪ “We provide pre-employment workshops to support youth autonomy and respect for workplace culture.” ▪ Validate their concerns, and back it up with the external support your agency provides.

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

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

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