Likert Statements

Engaging with reluctant clients

Helping clients with accessibility (e.g., digital literacy, transportation)

Building rapport and creating positive relationships with your clients

Addressing client’s health (e.g., negative health behaviours)

Reducing cultural challenges in communication or ideas

Recruiting participants for programs, service, or training opportunities

Establishing and sustaining professional relationships with members of the community and relevant associations

Allocating limited resources (e.g., physical, virtual, and emotional resources) ethically

Aiding clients in job readiness (e.g., resume and cover letter writing, interviews, handshaking)

Facilitating group learning and training

Separating personal life from work

Discussing and assessing pre-employability factors/client challenges (e.g. mental health)

Identifying client strengths and weaknesses

Customizing your approach to client learning and employment

Communicating well and maintaining positive relationships with your colleagues