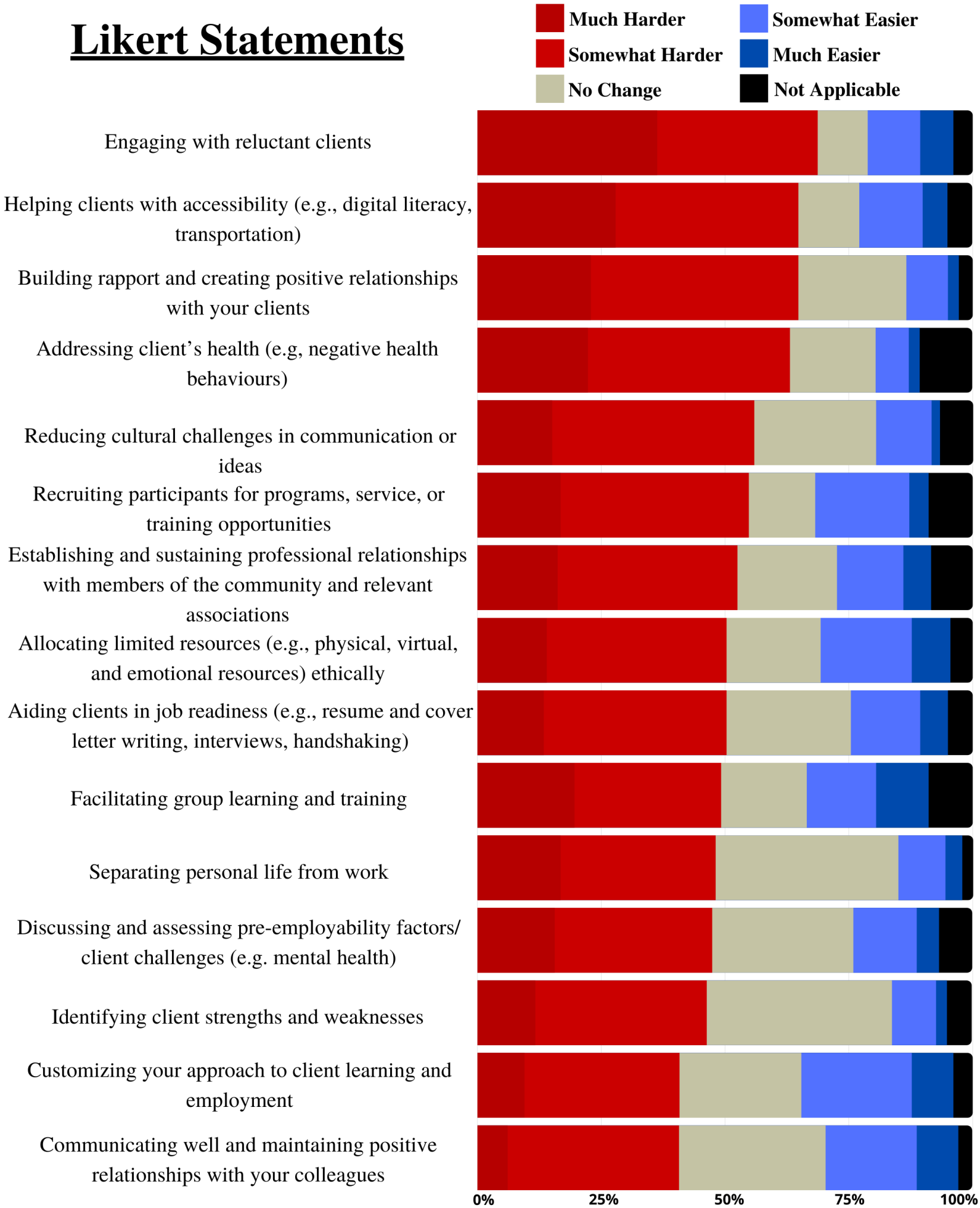
Figure 1


Likert Statements
Much Harder
Somewhat Harder
No Change
Somewhat Easier
Much Easier
Not Applicable
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
0%
25%
50%
75%
100%