

Visual Resume Workshop

Further information

What is a visual resume?

- A visual resume tells a visual story about the person's talents, skills, experiences and tasks they have done.
- Enables employers to visualise the person within their business
- Visual resumes can be in written or video format
- [Examples of video resumes.](#)

Where visual resumes came from: Marc Gold and Associates (MG&A)

- It started in the early 1980s when MG&A was developing high-level employer relationships.
- Mike Callahan (an MG&A Associate) is credited with introducing the concept of a visual resume to Marc Gold & Associates. This began their journey of using a concept portfolio to explain Customised Employment (CE) and a visual resume to represent the person in job development.
- Over the years, employers have responded positively. There was a large study with 500 employers where 88% said:
 - **“The tools made them more comfortable with the concept of hiring a person with disability and**
 - **that they could visualise jobs in their business that could be performed by people with disability.**
- Job developers also reported feeling more confident having an informational tool representing the job seeker.
- After viewing the visual resume, job seekers and families had more confidence in the person's abilities and understanding of the concept of customised positions.

Links to MGA literature about visual resumes

- [Using a Visual Resume for Job Development](#) PDF - Article by Ellen Condon
- [Employer Negotiation Strategies For Job Developers in Customized Employment-](#) PDF - Article by Michael Callahan
- [Visual Resume Example](#) - PDF - Original Format based on technologies of 2013. - Presentation by Ellen Condon
- [Visual Resume Example 2019 Verison](#) - PDF - Revised format based on technologies of 2019. Presentation by Ellen Condon

How Customised Employment differs from the standard approach to employment

- In the traditional approach, employers engage in a competitive recruitment approach where they try to narrow a field of applicants and make a selection.
- The competitive approach includes:
 - Sometimes an advert (website, sign-in business, paper)
 - Application forms (website “apply here for a job”)
 - Competitive interviews
 - References from previous employers
 - Background checks
- The problem with this competitive approach is that people with disability are often excluded.
- While people with disability can contribute, they can’t always compete.

Customised Employment, however, is a non-competitive approach.

- Instead of applying for a job role with a set list of tasks, you are approaching an employer to enquire about a customised role with tasks that match your family member's strengths and interests.

When to use a visual resume

- Discovery is the first stage of Customised Employment.
- Therefore, if you haven't already, ideally, you would start with Discovery. This is where you observe, explore and reflect on the person's interests, conditions for success and potential contributions.
- Discovery also involves creating opportunities for people to explore their interests, conditions and contributions. This might look like work experience, volunteer work, a hobby, or helping a community group.
- If you haven't had a chance, we suggest you watch the 90-minute online [Discovery workshop by Milton Tyree](#) (an MG&A Associate who has been working closely with Imagine More).
- There is also a [Discovery template](#) that you can use.
- Next, you would ideally brainstorm workplaces with others through a Customised Plan for Employment meeting. We will cover this in more detail in a workshop on job development that we plan to host later this year.
- A **Customised Plan for Employment** is where you bring people together who know the person well and hold high expectations for the focus person. They
 - a. reflect on discovery findings,
 - b. brainstorm potential workplaces that require the tasks you have identified that might be suitable and
 - c. ask people to identify warm leads - i.e. people they know who have worked/or work in those places.
 - d. Then the person, their family and Job Developer (if you have one) determine which organisations/businesses should be approached and in what order.
- Further resources on Customised Plan for Employment:
 - [The Customized Plan for Employment: Developing a Blueprint for Job Development - PDF](#) - Article by Ellen Condon
 - [Customized Plan for Employment Worksheet](#)
 - [Customized Plan for Employment Worksheet Sample](#)
- We will look at how to approach employers later in the Job development workshop to be run by Milton Tyree in Spring 2023

Key features of a visual resume

1) Images of competent performance

- Good quality photos of the person doing a task while looking at the task
- pay attention to **role communicators** within the image - activity, appearance, setting, language, timing (see further information on [Social Role Valorisation](#))

2) Narrative descriptions

- Less is more,
- Use common language,
- Avoid job titles
- Avoid stereotypical positive personality characteristics (for example, “always happy”)
- Describe experiences in previous employment or work experience: list the organisation and task experience

3) Include a task list

The most important aspect is including a task list for each area of work interest. These should be tailored to the likely needs of the business. This list helps the employer visualise what the person can do / could do in their workplace

Format considerations

- The document is usually created in landscape format
- It may be easiest to create your visual resume using PowerPoint
- Use a simple design with plenty of white space around the images, as this makes the text easier to read.
- Avoid using themes and decorative elements.
- Font
 - Heading - size 36-40
 - Body - size 24-30
 - Use a Sans Serif font
 - Avoid fonts like Comic Sans (this can make the document look like it was prepared for a young student)
- Ideally, use one image per page: Occasionally two, if well laid out
- Images - the person is looking at the task, not the camera
- Only include images of competence
- Write in the third person unless the job seeker is representing themselves.
- Limit the document to 6 - 8 pages/slides so you can deliver your pitch concisely.

Developing a visual resume

Leave out

- The person's diagnosis, needs, or conditions for success: that is a conversation for later.
- IQ scores or other standardised test scores
- Images that don't connect to the person's interests, competence or potential contribution (e.g. camp games)
- Negative images - where the person appears uncomfortable, not paying attention to task, slouching, and wearing inappropriate clothing.
- Images taken from behind people.
- Posed photos need to be authentic. There might be reasons why photos can't be taken (e.g. childcare setting where you can't get permission to include photos of children), so think of a way to stage these authentically.
- Contact details
- Dense narrative paragraphs
- Crop to reduce clutter

Consent from others

- When taking pictures, you will need permission from the workplace to do so.
- You should also gain the consent of others in the photo. Be overt; don't sneak photos. Always ask if it is okay to take them.

Developing Speaking Notes

Speaking notes help us to stick to showcasing the person's strengths and contributions and have self-confidence.

- Planning and writing what will be said to potential employers can lead to a smoother, more effective discussion.
- The speaking notes are not intended to be a script you read. Instead, they help you internalise the information you want to share about each page/slide.
- A script allows a Job Developer/family member to stay within the time requested for the initial meeting.
- A script will help the Job Developer/family member stay focused on sharing the person's strengths and contributions and avoid defaulting to explaining the impact of their family member's disability. This is especially important if the person occupying the Job Developer role is a parent.

Example of Speaking Notes for a parent sharing a Visual Resume

You typically share a visual resume after you have described Customised Employment.

These are example speaker notes for the parent of Jack Kruger. You can download the accompanying slides [from our website](#).

Slide 1

I appreciate having the opportunity to have a conversation with you today about my son Jack to explore how he may contribute to your workplace.

I know this is not typical for a parent to talk to an employer about their son getting a job. As Jack has an intellectual disability, he is happy for me to speak with you today.

I want to learn more about what's important for your business and explore how Jack may contribute following the Customised Employment approach I explained earlier.

Slide 2

Jack graduated from Daramalan College in 2020. In Jack's final years of school, he participated in subjects of interest such as earth science, photography, drama, English, religion, sport, and hospitality. Jack participated in food service at school functions and assisted the basketball coach for the under 16's team.

Slide 3

During school, Jack successfully completed certifications in workplace foundational skills, CPR, First Aid, and RSA and has gone on to further study in the interest of fitness.

Slide 4

During the school years, Jack participated in several work experiences. In year 10, Jack worked two mornings a week over a school term at Harris Scarfe. He stocked shelves, used the cash register, scanned items, rearranged shelves and broke down boxes with a work colleague.

Slide 5

In addition to his work experience, Jack got his first casual weekend job as a soccer referee at his local Soccer club, where he has played for 12 years. Jack was the game leader for the 4-5-year-olds and 6-7-year-olds. Jack set up the games, co-facilitated the skill development sessions and provided much-needed encouragement to young aspiring soccer players.

Slide 6

In years 11 and 12, Jack did an Australian School Based Apprenticeship at the University of Canberra. Jack did a range of tasks, but he particularly enjoyed working alongside other staff in compiling documents, setting up rooms for lectures/events and instructing students during the exams.

Slide 7

Following Jack's interest in teaching and encouraging young soccer players, Jack decided to get a job at After School Care. Jack set up games for the students, prepared afternoon tea with his work colleagues, supervised students' games and encouraged the students to play together.

Slide 8

Following Jack's interest in event set-up, Jack gained a job at Government House working in the Household. This entailed Jack setting up the rooms for events, welcoming officials, greeting and serving guests.

Slide 9

This task page gives you an idea of some tasks Jack would like to contribute to in a similar work environment.

During Discovery, we identified discrete tasks we feel Jack can perform currently or could perform in a reasonable time with on-the-job training. Of course, these are not the only tasks he can achieve: only a snapshot of what we have discovered as his best tasks to date.

If we can identify tasks during the Needs/Benefit Analysis, which means spending time in your workplace, we can give you our opinion on which tasks will best match Jack's interests and how he can best contribute to your workplace.