Crisis After Placement: Employer Retention
Best Practices

- What to say to the employer:
  - Apologize
  - Get more information about what went wrong
  - Develop plan for improvement
  - Accept that maybe employer is not a fit for your population
  - Before placement, set realistic expectations with employer of candidate’s skills and ask for additional information about job requirements to make sure you’re sending them the best fit, get a handbook if possible
  - Mention a success story of another client who has worked with that employer, this can help with relationship mending
  - Know your client and summarize that to employers when trying to place them

- What to say to the client:
  - Communication: early and consistently to get ahead of problems, plan regular check-ins
  - Acknowledge when not a fit with that employer
  - Be very upfront with client about job and participation expectations, have a contract with the intake process that outlines these expectations
  - Do job shadowing with client before they start a job so they can see people who do the job well and learn from them
  - After a crisis, have conversation with client to see if you can plow through and continue the job
  - Have a follow-up plan for after placement, don’t be afraid to use the contract they signed

- General tips for working with both employer and employee:
  - Empathize with both employer and employee, demonstrate understanding for the difficult situation
  - Find out both sides of the story, be honest with employee if employer is unhappy
  - Build relationship with both client and employer as well as teach client how to build relationships
  - Finding right match is very important
  - Serve as the mediator, don’t take sides