

Individual Placement and Support (IPS) Supported Employment Program

“Three Cups of Tea”

A Model of Systematic Job Development

“The first time you share tea with a Balti, you are a stranger. The second time you take tea, you are an honored guest. The third time you share a cup of tea, you become family...”

- Three Cups of Tea: One Man's Mission to Promote Peace One School at a Time, Greg Mortenson and David Oliver Relin, Penguin Books, NY



First Cup: Building the relationship

The goal of the first cup is to start the relationship building process. You can't become family in a single meeting!

Job seeker strength	Possible job match	Possible employer match



Second Cup: Gathering information

The goal of the second cup is to learn about the employer. Learn about the business, environment, and different roles.

Questions for the employer



Third Cup: Potential for partnership

The goal of the third cup is to make connections between employers and job seekers. Review what you learned with each job seeker and ask for feedback.

Questions for the job seeker

Tips

- Each of these stages may last more than one meeting, and you may find yourself revisiting stages over time with turnover, case specifics, etc.
- Keep a “warm list” of about 12-15 employers you will visit on a regular basis.
- Keep track of details such as what you learned about the hiring preferences and business needs, follow up steps, contact preferences, busy times, etc.
- Share information with other employment specialists. Facilitate warm introductions when appropriate.
- Invite employer to get involved on multiple levels. Would this employer consider doing mock interviews? Allow a job shadow? Provide their perspective at a steering committee meeting?
- Offer to connect to resources that may address a specific concern, or provide information.
- Leave the employer with something after every meeting. It could be a business card, brochure, thank you card, etc., or something to think about.
- If you offer to do something, do it. Keep your promises.
- Always follow up when employment ends – things happen, it’s how we move forward that is important. You can learn a lot from an experience that has ended. Bridges only burn if no one puts out the fire!
- Dress in a way that makes sense for the employer; for example, close-toed shoes in a manufacturing setting.
- Be sensitive to the employer’s time, priorities, and concerns.
- When you are talking about a client, make sure you are honoring their preferences regarding disclosure. Talk about the pros and cons, what they are comfortable sharing, etc.
- Stay strengths-based. Find ways to affirm specific behaviors and traits as often as possible, and help your job seeker learn to affirm themselves.
- Any job development can be with or without a job seeker present based on disclosure.

Introductory Statement Practice	
Plan your intro statement!	
Providing this information up front may help facilitate conversations with employers.	
Who are you and where do you work? Name and agency	
What do you do? Title and brief description	
Why are you talking to this employer? To learn about the employer	
How are you going to move forward? Set up an informational meeting	
When do you want to return? Confirm a specific date and time	
Remember: the intent of the first meeting is to schedule a specific time you can return for an informational meeting!	