



Sustaining Employment for LTU Clients with Wraparound and Post Hire Support

RECORDED SESSION

Navigating Early Employment Challenges

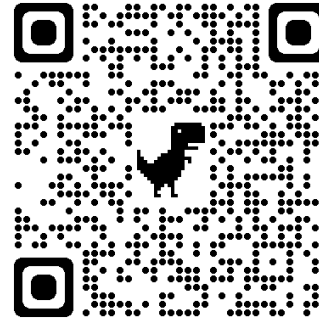
Fri, Aug 14, 2026 | 10 AM PDT (1 hour session)

Presenter:

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Grow Career Development*





Future Webinar Offerings

Sep 25, Oct 2 & Oct 9, 2026 (Fridays) – Career Advisor Training Course \$475 per person

3-Day Online Course for new Career Practitioners – Half days 2.5-Hours per day = 7.5-Hours total

<https://growcd.ca/career-advising-programs>

Nov 19 & 20, 2026 (Thurs & Fri) – Fall Digital Career Counseling Conference \$198 per person

2-Day Online Conference – Half days 2.5-Hours per day <https://growcd.ca/digital-career-counseling>

- **Day 1:** Managing High Caseloads with Digital Career Counselling Strategies & Maintaining Client Engagement Through Digital Service Delivery
- **Day 2:** Coaching Clients for Human Advantage in an AI Labour Market & Helping Clients Navigate Salary Negotiation in a Modern Labour Market

February 2027 – AI & Career Development Conference (2-Day Online Conference – Half days)

June-Aug 2027 – Summer CDS 2027 Career Development Skills Conference (6 Hours Online on select Fridays over the Summer – not on weeks with public holidays)



Session Agenda

RECORDED SESSION

- Providing Support for Employment Sustainability
- Post-Hire Techniques to Support Employment Stability
- Practice Lab: Applying Post-Hire Support Strategies
- Question & Answer Session



Slides and a Session Recording link will be available post-session via email.
Captioning for session recordings can be set to other languages

Providing Support for Employment Sustainability



Providing Support for Employment Sustainability

- *Getting a job is only part of the job search journey - **sustaining employment is the next challenge.***
- A long-term unemployed client can be completely capable of doing the job and still find the transition back to employment difficult.
- ***Post-hire support is critical during this transition;*** Career Practitioners play an important role in helping clients navigate this final stage of their transition back to employment.



Timing Post-Hire Support

Post-hire support should be ***proactive at key transition points*** - not only provided when a problem emerges.

Before or At Job Start

Set expectations for the adjustment period and identify possible practical barriers before they affect the job.

After the First Week

Check early adjustment: workload, routine, learning, relationships and any immediate concerns.



Timing Post-Hire Support

Around 30 Days

Explore how the client is managing expectations, feedback, workload and workplace communication.

Midway Through Probation

Identify emerging concerns while there is still time to address them and prepare for supervisor conversations if needed.

Before the End of Probation

Review progress, remaining concerns and what the client needs to sustain employment independently.



Returning to Work Requires Adjustment

After prolonged unemployment, starting a new job can require clients to ***adjust to multiple workplace demands*** at once:

- New performance expectations
- Workplace communication and relationships
- Work schedules and time demands
- Learning new tasks, systems and processes
- The return to a regular work routine
- Receiving feedback and being evaluated again



Early Workplace Experiences Can Affect Motivation

Starting a new job marks *a new period of adjustment*. Early workplace experiences can strengthen - or weaken - a client's motivation and confidence as they settle into the job.

Early workplace experiences can influence 3 important psychological needs *Self-Determination Theory (SDT)*

<https://selfdeterminationtheory.org/the-theory/>

1. Competence: “Can I do this?”

→ Help clients recognize what they can already do and what they still need to learn or improve.



Early Workplace Experiences Can Affect Motivation

2. **Autonomy:** “Do I have control over how I respond?”

→ Help clients identify what they can control, choose or do next

3. **Relatedness/Belonging :** “Do I fit in here?”

→ Help clients build connections and become more comfortable within the workplace.

When to discuss this? Before the job starts or when the client’s confidence or motivation begins to decline. It is not necessary to explain the theory or label the areas, just focus on discussing the areas in general.



Early Challenges Can Feel Threatening

Uncertainty during the transition back to work can make everyday *workplace challenges feel more significant.*

Early experiences can trigger concerns related to:

- **Fear of failure** *“What if I can't do this anymore?”*
- **Uncertainty** *“I don't know what they expect from me.”*
- **Workplace feedback** *“Does this mean I'm not doing a good job?”*

Mistakes, feedback, uncertainty or difficulty adjusting can contribute to self-doubt, avoidance, withdrawal or thoughts of leaving.



Early Challenges Can Feel Threatening

When a situation is perceived as threatening, the brain can activate a ***stress response*** - described as fight, flight or freeze.

In the workplace, this may look like:

- **Fight** - becoming defensive or react strongly to feedback
- **Flight** - avoid a supervisor, difficult conversation or task
- **Freeze** - going blank, shutting down or unable/unsure to respond in the moment



Government of Canada “Stress and Performance” report

<https://www.canada.ca/en/departement-national-defence/corporate/reports-publications/health/r2mr-aide-memoire/stress-and-performance.html>

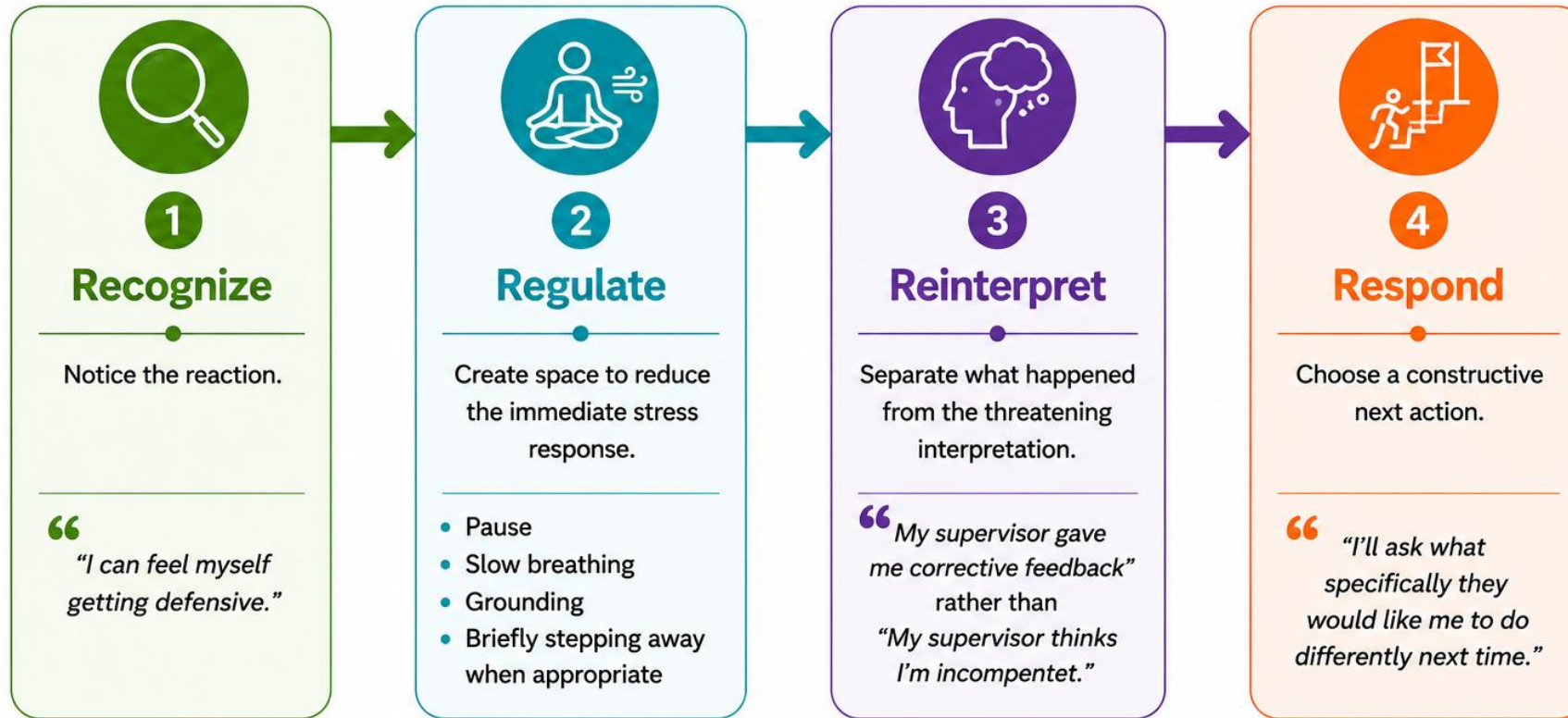
Moving from Reaction to Response

RECORDED SESSION

A 4-Step Process to Navigate Early Workplace Challenges



This process is based on handling **fight**, **flight** and **freeze** responses.



How the stress response may show up at work:



Fight

Becoming defensive or reacting strongly to feedback.



Flight

Avoiding a supervisor, difficult conversation or task.



Freeze

Going blank, shutting down or struggling to think, speak or act in the moment.

Reinterpret Workplace Feedback

Feedback is information clients can act on; help clients separate what was communicated from the meaning they attach to it.

1. What did the supervisor actually say?

“You need to double-check these before submitting them.”

2. What does the client think it means?

“My supervisor thinks I'm incompetent.”

3. What does the feedback actually require?

“I need to check my work more carefully before submitting it.”



3

Reinterpret

Separate what happened
from the threatening
interpretation.

“My supervisor gave
me corrective feedback”
rather than
“My supervisor thinks
I'm incompetent.”

Respond Constructively

Once the feedback is clear, help clients decide how to respond and what action to take.

1. What does the client need to acknowledge?

“I understand that I need to double-check my work before submitting it.”

2. What clarification or support do they need?

“Are there particular errors you would like me to watch for?”

3. What will they do differently?

“I’ll build in time to review my work before I submit it.”



4

Respond

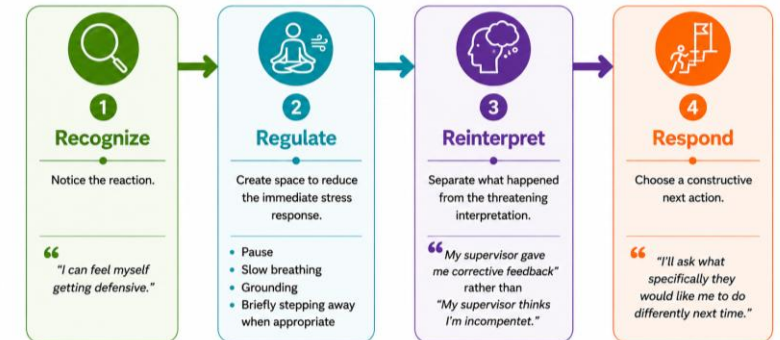
Choose a constructive next action.

“I’ll ask what specifically they would like me to do differently next time.”

When To Discuss This?

Before the job starts

Introduce fight, flight and freeze in general terms so clients understand that stressful workplace situations can trigger automatic reactions. There is no need to identify how the individual client responds (unless they offer the info automatically) they can reflect on this themselves.



When a stressful workplace experience occurs (ideally before the client reacts)

Understanding the response in advance can help clients recognize when it happens and choose how they respond.

Post-Hire Techniques to Support Employment Stability



Post-Hire Techniques to Support Employment Stability

Post-hire support can help clients address emerging workplace challenges and practical barriers before they threaten employment stability.

We are going to focus this section on the following:

1. Post-Hire Friction Points
2. Supporting Supervisor Communication
3. Targeted Wraparound Supports



1. Common Post-Hire Friction Points

- **Performance Expectations & Workload**

Meeting performance standards, pace, priorities and workload demands.

- **New Tasks, Systems & Processes**

Learning unfamiliar tasks, technology, procedures and ways of working.

- **Work Routine, Relationships & Culture**

Readjusting to workplace routines, sustained work demands, coworkers and workplace norms.



Performance Expectations & Workload

Clients may need support adjusting to the performance demands of a new role.

FRICITION POINT



**Overwhelmed
by workload**



Identify pressure points
and break work into
manageable priorities.



**Struggling with
pace/productivity**



Clarify expectations
and identify where the client
is getting stuck.



**Difficulty
prioritizing tasks**



**Develop a prioritization
approach**
and identify when supervisor
clarification is needed.

New Tasks, Systems & Processes

Starting a new job often involves a learning curve—even when the client has significant experience.

FRICITION POINT



Difficulty learning unfamiliar tasks, procedures or technology



Break it down

Identify exactly what is difficult and help break it into smaller, more manageable steps.



Taking longer than expected to complete unfamiliar tasks



Set realistic expectations

Normalize the learning curve, identify what will take time, and focus on steady progress.



Making repeated errors while learning



Find the pattern

Identify what is causing the errors, review the correct process, and build practice and confidence.

Work Routine, Relationships & Culture

Returning to work also means readjusting to the everyday experience of being part of a workplace.

FRICITION POINT



Fatigue or reduced stamina during the workday/workweek



Build energy and routines

Help identify what is draining energy, create sustainable routines, and encourage small steps to build stamina.



Uncertainty about workplace norms or unwritten expectations



Explore and clarify

Help explore workplace norms, make assumptions visible, and identify safe ways to ask questions or seek guidance.



Feeling disconnected or unsure about fitting into the team



Connect and engage

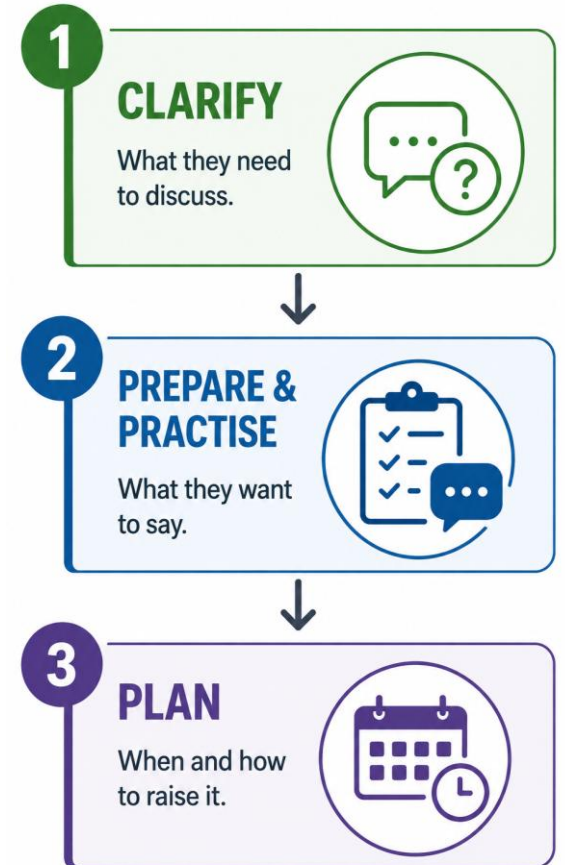
Identify small ways to connect, build relationships and contribute, and normalize that belonging takes time.

2. Supporting Supervisor Communication

Help clients address workplace concerns early by ***preparing them to communicate directly and constructively with their supervisor.***

Examples of conversations to prepare for:

- Clarifying performance expectations and what to do if there are competing priorities
- Discussing a scheduling issue
- Asking for additional instruction
- Responding to corrective feedback
- Raising an emerging workplace concern or size of workload



3. Targeted Wraparound Supports

Identify practical barriers affecting the client's ability to maintain employment and connect them with relevant supports.

Childcare

- Identify family, friends, neighbors or other parents who could provide regular or backup support.
- Explore childcare options that fit the client's work schedule
- Check eligibility for subsidies or other financial assistance.
- Connect to local childcare/referral services ex: BC Child Care Resource and Referral Centers. <https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children>)



3. Targeted Wraparound Supports

Transportation

- Plan the commute and a backup route for delays, cancellations or other disruptions.
- Explore rideshare/carpool options with friends, neighbors or coworkers.
- Coordinate with the employer to explore workplace shuttles or employee carpool options.
- Check employment-service supports for transit tickets/passes, gas cards or other transportation-to-work assistance.
- Explore other possible home-work ride share options (ex: Poparide <https://www.poparide.com/en-ca/find> Not an endorsement)



3. Targeted Wraparound Supports

Employment-Related Costs & Financial Barriers

- Check employment-program funding for work clothing, footwear, tools or equipment.
- Explore employer-provided supports such as uniforms, equipment, training or reimbursement for required expenses.
- Connect clients with free or low-cost work clothing/gear programs or local equivalents.
 - Working Gear <https://workinggear.ca/our-services/>
 - Dress for Success Canada <https://dressforsuccesscanadafoundation.org/our-affiliates/#all-locations>
 - Clothing Works <https://www.goodwillindustries.ca/clothingworks/>



Supporting the First 90–180 Days

Post-hire support can evolve as the client becomes established in their workplace:

- **Early Weeks → Adjustment**
- **First 1-3 Months → Stabilization**
- **3-6 Months → Independence**
Reduce support as clients build confidence, workplace relationships and the ability to manage challenges independently.



The goal of post-hire support is not ongoing dependence - it is helping clients build the confidence, stability and skills to sustain employment independently.

Practice Lab: Applying Post-Hire Support Strategies



Client Scenario – Zoom Poll

- Valerie, 46, started a full-time administrative coordinator position 8 weeks ago (after 13 months of unemployment).
- She is struggling to keep up with the pace of work and has fallen behind on several tasks. Her supervisor recently said she needs to improve her productivity. Valerie is worried about meeting expectations.
- Her shift starts at 8 AM, but the neighbor who normally takes her 9-year-old to school can no longer help three mornings a week. Valerie has already been late twice and does not have a reliable backup.
- “I worked so hard to get this job. Now I’m worried I’m going to lose it.”



Please provide feedback - Zoom Survey Link:

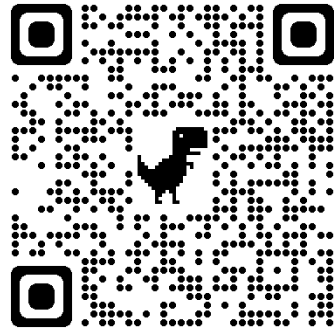




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