

# Guide Me & Watch Me Succeed

## Modeling Task Instruction:

**Show & Tell me:** Describe the task that needs to be done and then demonstrate it step by step.

**Guide me:** For individuals with fine-motor skills challenges, there are circumstances when hand-over-hand assistance may be beneficial.

**Watch me:** Let the employee try the task slowly and follow them along.

**Trust me:** Let the employee try to perform entirely on their own! Feel free to repeat any of the previous steps whenever needed.

**There are several factors that should be considered when going through these steps:**

- Use a positive, respectful and genuine tone at each step
- Steps should be personalized, as each employee has a different need for support



## General Guidance:



**Bulleted Task Lists:** Using lists is a key tool to tracking progress as an employee works through tasks. Creation of the list itself is a process that should be completed between an employee and their supervisor. This promotes the value of completion and increases productivity.

**Non-Verbal Communication:** Be aware of an employee's level of comprehension as well as their emotional and physical state by encouraging visible focus. This extends beyond eye contact or other facial cues as it can manifest itself in a variety of ways.

**Setting the Scaffolding for Your Day:** Within the course of person's day or during the completion of a task, setting a clear sequence is an integral step. What's now, next, and a time target, can help not only keep projects on track, but also add structure to a person's day.

**Use of Technology:** It's important to ensure all employees have access to the same standard tools and systems. Smartphone applications offer additional structure and support to employees as they work through their daily tasks.

**Prioritization and Time Estimation:** Recording how much time an employee needs to perform a recurrent task establishes a reference point. Incorporating a bulleted task-list empowers an employee to take ownership of daily priorities and establishing effective time-management.

**Opportunity for Task Choice:** Among several tasks of equal importance, offering employees the choice to select the order in which they tackle them promotes self-determination and decision-making skills.

**Humor & Empathy:** Sometimes, a little humor can go a long way. It's healthy to share a joke or two or laugh about a small mistake, if one maintains appropriate professionalism. Appropriate humor can be used as a motivational tool and can prevent feelings of shame.

**Visual Guides:** We all forget things at times and having a visual guide helps our employees stay on track. Visual guides, including sticky-notes or calendars, can take several forms and should reflect the preferences and workplace environment for each employee.

**Larger Picture: The techniques highlighted above assist employees improve social awareness and soft skills in their professional and personal development.**