

LIVING IN AN EXPERIENTIAL WORLD

**LIFE, SOCIAL AND ESSENTIAL SKILLS IN A
DIGITAL AGE**

OCTOBER 2 2019

WHAT IS MY PATH?

Education and Experience

- undergraduate is Psychology; then a Masters of Arts in Humanities and then a Masters Certificate in Municipal Management
- 25+ years working in the social services world - Fieldworker, caseworker, employment counselor, technical writer/trainer, coordinator of emergency shelters, Manager of Employment Support (retitled Social Services Program Manager) since 2004
- Been through GWA to OW; CIMs to SAMs; Levels of Service to Outcomes

WHAT INFLUENCES ME?

- My Dad taught me to **treat people the same** – regardless of their stature in life
- My Mom taught me to be **caring of those who are vulnerable**
- My grade 1 teacher Mrs Joyce taught me that **reading is the key to success**
- My Brownie Leader Mrs Cook taught me to **always ask questions**
- My Husband influences me to **think about people like him who have grown up in dysfunction**
- My Son influences me to **think about access to resources (human, and financial) for many marginalized groups so they can rise above dysfunction**

AGENDA

Practice

- Our story: Why the experiential world matters
- Partners and Clients: How to build the experiential world

Theory

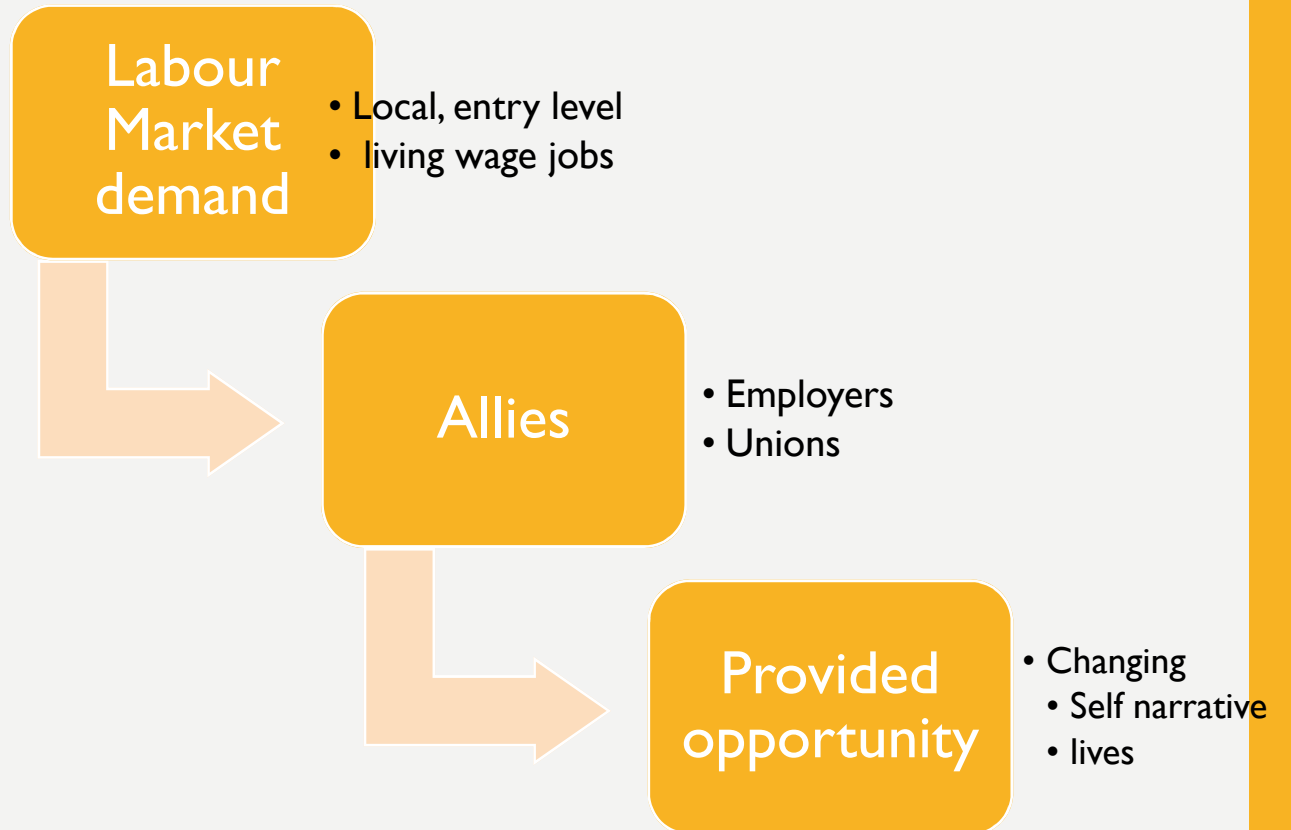
- What are life, social and essential skills in the digital age
- How to use a human centered design to leverage growth



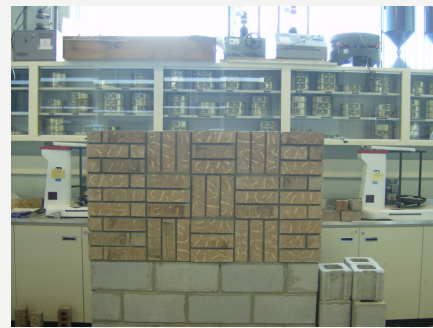
OUR STORY

**SOCIAL SERVICES DIVISION
CITY OF GREATER SUDBURY**

WHAT WE WANTED TO DO



OUR EXPERIENTIAL MOMENT



THE TEAM





OUR PARTNERS



Robert Brouillette, Owner City Welding
September 2019

EMPLOYERS & UNIONS

City Welding

(<https://www.canadianmetalworking.com/article/welding/a-lawyer-behind-the-weld-helmet>)

Day Group Transportation

(<https://www.daygroup.ca/>)

Garson Pipe

United Carpenters and Joiners
of America

(<https://carpenterslocal2486.com/Labours>)

International Union of North
America

(<http://www.local493.com/>)

Local 800

(<https://ualocal800.com/>)

ALLIED SERVICES

- St Albert Adult Learning Centre – 6 credits toward grade 12
- City of Greater Sudbury for experiential opportunities
 - Economic Development -Tourism and Film
 - Pioneer Manor - building projects
 - Leisure Services - Adanac, outdoor rinks, picnic tables

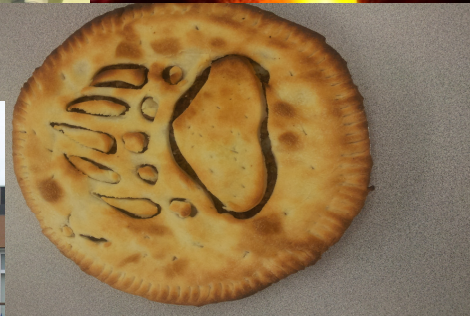


THE MAGIC

THE IMPLIED STEPS TO MAKING A
GREAT BANANA BREAD....

THE PREP WORK





WOULD YOU TAKE A CHANCE?

CLIENT A

- Female; no criminal record, mental health with anorexia at an earlier age
- In receipt of assistance on and off for 4 years – left for employment but laid off
- Grade 12, drivers license but no vehicle
- Enjoys working with seniors, had some volunteer experience

CLIENT B

- Male, 'labelled' client, no criminal record and no addiction issues
- In receipt of assistance 12 years; prior on parents ODSP budget, still living at home
- No Ontario Secondary School Diploma
- No drivers license, no work experience
- taught self to weld with help of Uncle

WOULD YOU TAKE A CHANCE?

CLIENT C

- Male, 39 years of age
- On assistance since 2008; no earnings deducted; no break in service except when in jail (all OP's)
- Life long criminal record; but by no means a hardened criminal
- Lives in a rural area and has no transportation but can stay at his mothers

CLIENT D

- Female, off and on assistance since a child (on and off reserve too) ; involvement with the child welfare system
- No secondary school diploma
- No work experience
- No criminal record
- Found in non-compliance



LIFE, SOCIAL AND ESSENTIAL SKILLS IN THE DIGITAL AGE

WHAT IT REALLY MEANS

	Life skills	Social skills	Essential skills
Bullying and Harassment	Focus and self control	Respecting yourself and others	
	Perspective taking	Resolving conflict	
True Colours	Communications	Communicate/interact with each other, verbally/non-verbally, gestures/body language and our personal appearance	Oral communication Writing Reading Numeracy Digital Documentation Document Use
	Making connections	Being a friend	Working with others
Graduation	Critical thinking		Thinking
	Taking on Challenges	Participation	
	Self directed, engaged learning		Continuous learning

Brief therapy

Job Coaching
Hidden world of work rules

In class
Allies
Employers
Unions

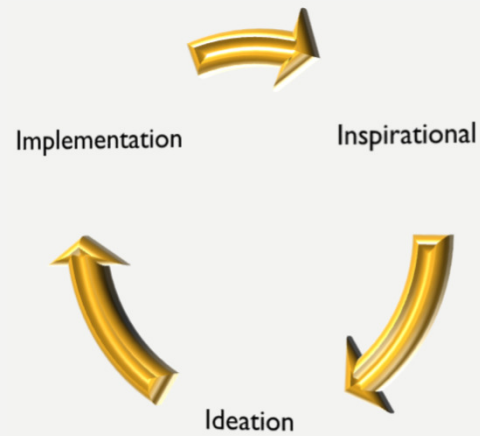
Incentives



HUMAN CENTERED DESIGN

THE WAY FORWARD

THREE PHASE PROTOTYPE APPROACH



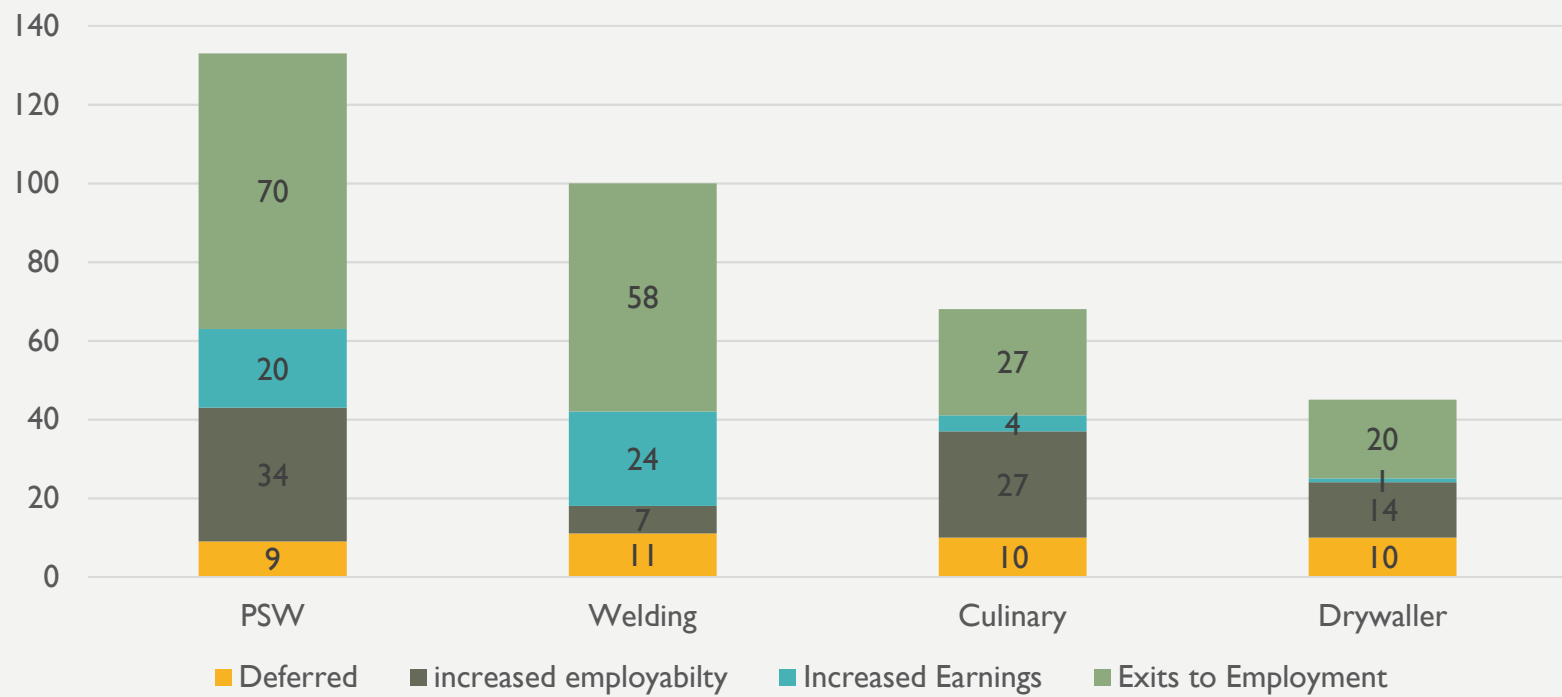


RESULTS

WAS IT WORTH IT?

OUTCOMES

Program Data



WHAT HAPPENED WITH THE FOUR CASES?

Deferred

CLIENT A – completed program but with attendance issues; found employment but turns out there were underlying addiction issues; came to trust staff and is working on the repercussions of addiction as she now has seizures and unexplained memory lapses...

Exit to Employment

CLIENT B – Welder working for Local 800 red seal and been off assistance since 2010 – makes a six figure salary

CLIENT C – finds the Gig economy works for him; all legally obtained earnings are declared though very sporadically, and he engages in more employment information activities. feels that his record makes him a target and if he comes to town he is guilty by association.

Increased Employability

CLIENT D – Client completed culinary program; exited to employment; domestic violence; on assistance but working part time in the culinary field learning about boundaries and self esteem actions so her daughter will break the cycle of violence

Increased Earnings

QUESTIONS?

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