

## Job Duty and Task Analysis

Tools that help the Job Coach understand the job duties and tasks the employee with a disability will perform. Used to develop the most effective instructional strategies for job training. Employer participation in the completion of these analyses is critical.

## Natural Supports

Supports that occur naturally in the workplace. Examples include a co-worker who acts as a mentor for the employee, a supervisor monitoring work performance, or company-sponsored training. These supports promote the employee's independence at work.

## Natural Cues

Features that are already built into the work environment that signal to the employee what to do next. Examples include buzzers, indicator lights, loudspeaker announcements, etc.

## Compensatory Strategies

A change in the work environment or with the employee's behavior to enhance the employee's ability to learn or perform work tasks independently. Examples include instructional signs placed in the workstation, or reminder apps on a smartphone.

## Prompting & Reinforcers

Prompting is direction provided by a Job Coach when the employee is unsure of the next step in a task. Best practice is to use the least intrusive prompt necessary. Reinforcers are positive effects, such as praise, that result from successful task completion.

## Self- Management

Helping the employee with a disability independently self-monitor their performance on the job using instructional strategies like natural cues, external cues and prompts, and compensatory strategies

## Fading

Job coach instruction is gradually reduced as the employee becomes more independent on the job. Every situation is unique. The job coach will create a fading plan with input from the employee and the employer.

## Long-term Supports

Supports after the job coach has faded from the worksite. Job coach may return to provide instruction when there is a change in work tasks, to train on new skills, or for crisis intervention.