


AAC in the Workplace
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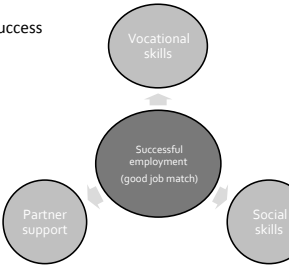
Communication in the Workplace

- +Fast
- +Content rich
- +Multi-modal
- +Mixture of formal and informal
- +Wide range of communication partners




AAC in the Workplace

- + Communication skills for success in the workplace
 - + Vocational skills
 - + Social skills
- + Partner Supports
- + Activities to prepare for employment

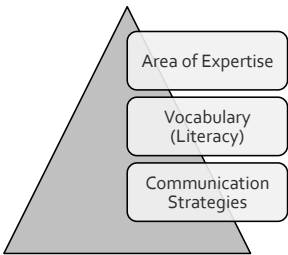


Planning for the Future

+ *If you want to plan for the future, visit someone who is already there... (Gilbert, 2006)*



1) Vocational Skills




1.1) Areas of Expertise

- + Wide range of jobs
- + Wide variety of skills
 - + McNaughton, Arnold, Sennott, & Serpentine (2010)

1.1) Areas of Expertise: Preparation

Preparation and "On the Job" Training

- + David Chapple
 - + College degree in computer programming
 - + Life experience in using AAC




1.1) Areas of Expertise: Job Carving

Job Carving


- + Hannah
 - + Takes orders and delivers lunches once a week
 - + PRC Vantage Plus, speech approximations, gestures
 - + Voc Rehab staff provide support

Micro-enterprise

- + Goal is participation in society
- + Valued, enjoyable activity




Identifying and Developing a Good Match: "Haylie"



- + Takes orders & delivers lunches once a week to clients who work in local businesses
- + PRC Vantage Plus with direct selection, speech approximations, & gestures
- + Reads 200 sight words, spells 10-20 words


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"Haylie"




- + Mother & vocational rehabilitation staff act as support persons,
 - + assisting in transportation,
 - + money management,
 - + placing orders,
 - + delivery, &
 - + recruiting clients
- + Business started while in high school, has now been in operation for over 5 years

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+ *Hayley thrives on interaction with people. She likes what she does has a sense of purpose [helping others]. She also likes to be "on the go ". She would be miserable idling her time away at home, or "killing time " in a segregated setting.*

+ McNeill et al., 2008



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Micro-Enterprise




- + A form of self-employment, requiring the support of others for success.
- + The interests and talents of the individual with a disability drive the vision of the business.
- + Priorities include participation in the community, interaction with others, and gaining a sense of contribution and self-worth.
- + Making a profit is not always a priority

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1.2) Vocabulary


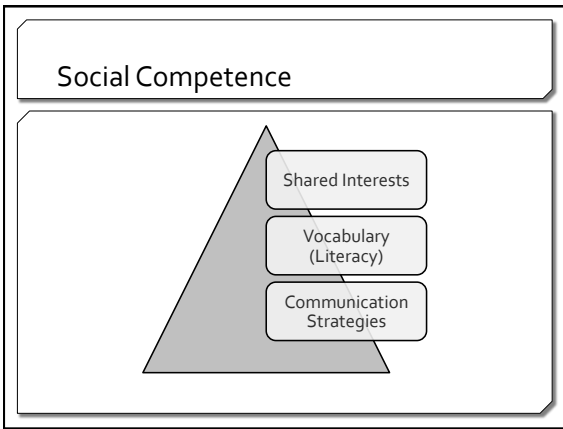
- + Demands of work place
 - + Core
 - + Fringe
 - + "jargon"
- + Literacy
 - + Flexibility
 - + Opportunities for advancement
 - + Job satisfaction



1.3) Communication Strategies: Multimodal

Multimodal


- + Telework study
 - + McNaughton, Rackensperger, Wilson, & Dorn 2012
- + 9 individuals who use AAC
 - ✓ elimination of travel time
 - ✓ flexible work schedules
 - potential for feelings of isolation
 - difficulty in separating home and work environments.

2.2) Vocabulary

Social (Balandin & Iacono, 1999)

- + 347 words (core) = 78% of total words
- + Importance of fringe vocabulary for establishing membership
 - + Slang



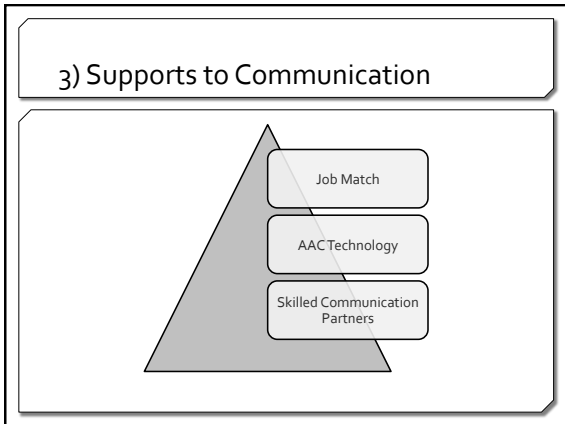
2.3) Interaction Skills

Asking Partner-Focused Questions
(Light, Binger, Agate, & Ramsay, 1997)

- + How are you?
- + How was your weekend?
- + Are you going to the game on Saturday?


Prior to intervention: 15% of opportunities
Following intervention: 80% of opportunities

Skill valued by adult partners with and without experience in communicating with persons who use AAC




Job Match

- + Fulfilling activity
- + Appropriate time requirements
- + Committed employer



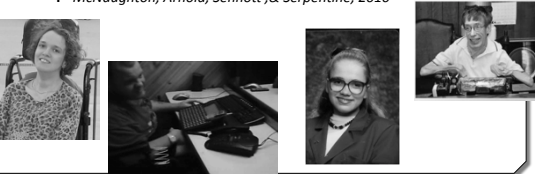
3.2) AAC Technology

- + Face to face
- + Written
- + Telework
- + Multi-tasking




3.3) Wide Range of Partners

- + Wide variety of skills
- + Wide range of jobs
- + Wide range of communication partners
- + *McNaughton, Arnold, Sennott, & Serpentine, 2010*




3.3) Skilled Communication Partners

- + balance of responsibility for successful communication



When I started to work, I'm sure that all the employees surrounding my workstation probably thought I was someone from Mars. I rode in on my motorized wheelchair and had some sort of device attached to my chair. I rode past them, and they really didn't know whether I was able to talk. If they did talk to me, they weren't sure I was able to answer them. They never saw someone coming to their work with a communicator.



I stopped them in their tracks, before they were frozen on the spot, and said, "Good morning, my name is Jim. How are all of you doing today?" Big smiles came on their faces, and they seemed to answer in unison, "We are fine, and it's nice to have you working with us." That sure broke the ice, I felt like one of the team then. I made sure I programmed a few jokes into my communicator so that it would make my conversations more friendly and comfortable for them. It worked!

Jim Prentice (2000)

