



# Workin' with Tradition

## Soft Skills Workforce Success Program for NW Montana

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Developed with Opportunity Link Havre, MT

## PROGRAM INFORMATION

### THE PROBLEM

Over the past 15 years, employers across the United States have clearly indicated their single greatest pre-employment training concern: SOFT SKILLS. Individuals with good soft skills have the ability to handle stress, get along well with coworkers and supervisors, motivate themselves, and manage workplace challenges. All these factors make these job seekers extremely desirable to employers, and have been closely correlated to job satisfaction, retention and promotion.

Yet few soft skills programs accurately reflect the issues, concerns, and traditions of Native American employees, whose unemployment rate is many times the national average. As a result, these curricula have limited relevance to most Native American participants, and do little to help them prepare for successful job experiences on or off the reservation.

### THE SOLUTION

The "Workin' with Tradition" program has been designed in concert with Opportunity Link of Havre, MT, with input from employers and key individuals from north central Montana's Blackfeet Nation, Chippewa Cree Tribe and Fort Belknap Gros Ventre and Assiniboine Tribes. It has been created as a culturally sensitive and appropriate training curriculum intended to:

1. Acknowledge the difficulties faced by Native Americans when they seek employment on or off the reservation;
2. Prepare job seekers for cultural differences encountered in many employment settings;
3. Explore the expectations of managers from within both the white and Native American cultures; and
4. Affirm the Native employee's personal need to keep his or her tribal culture and indigenous identity intact throughout their working lives.

### THE DETAILS

"Workin' with Tradition" is a 10-lesson cognitive-behavioral program which targets job-seekers of Native American heritage who are experiencing challenges entering or succeeding in the workforce. Through realistic stories with culturally-relevant characters and thought-provoking activities, "Workin' with Tradition" participants gain self-awareness, emotional self-control, and social skills in interpersonal problem solving.

The program works best when delivered to groups of 12-16 participants by 1-2 trained instructors over the course of 3-6 weeks. It may be supplemented with academic and vocational skills training, as well as more traditional employment training such as resume writing, job interviewing, etc.

## **TABLE OF CONTENTS**

“Workin’ with Tradition” consists of ten 90-minute lessons (plus a brief closing session), each of which utilizes culturally relevant scenarios and exercises. The curriculum is divided into four sections, each focused on developing a different set of insights and skills needed to successfully transition from home/community to the workplace while honoring important cultural values.

### **Section 1: Self- Awareness**

#### **Lesson 1 Challenge of Change**

#### **Lesson 2 Positive Goal Setting**

#### **Lesson 3 Understanding Conflict**

Section 1 teaches about five stages of change seen in people who make lasting improvements in their lives. It goes on to offer strategies for setting goals, and then explores the cognitive process by which we either motivate effective or justify ineffective behavior, including fight, flight, and freeze reactions.

### **Section 2: Transitioning to Work**

#### **Lesson 4 Work and Self-Worth**

#### **Lesson 5 Unspoken Rules of Work**

Section 2 first explores the value of work to strengthening individual, family, and cultural identity. It then goes on to explain a number of hidden employer expectations essential to success in the workplace.

### **Section 3: Managing Emotions**

#### **Lesson 6 Understanding Stress**

#### **Lesson 7 Stop & Think**

Section 3 helps participants better understand the debilitating impact of stress, and identify specific situations which provoke a strong emotional response. It then teaches a step-by-step strategy for keeping strong emotions in control so that clear headed thinking can inform decisions.

### **Section 4: Handling Problem Situations**

#### **Lesson 8 Planning & Time Management**

#### **Lesson 9 Expressing Concerns**

#### **Lesson 10 Logical Decision Making**

#### **Lesson 11 Closing**

Section 4 teaches three specific soft skills which Native American participants and their employers agree are most needed for success in the workplace: Managing time to arrive promptly everyday at work; Expressing concerns directly to keep managers and coworkers informed of home/work conflicts; and Decision Making based on facts rather than assumptions or worries.

More information about this program, including samples of the workbook, may be obtained by contacting the author, Dr. Steve Parese (SBParese@aol.com), or the staff of Opportunity Link in Havre, MT (DSoriano@OpportunityLinkMT.org)