

Opening Doors Program: Individual Development Plan (IDP)**Participant Name:****Date:****Facilitator/Coach:****Section 1: Personal or Professional Goals**

- **Short-Term Goals (1-4 weeks):**

- **Mid-Term Goals (2-6 months):**

- **Long-Term Goals (6 months+):**

Section 2: Daily Focus

Today's Goal:

Skills/Tasks to Practice or Accomplish:

- 1.
- 2.
- 3.

Reflection & Progress:

- What has been going well?
- What challenges am I facing?
- Action Steps for Tomorrow:

Section 3: WRAP Plan

Daily Wellness Tools:

- 1.
- 2.
- 3.

Triggers & Warning Signs:

- Triggers to watch for:

- How I will respond:

Crisis Action Plan:

- When I need help, I will:

- Support contact(s):

Post-Crisis Recovery:

- Steps I'll take to get back on track:

Section 4: Strengths & Supports

Strengths I am building on:

Support System:

- Name/Role: _____
 - Contact: _____
- Name/Role: _____
 - Contact: _____

Section 5: Career Readiness Checks

Resumé Development:

Interview Confidence:

Job Application Preparedness:

Follow-Ups/Networking:

Section 6: Accountability & Updates

Daily Review:

- Which goals did I get closer to accomplishing today?
- Who is it important for me to share these updates with?

Participant Notes:

- Observations/Feedback about the process:

- Next Steps:

Hard Skills

- Computer literacy (typing, basic software use)
- Email etiquette and professional communication
- Data entry and accuracy
- Filing and document organization
- Time management tools (e.g., calendar apps, scheduling software)
- Writing reports and documentation
- Proofreading and editing
- Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Google Suite (Docs, Sheets, Slides, Drive)
- Data analysis (Excel, SQL, Python, Power BI)
- Graphic design (Canva, Adobe Photoshop, Illustrator)
- Social media management (Facebook, LinkedIn, Instagram)
- Website management (WordPress, Wix, HTML/CSS basics)
- Cybersecurity awareness
- Digital marketing (SEO, email campaigns, analytics)
- Video editing (Adobe Premiere, Final Cut Pro)
- Budgeting and financial management
- Bookkeeping (QuickBooks, Excel)
- Payroll processing
- Invoice and billing management
- Tax preparation basics
- Grant writing and fundraising
- Business writing and proposal drafting
- Point-of-sale (POS) systems (Square, Clover, Toast)
- Cash handling and reconciliation
- Product knowledge and upselling
- Customer relationship management (CRM) software (Salesforce, HubSpot)
- Phone etiquette and call handling
- Conflict resolution with customers
- Complaint management and de-escalation
- Construction safety and OSHA compliance
- Hand and power tool operation
- Electrical and plumbing basics
- Welding and fabrication
- Forklift operation and warehouse logistics
- HVAC maintenance
- Landscaping and groundskeeping
- Carpentry and woodworking
- CPR and first aid certification
- Medical terminology
- Patient care assistance
- Electronic health records (EHR) software
- Sterilization and infection control
- Administering medications (if certified)
- Vital signs monitoring
- Public speaking and presentation skills
- Lesson planning and curriculum development
- Teaching strategies for diverse learners
- Conflict resolution in educational settings
- Classroom management
- Coaching and mentoring
- Safe food handling and sanitation (ServSafe certification)
- Menu planning and food preparation
- Barista skills and beverage preparation
- Restaurant customer service
- Event planning and coordination
- Housekeeping and cleaning protocols
- Commercial driver's license (CDL) basics
- GPS navigation and route planning
- Shipping and receiving logistics
- Inventory management
- Packing and warehouse organization
- Delivery scheduling and tracking

Human Skills

- Active listening
- Professional email and messaging etiquette
- Public speaking and presentation skills
- Conflict resolution
- Negotiation and persuasion
- Teamwork and group collaboration
- Adapting communication to different audiences
- Analytical thinking
- Decision-making under pressure
- Creative problem-solving
- Root cause analysis
- Troubleshooting technical issues
- Strategic planning
- Delegation and task management
- Coaching and mentoring
- Giving and receiving constructive feedback
- Motivating a team
- Crisis management
- Performance evaluation
- Time management
- Prioritization and organization
- Goal setting and accountability
- Resilience and adaptability
- Work-life balance
- Professionalism and workplace etiquette
- Empathy and compassion
- Cultural competency and inclusivity
- Handling workplace stress
- Developing trust and rapport
- Reading nonverbal cues
- Boundary-setting and self-advocacy
- Patience and empathy
- Active listening for customer needs
- De-escalation techniques
- Managing difficult conversations
- Personalized service and engagement
- Brainstorming and idea generation
- Thinking outside the box
- Adapting to new trends and technologies
- Improving processes and efficiency

Analyzer

A detail-oriented thinker who values accuracy and logic. Analyzers prefer to work with data, solve complex problems, and ensure precision in their work.

A-Level: Data Entry Clerk | **B-Level:** Quality Control Technician | **C-Level:** Data Analyst

Strategist

A long-term planner who envisions the big picture and methodically works toward goals. Strategists excel at mapping out success but may need to be mindful of short-term priorities.

A-Level: Administrative Assistant | **B-Level:** Project Coordinator | **C-Level:** Business Consultant

Scholar

A knowledge-driven individual who enjoys learning, researching, and understanding the deeper layers of a topic. Scholars bring expertise to a team but may hesitate to take action without full information.

A-Level: Library Assistant | **B-Level:** Research Technician | **C-Level:** University Professor

Specialist

A focused expert in their field who takes pride in mastering technical skills. Specialists are highly competent in their area but may resist changes that require them to step outside their expertise.

A-Level: Machine Operator | **B-Level:** IT Support Technician | **C-Level:** Software Engineer

Controller

An organized and structured individual who values stability and efficiency. Controllers excel at keeping operations running smoothly but may find it challenging to adapt to sudden changes.

A-Level: Office Clerk | **B-Level:** Bookkeeper | **C-Level:** Operations Manager

Collaborator

A team-oriented person who prioritizes harmony and cooperation. Collaborators bring people together and foster strong relationships but may avoid conflict even when necessary.

A-Level: Customer Service Representative | **B-Level:** Human Resources Assistant | **C-Level:** HR Manager

Altruist

A compassionate and service-driven person who thrives in roles that allow them to help others. Altruists are deeply committed to their causes but may overextend themselves.

A-Level: Shelter Worker | **B-Level:** Case Manager | **C-Level:** Social Worker

Persuader

A charismatic and energetic communicator who enjoys influencing others. Persuaders thrive in social and sales-driven roles but may need to balance enthusiasm with realism.

A-Level: Retail Sales Associate | **B-Level:** Sales Representative | **C-Level:** Marketing Executive

Promoter

An enthusiastic and outgoing individual who loves engaging with others. Promoters generate excitement around ideas but may sometimes overlook details in their eagerness.

A-Level: Brand Ambassador | **B-Level:** Event Coordinator | **C-Level:** Public Relations Manager

Captain

A decisive leader who takes charge and drives results. Captains excel at setting direction and motivating teams but may sometimes push too hard.

A-Level: Shift Supervisor | **B-Level:** Team Lead | **C-Level:** CEO

Operator

A dependable and results-focused person who ensures work gets done efficiently. Operators excel at executing plans but may be resistant to untested changes.

A-Level: Warehouse Worker | **B-Level:** Logistics Coordinator | **C-Level:** Supply Chain Manager

Craftsman

A skilled and meticulous worker who focuses on perfecting their craft. Craftsmen value precision and high-quality work but may prefer working alone rather than in teams.

A-Level: Handyman | **B-Level:** Welder | **C-Level:** Architect

Individualist

A bold and independent thinker who follows their own path. Individualists thrive in creative or unconventional roles but may struggle with rigid structures.

A-Level: Freelance Writer | **B-Level:** Graphic Designer | **C-Level:** Art Director

Venturer

A risk-taking visionary who thrives in fast-paced and high-stakes environments. Venturers push boundaries but may overlook important details.

A-Level: Gig Worker (e.g., Delivery Driver) | **B-Level:** Startup Founder | **C-Level:** Venture Capitalist

Maverick

An unconventional and fearless innovator who challenges norms. Mavericks excel in disruptive industries but may find structure limiting.

A-Level: Street Performer | **B-Level:** Independent Consultant | **C-Level:** Creative Director

Job Category A: Community Resource Assistant

Position Title: Community Resource Assistant

Location: Center for People, Lincoln, NE

Job Summary

The Community Resource Assistant plays a key role in supporting individuals and families who rely on the Center for People's programs and services. This position involves assisting with food distribution, diaper programs, and other essential services. The ideal candidate will be passionate about helping others, have strong interpersonal skills, and be comfortable in a fast-paced, community-focused environment.

Key Responsibilities

- Assist with the distribution of food, diapers, and other essential supplies to clients.
- Provide information about available programs and services in a clear and respectful manner.
- Help set up and organize resource distribution events, ensuring efficiency and accessibility.
- Maintain records of program participation and client needs.
- Support individuals in navigating community resources and referrals to additional services.
- Ensure that all clients are treated with dignity and respect, fostering a welcoming environment.
- Work as part of a team to identify areas for program improvement and suggest solutions.

Qualifications & Skills Required

- **No formal experience required**, but prior work in customer service, food service, or community outreach is a plus.
- Strong communication and active listening skills.
- Ability to lift and carry items (such as food boxes) up to 30 pounds.
- Comfortable working with individuals from diverse backgrounds, including those experiencing crisis or hardship.
- Basic organizational and record-keeping skills.
- A willingness to learn and take initiative.
- Ability to work well in a team and follow instructions from supervisors.

Preferred but Not Required

- Experience in food distribution, nonprofit work, or social services.
- Familiarity with local community resources.
- Bilingual skills (Spanish, Arabic, or Vietnamese preferred).

Interview Questions – Job Category A: Community Resource Assistant

1. Tell us about yourself.
2. Why do you want this job?
3. How would you explain the Center's food and diaper distribution programs to a new client?
4. Describe to me a situation where your client or customer was upset, and how you navigated that.
5. Describe a situation in your past where you were able to help customers feel welcomed in your space.
6. Tell me about a time where you managed multiple customers seeking assistance simultaneously.
7. How do you handle background checks, and is there anything in your background you feel is important to discuss for this position?

Job Category B: Administrative Support Specialist

Position Title: Administrative Support Specialist

Location: Center for People, Lincoln, NE

Job Summary

The Administrative Support Specialist provides essential clerical and operational support to ensure the smooth running of the Center for People's programs. This role involves maintaining records, managing schedules, assisting with office tasks, and ensuring data accuracy. This position is ideal for individuals with strong organizational skills who enjoy working behind the scenes to support a mission-driven organization.

Key Responsibilities

- Perform data entry, update spreadsheets, and maintain accurate records of program activities.
- Assist in scheduling appointments, meetings, and program events.
- Answer phone calls and provide general information about the Center's services.
- Organize and file documents, both digitally and in paper format.
- Support program staff by preparing materials and coordinating logistics for community events.
- Handle confidential information with discretion and professionalism.
- Work collaboratively with other team members to improve administrative processes.

Qualifications & Skills Required

- High school diploma or equivalent preferred but **not required**.
- Basic computer literacy, including familiarity with Microsoft Office (Word, Excel) or Google Suite.
- Strong organizational skills with attention to detail.
- Ability to handle multiple tasks and prioritize workload effectively.
- Strong written and verbal communication skills.
- Comfort in working independently and as part of a team.
- A positive attitude and willingness to learn new skills.

Preferred but Not Required

- Prior experience in an office or administrative role.
- Familiarity with databases or customer management systems.
- Typing speed of at least 40 words per minute.

Interview Questions - Category B: Administrative Support Specialist

1. Tell us about yourself.
2. Why do you want this job?
3. Please tell us about a time where you were able to prioritize tasks when faced with multiple deadlines.
4. Tell me about a time when you and your manager had differing priorities and how you managed that conflict.
5. Can you provide an example of a time when you improved an administrative process for better efficiency?
6. What steps have you taken to ensure confidentiality and security of sensitive information in previous roles?
7. How do you handle background checks, and is there anything in your background you feel is important to discuss?

Job Category C: Client Services Coordinator

Position Title: Client Services Coordinator

Location: Center for People, Lincoln, NE

Job Summary

The Client Services Coordinator serves as a key liaison between clients and the Center for People's programs, ensuring that individuals receive the support and resources they need. This role requires strong leadership, problem-solving, and case management skills. The coordinator will oversee client intake, train administrative support staff, and work closely with program managers to improve service delivery.

Key Responsibilities

- Conduct in-depth client intake interviews to assess needs and determine eligibility for services.
- Provide case management support by connecting clients with appropriate community resources.
- Train and mentor Administrative Support Specialists (Category B) to ensure consistency in client interactions.
- Maintain and update client records, ensuring accurate documentation and data integrity.
- Handle complex client situations, including crisis intervention and conflict resolution.
- Work with program managers to identify service gaps and recommend improvements.
- Develop and lead workshops or informational sessions for clients on topics such as employment readiness and financial literacy.
- Represent the Center for People at community outreach events and networking opportunities.

Qualifications & Skills Required

- **At least one year of experience in a client-facing role** (social services, case management, customer service, or related field).
- Strong leadership and mentoring skills.
- Advanced verbal and written communication skills, including the ability to de-escalate conflicts.
- Proficiency in Microsoft Office, Google Suite, and client database software.
- Strong problem-solving abilities and adaptability in high-pressure situations.
- Excellent time management and organizational skills.
- Ability to work independently and take initiative in improving client services.

Preferred but Not Required

- Experience in case management or direct service work in a nonprofit setting.

- Bilingual skills (Spanish, Arabic, or Vietnamese preferred).
- Knowledge of local assistance programs and community resources.

Interview Questions - Job Category C: Client Services Coordinator

1. Tell us about yourself.
2. Why do you want this job?
3. Can you describe a time when you handled a difficult client situation and successfully de-escalated the conflict?
4. How would you coach a new Administrative Support Specialist on best practices for client interaction?
5. What strategies have you used in the past to ensure that all clients receive equitable and effective assistance?
6. Describe a situation where a client needed urgent assistance beyond your ability to help immediately. How did you handle it?
7. How do you handle background checks, and is there anything in your background you feel is important to discuss?

Company Research Deep Dive Worksheet

Instructions: Choose a company you are interested in (or a mock company provided). Use the questions below to research and prepare for an interview.

1. Company Basics

- What is the company's name?
- What industry does it operate in?
- What is its mission statement or core values?

2. Job-Specific Research

- What position are you applying for?
- What are the key responsibilities of the role?
- What skills and experiences are required?

3. Company Culture & News

- What is something notable about the company's work culture?
- Has the company been in the news recently? If so, why?
- What makes this company a good fit for you?

4. Interview Preparation

- What is one question you think they might ask you?
- How would you answer it using CARL (Context, Action, Result, Learning)?
- What is a thoughtful question you could ask the interviewer?

Guided Visualization Script: *Interview Confidence*

[Before starting, ask participants to sit comfortably with their feet on the floor, back straight but relaxed. Invite them to close their eyes and take a deep breath in, then slowly exhale.]

"Take a moment to get comfortable. As you settle into your seat, feel the weight of your body supported by the chair. Allow yourself to feel grounded, safe, and completely present here."

"Now, take a deep breath in... and as you exhale, let go of any tension you're holding in your shoulders, neck, or face. With each breath, let yourself relax a bit more, knowing that this moment is just for you."

"In a few moments, you're going to imagine yourself preparing for a successful job interview. You'll see yourself walking into the interview room with confidence, speaking with clarity, and feeling fully in control. Try to picture each step clearly in your mind, as if it's happening right now."

[Pause for a couple of seconds to let them settle into the visualization.]

"Imagine you're standing outside the interview room, feeling calm and ready. You know that you've prepared for this, and today, you're bringing your best self forward. As you take a deep breath, feel a warm wave of confidence spreading through your body."

"When you're ready, visualize yourself walking into the interview room. Notice the details around you—the color of the walls, the chairs, the table. Picture yourself walking in with a steady, confident stride, shoulders relaxed, and a gentle smile on your face."

"See yourself greeting the interviewer with a firm handshake, making eye contact, and exchanging a warm greeting. You feel grounded and steady, knowing that you belong in this room."

"Now, as the interview begins, imagine yourself answering questions calmly and confidently. You take a moment to think before each answer, speaking clearly and with purpose. You're able to share your skills, experiences, and strengths with ease."

"See the interviewer nodding along, interested in what you're saying. Notice how they're engaged, and how they respond positively to your words. You feel a sense of mutual respect and connection in the conversation."

"Picture the interview coming to a close, and as you thank them for their time, you feel a deep sense of pride and accomplishment. You've shown them who you are and what you're capable of. You feel confident, knowing you've done your best."

[Pause briefly, allowing participants to take this feeling in.]

"Now, take a deep breath in... and exhale slowly, holding onto this feeling of confidence and calm. Let it settle in your mind and body, so you can carry it with you wherever you go."

"When you're ready, gently bring your attention back to the room. Wiggle your fingers and toes, stretch if you like, and slowly open your eyes. Remember, this feeling of confidence is always within you, ready whenever you need it."

“The People’s Pitch”

1. Program Proposal Sheet

Team Name:

Program Name:

Slogan:

What does this program do?

Who is this program for?

What problem does it solve?

What resources does it need?

Why is this program important?

 **Extra Fun Elements (Optional):**

- ☐ Draw a logo
- ☐ Write a jingle
- ☐ Create a short commercial/skit

Job Search Journal

Name:

This worksheet is designed to help you identify job opportunities at three levels: A Job, Better job, and Career Jobs. Think carefully about each step and answer honestly to create a clear path toward your goals.

Immediate Job (A JOB)

A job you can apply for right now with your current skills.

- **Job Title:**
- **Company Name:**
- **Key Skills:**
(Which current skills make you a fit for this position?)
 -
 -
- **Steps to Apply Today:**
(e.g., updating your resume, writing a cover letter, getting recommendations, updating LinkedIn, researching the company website)

- 1.
- 2.

Better Job (B JOB)

A step up from your immediate job, one you could qualify for in the near future.

- **Job Title:**
- **Company Name:**
- **Skills Needed:**
(What additional skills or experience would you need to qualify for this role?)
 -
 -
 -
- **Plan to Build These Skills:**
(e.g., online courses, on-the-job training, mentorship opportunities)

- 1.
- 2.

Career Job (C JOB)

A long-term goal you aspire to achieve with professional growth and additional skills.

- **Job Title:**

- **Company Name:**
- **Skills Needed:**
(*What education, training, or experience do you need?*)
 -
 -
 -
- **Steps to Move Closer to This Career:**
(*e.g., earning certifications, networking, gaining experience*)
 - 1.
 - 2.

Reflection

Write one action you will take today to move closer to your job goals: