



## eLearning Module 3 Activity: Reflect, Relate, and Apply

### Providing Inclusive Business Services – A Day in the Life of an American Job Center

is the third module in a series of eLearning modules and is designed to help you and other American Job Center (AJC) staff effectively serve business customers. This activity will help you draw connections between the topics and examples presented in the eLearning module and your experiences on the job.

### Completing this Activity

Follow these directions to complete the activity:

1. Before you begin eLearning Module 3, print or download this activity sheet.
2. Read the questions on the following pages carefully. Keep these questions in mind as you work through the eLearning Module 3 content.
3. When you have reached the end of eLearning Module 3, populate this activity sheet electronically or in your printed copy. You may choose to answer all questions or focus on those that are most relevant to your AJC.

*(Note: If you prefer, you may choose to populate this activity sheet while you complete the eLearning module.)*



**Reflect:**

Read the reflection questions carefully and respond in the space provided.



**Relate:**

Briefly describe how the information in the eLearning module relates to your experiences as an AJC staff member.



**Apply:**

Explain how you might use the information covered in the eLearning module to improve the experiences of AJC customers with disabilities.

### Helpful Suggestion

Exploring the reflections of other AJC staff members can highlight shared experiences and introduce you to unique perspectives. Consider speaking with your manager about conducting a team meeting to discuss the outcomes of this activity.



1

**Reflect:** Did the principles for understanding business customer needs resonate with your experience as an AJC staff member?



2

3

4

5

**Relate:** How does your AJC apply the principle of viewing businesses as customers?



**Apply:** What are some strategies your AJC could implement to better serve businesses as customers?



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**Reflect:** After reviewing the eLearning module, what fact or statistic about the characteristics of the labor force and/or reasonable accommodations stood out most?



**Relate:** How has your AJC helped businesses customers see the value of reasonable accommodations?



**Apply:** What are some strategies or actions your AJC can take to help strengthen a business' knowledge of reasonable accommodations?



- 1
- 2
- 3
- 4
- 5

**Reflect:** What types of accessible recruitment events or activities has your AJC participated in?



**Relate:** What strategies has your AJC implemented to ensure accessibility at recruitment events?



**Apply:** How might your AJC improve the accessibility of recruitment events to address the needs of jobseekers with disabilities?



- 1
- 2
- 3
- 4
- 5

**Reflect:** Do you think businesses in your area are well-informed about inclusive recruitment practices?



**Relate:** Briefly describe tips or strategies your AJC has provided to business customers to ensure all job candidates are interviewed fairly and without bias.



**Apply:** What additional information and support can your AJC provide to improve the hiring practices of your business customers?



- 1
- 2
- 3
- 4
- 5

**Reflect:** What is the value of work-based learning for businesses? For jobseekers with disabilities?



**Relate:** What challenges does your AJC encounter when discussing work-based learning and specialized programming with business customers?



**Apply:** How might your AJC apply the tips and strategies offered in the eLearning module to address these challenges and communicate the value of work-based learning?

