

Coping Story Cards

Acknowledging Weaknesses:

I have many strengths. I also have weaknesses. That is okay because everyone has weaknesses—no one is perfect! I should try to recognize and acknowledge my weaknesses so I can work to improve those areas. When I try to improve on certain weaknesses, I can be more successful in my personal and work life.

Crowded, Noisy Places:

I have a hard time dealing with noisy and crowded public places. These places make me feel stressed. However, there are times where I might have to be in those places. I need to remain calm in these environments because I cannot change them—I cannot make these places less noisy or less crowded. When I feel anxious, I should take deep breaths and focus on my tasks. If I cannot handle the situation, I can calmly walk away and get to a quiet place.

Finding a Job:

Finding a job can be frustrating and confusing! When I look for a job, I should try to ask for help when I need it and take breaks when I feel really frustrated. There are many different ways to find a job. It might take a long time to find the right job. However, I should not give up, because I need a job to support myself.

Job Fairs:

Job fairs can be overwhelming because of the crowds, noise, and social pressure. If I am feeling overwhelmed in a job fair, I can take breaks. I could visit 2 booths, and then take a 15 minute break outside. I could do something relaxing, like read a book, listen to music, or take a walk. When I feel ready, I can go back to the job fair and visit a few more booths. I want to make a good impression at a job fair, so if I am not feeling up to it, I can take breaks or leave early.

Applying For Jobs:

Completing a job application can be frustrating and confusing! When I am ready to complete a job application, I should try to ask for help when I need it and take breaks when I feel really frustrated. If I try to stay organized and follow certain steps, it will make it easier for me to complete the application. Even when I am feeling frustrated, I should not give up. I have to complete job applications to get the job I want!

Finding Job Applications:

Sometimes, it can be difficult to find online job applications. Each website is made differently, and some websites are very confusing. When I am looking for a job application, I should try to ask for help when I need it and take breaks when I feel really frustrated. Even when I am feeling frustrated, I should not give up. I have to complete job applications to get the job I want!

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Pre-Employment Screening Assessments :

Pre-Employment Screening Assessments are tests. Some tests make me feel frustrated, confused, or scared. However, I might have to take these tests in order to get the job I want. Before I take the real test, I can make myself feel calm by practicing, asking someone for help, reviewing guidelines, and taking deep breaths. I CAN do this!

Before the Interview:

Almost everyone feels nervous when they have a job interview. It is normal to feel anxious and scared sometimes. If I get prepared ahead of time, I will probably feel less nervous about interviewing. The more I practice, the more comfortable I will feel when it is time for the real thing! I can also ask someone to help me practice before the job interview.

Right Before the Interview:

Sometimes, I might have to wait for the job interview to start. It is okay to feel nervous right before the interview starts. When I am waiting to interview, I should try to stay calm by taking deep breaths, reading, reviewing my job notes / questions, or texting on my phone.

During the Interview:

During the interview, I will probably have to answer many questions about my experiences, education, strengths, and weaknesses. Sometimes, I might not understand a question. This could make me feel confused or frustrated. When I don't understand a question, I should take a breath and then calmly ask the interviewer to repeat or rephrase the question. Interviews can be hard, but I will make it through!

After the Interview:

After an interview, I will probably have to wait for several days or longer to find out if I will be offered the job. The company needs time to make their decision. Most people have to wait to hear this decision. It is okay for me to feel anxious when I am waiting—many people feel this way. If I feel anxious, I should take deep breaths, stay busy with my daily activities, and focus on other job applications (just in case). Even though I might feel tempted, I need to wait at least 2 full business days before contacting the company to ask about their decision.

Dealing with Rejection:

I might not always get the job I want. Almost everyone has experienced rejection when they are looking for a job. It is normal to feel disappointed and frustrated. However, this should not stop me from trying to get a different job. Eventually, I will get a job that is right for me.

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Following Instructions on the Job:

Everyone has to follow instructions sometimes. When I am at work, I have to follow certain instructions in order to get my job done. It can feel frustrating to follow certain rules and instructions sometimes. When I am given an instruction, I should always try to: Stay calm, show that I am listening, write down the instruction if needed, and then DO what I am asked to do.

Accepting Negative Feedback:

It is a supervisor's job to give me feedback. Everyone makes mistakes—no-one is perfect! Feedback can make me feel sad, confused, or even angry. When a supervisor gives me feedback, I should take a deep breath, use calm words and gestures, and correct my mistake as soon as possible.

Accepting Praise:

When I do a good job, someone (i.e. a supervisor, customer, or co-worker) might want to give me praise for my work. They do this to show their support. Sometimes, praise can make me feel embarrassed or uncomfortable. I might not always know what to say. When someone gives me praise, I should say something like, "Thank you" or "I appreciate it."

Accepting "No":

Everyone is told "no" sometimes. When I am at work, I might not get everything that I want. My supervisor has the right to tell me "no" sometimes. Hearing "no" can make me feel very frustrated. When a supervisor tells me "no," I should take a deep breath and stay calm (walk away if needed, write my feelings down in my diary, draw, etc...). I have to accept it when a supervisor tells me "no." This is part of the job sometimes.

Asking For Help

It is always OK to ask for help. Everyone needs help sometimes. When I need help with something, I should take a deep breath, walk to someone who can help me, and calmly ask for help. I will feel better when I get the help I need. Then, I can do my job correctly.

Social Interruptions on the Job:

Interruptions are a part of life—everyone gets interrupted sometimes. Some people are very social and like to talk. Sometimes, small talk can cause people to be less productive at work. If I am not in the mood to chat with a co-worker, I should try to let them know in a polite and friendly manner. It is important to be polite and friendly to my co-workers because it makes the work environment a better place for everyone, including me.

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Work Related Interruptions:

Sometimes, a co-worker might need to interrupt me to ask for help or information. If I can help them right away, I should do this. Sometimes, even if I am busy, a co-worker might need immediate assistance. In other cases, the co-worker can wait until I am not so busy. Each situation is different. If I cannot help them right away because I am very busy, I need to let them know in a polite and friendly manner. If I help co-workers, they will be more likely to help me if I need help in the future. It is important to be friendly and polite to co-workers because it makes the work environment a better place for everyone, including me.

Accepting Change:

In almost every job, people have to deal with changes to their tasks and routines. Sometimes, I will have to make changes at my job. No job stays exactly the same forever. Change is a part of life, and change is OK. To keep my job, I have to accept certain changes.

Working with Others:

Sometimes, people need to work together to get the job done. Teamwork is a good thing, but it can be challenging sometimes. It can make me feel annoyed or anxious sometimes. When I am working with others, I should try to remain supportive and calm. I can show my support by offering to help, listening to others, and getting the job done. I can stay calm by taking deep breaths, writing down my ideas, or taking short breaks away from the group if I need to.

Disagreeing with Co-Workers:

Everyone has different ideas and opinions. Sometimes, my co-workers will agree with my ideas, and sometimes they might not. I am not always right, and my co-workers are not always right. Disagreement is OK. If someone disagrees with me, I should take a deep breath and use calm words and gestures. It is important to disagree in a calm and respectful manner.

Private Behaviors:

Some behaviors are only OK in private, and some behaviors are OK in public. When I am at work, there are certain behaviors that I should not ever show. It is only OK to do these things at home, in private. Everyone is expected to follow these "rules," so I should always try to follow these rules as well.

Angry Customers:

In my job, I work with customers. Customers are usually calm and polite; but sometimes, customers can be angry or even rude. Customers might become angry if they have to wait too long, if an employee is rude to them, or if they are unhappy with the product they bought. When a customer is angry, I should always try to stay calm. I can stay calm by taking deep breaths, pausing before I speak, or asking another employee / supervisor to help me. I need to stay calm with customers if I want to keep my job.

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Apologizing to Customers:

In my job, I work with customers. Sometimes, customers might feel frustrated when they have to wait too long, when they are unhappy with a product, or when a different employee is rude to them. It is hard for me to apologize for something that is not even my fault. However, part of customer service is making the customer happy. It is good for me to tell a frustrated customer "I'm sorry," even when I did not do anything wrong. This is part of my job sometimes.

Apologizing to my Supervisor:

In my job, I am expected to arrive to work at a specific time. Almost everyone has to follow this rule. If I am late to work, I need to try to apologize to my supervisor. This can be hard to do sometimes. When it is time to apologize, I should take a deep breath, go to my supervisor, and tell them I am sorry. Everyone makes mistakes sometimes, and that is OK. It is important to apologize for my mistakes—that is part of taking responsibility for my own actions.

Staying at Work:

In my job, I am expected to work until a certain time each day. Almost everyone has to follow this rule. Sometimes, I want to leave work and do other things like relax, have fun, or sleep. Everyone feels this way sometimes. However, I should always try to stay at work until I am allowed to leave. When I feel like I want to leave early, I should take a minute break (to stretch, take deep breaths, quietly hum a song, make a short list of fun things to do later, or get something to drink). Then, I should get back to work until it is time to leave.

Meeting Deadlines:

Everyone feels time pressure sometimes. At work, there are times where I am expected to do certain tasks by a certain deadline. This is part of every job. It is OK to feel a little stressed by deadlines; everyone feels this way. When I have deadlines, I should try to stay calm, focus, and get the job done. To remain calm, I can take deep breaths, count to 10, or organize my things. It is important for me to complete my tasks on time. I CAN do this!

Disclosing my Disability:

I might decide to tell my employer that I have a disability. This could make me feel uncomfortable, nervous, or scared. When I tell my employer that I have a disability, I can feel more relaxed by taking deep breaths and writing down what I want to say. Most importantly, I should remember that I am a good person, and I have many strengths. My disability is just one part of me—it does not define me.

Apologizing for my Mistakes:

Everyone makes mistakes sometimes, and that is OK. When I make a mistake that affects a customer, I need to try to apologize for my mistake. When it is time to apologize, I should take a deep breath and tell the customer that I am sorry. It is important to apologize for my mistakes—that is part of taking responsibility for my own actions.

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