Module 7
Live session

The case of Pedro



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This case will be used in this activity to design a job position that takes into account the needs of both the job seeker and the company. Three characters are involved:

- Pedro, the job seeker;
- María, the employment specialist;
- and Mr. López, the company manager.

The activity can be carried out in small groups through discussion or role-play. Through dialogue, negotiation, and collaboration, participants will identify and define the key aspects of the position, including working hours, schedule, working days, and job responsibilities. The aim is to develop a suitable and mutually beneficial employment arrangement that responds to the needs and expectations of all parties involved.

PEDRO, THE JOB SEEKER

Pedro is a 43-year-old man with a 55% visual impairment, having lost one eye in a recent accident. He is currently trying to come to terms with his disability and is looking for a job that he can perform successfully.

Previously, Pedro worked as a manager in the administration department of a pulp sales company, where he coordinated a team of eight people. However, his doctor has advised him not to spend long periods of time in front of a computer, as this would place excessive strain on his remaining eye. Therefore, it is advisable for him to perform tasks that do not require prolonged visual effort.

Pedro is in excellent physical condition, as he has always been an active and sporty person. Therefore, he is open to a job that, unlike his previous position, may involve more physical effort.

On the other hand, having always worked in administrative roles, Pedro is very methodical and organised. He is accustomed to working as part of a team and achieving targets.

He has a very friendly and conciliatory personality and has a natural tendency to help others.

Pedro knows that he will not be able to earn the same salary he previously received as a manager, but he would like to work full-time (eight hours), as a four-hour job would not be enough to maintain his current standard of living.

He believes that, because of his limitations, finding a job will be very difficult. However, he has no restrictions regarding shift work or weekends, and he would also be willing to work night shifts if they offered a higher salary.

MARÍA, THE EMPLOYMENT SPECIALIST

María is an employment specialist with experience supporting people with support needs in their job search. Her approach is based on a balance between empathy and strategy: she knows how to listen, observe and analyse before taking action.

She has strong interpersonal skills and shows respect and empathy, even in challenging situations. She manages conflicts calmly and is able to redirect difficult conversations without losing focus. Her communication is clear and professional, both with companies and with the people she supports, and she uses active listening to identify employment opportunities that may not always be obvious at first.

Her negotiation strategies are adapted to each situation, always seeking a realistic and sustainable combination. During meetings with employers, María takes an active role and leads the conversation. Her aim is to gather as much information as possible about unmet needs within the company and transform them into concrete employment opportunities. She listens carefully to the employer's proposals, analyses the context and suggests viable alternatives that can meet the needs of both the company and the person she represents.

María knows that Pedro feels insecure about his chances of finding employment because of his disability. Her aim is not only to find a suitable job for him, but also to propose concrete support measures. Her goal is to achieve employment that can be sustained over time.

MR LÓPEZ, THE COMPANY MANAGER

Mr López is the manager of a logistics and parcel delivery company located in an industrial area, where he coordinates a team of around 30 people. He is a practical person, accustomed to demanding work schedules and to the need for everything to operate precisely so that daily operations run smoothly.

On a personal level, he is empathetic and open to offering employment opportunities to people with disabilities, provided that there is a genuine adaptation to the needs of the company. He believes in the value of Customized Employment, but also makes it clear that any recruitment must be useful and productive. He seeks a balance between social commitment and business efficiency.

His attitude is collaborative and he is willing to find common ground. He listens to María's proposals with interest, while maintaining a realistic approach that fits with the company's day-to-day operations.

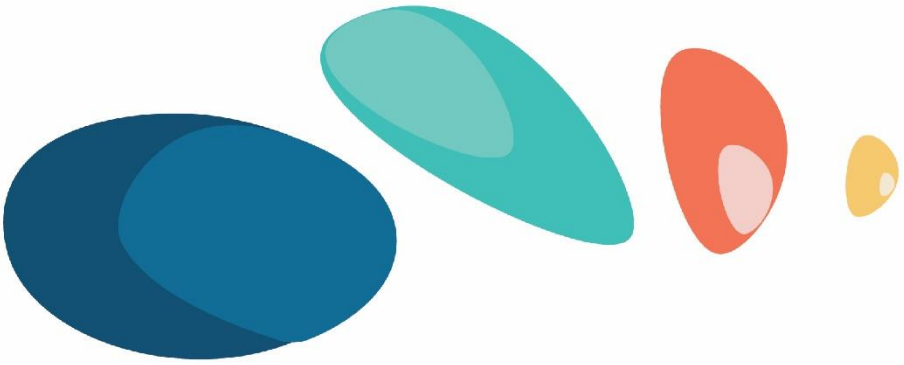
The company operates with a clear but demanding structure. Early in the morning, at around 7:00 a.m., trucks arrive with goods that need to be sorted quickly. One of the key tasks is to separate the parcels according to their destination: home deliveries or collection points. They must also be organised by urban district using a computer system that assigns postcodes to specific areas. This task can be carried out together with another colleague.

The most critical time of the day is before 11:00 a.m., when all parcels must be ready for distribution. This also involves helping to unload the trucks and maintaining a fast working pace. Afterwards, at around 12:00 p.m., the team reorganises and tidies the warehouse.

In the afternoon, at around 2:00 p.m., returned parcels that were not collected arrive and must be sorted and stored for a specified period of time.

The company will consider which tasks could be reorganised and assess whether they could be combined into a viable position for Pedro.

His objective is to find a functional solution: a position that is useful to the company and adapted, as far as possible, to the job seeker.



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