

Barrier-to-Bridge Reframe Chart

FIELD TOOL

The Barrier-to-Bridge Reframe Chart. Use it when a job seeker names a barrier. Listen for what they have been told, name what is also true, speak one line of life, and agree on one bridge step. Keep a copy at your desk for the moments you need the words fast.

Group	What they hear	What is also true	Speak life	One bridge
Coming home from incarceration	"No one will hire me."	Many employers say people with records perform as well or better.	"Your story isn't over. Let's write the next part."	Practice one honest sentence about the past. Share fair-chance employers.
Disability	"Work isn't for me anymore."	With the right fit and accommodations, many build strong careers.	"Your disability is not a dead end."	Bring in vocational rehabilitation. Discuss accommodations.
Serious mental illness	"I need to get better first."	Supported employment helps people work while they recover.	"Wanting to work is a good sign."	Connect with an IPS or supported employment program.
Older worker	"I'm too old."	Experience and reliability are in demand.	"Your experience is an asset."	Lead with recent results. Focus on the last 15 years.
Employment gap	"The gap ruins everything."	Most workers have had a career break.	"It's a chapter we get to explain."	Write a two-sentence gap explanation.
Rural job seeker	"There's nothing out here."	Remote and regional jobs have opened new doors.	"Where you live doesn't limit your worth."	Offer virtual services. Share remote-friendly employers.
Veteran or military spouse	"Nobody understands what I did."	Leadership and discipline are what employers want.	"Let's help an employer see what you led."	Translate military titles into plain language. Connect with veteran-friendly employers.