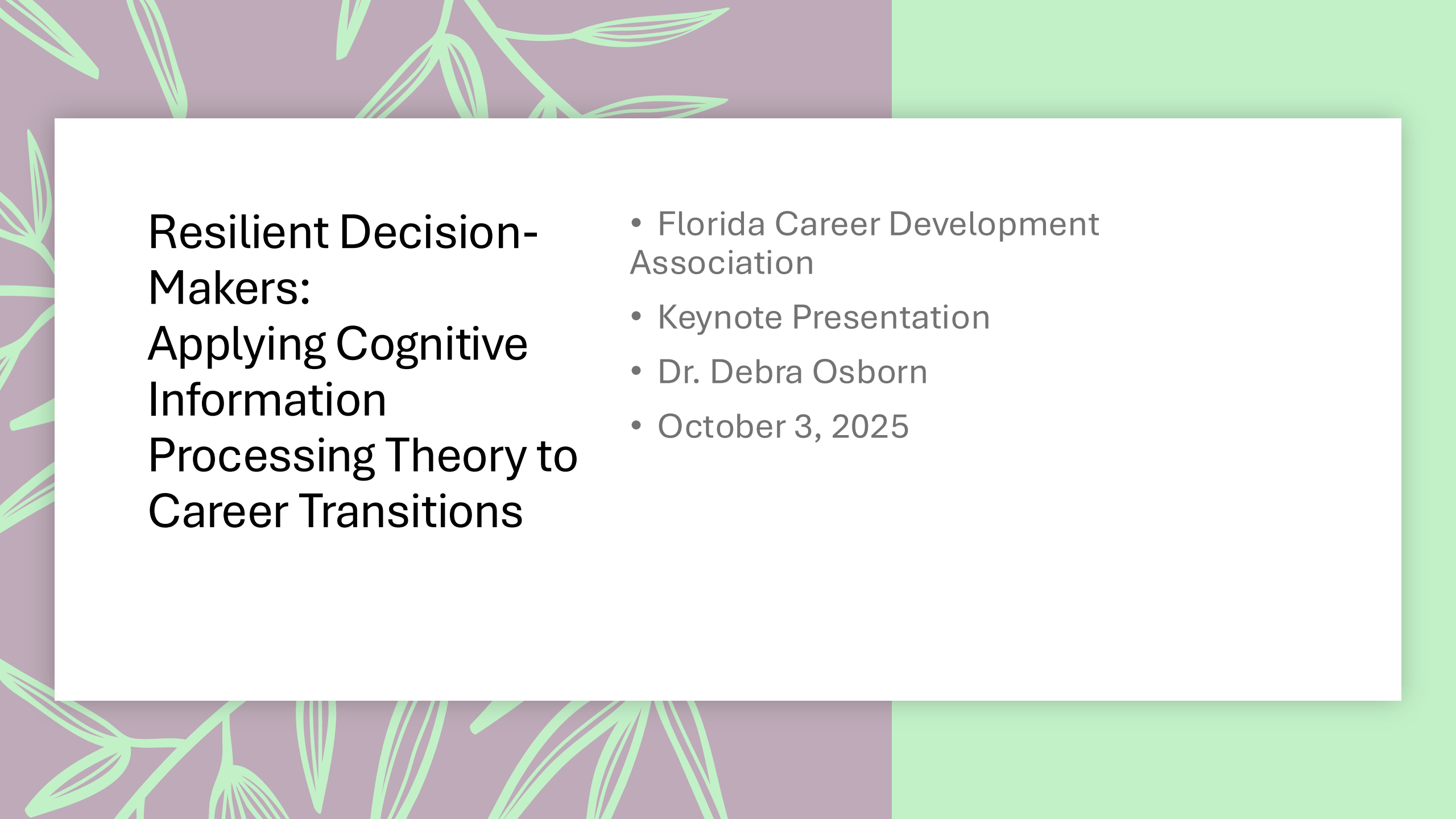
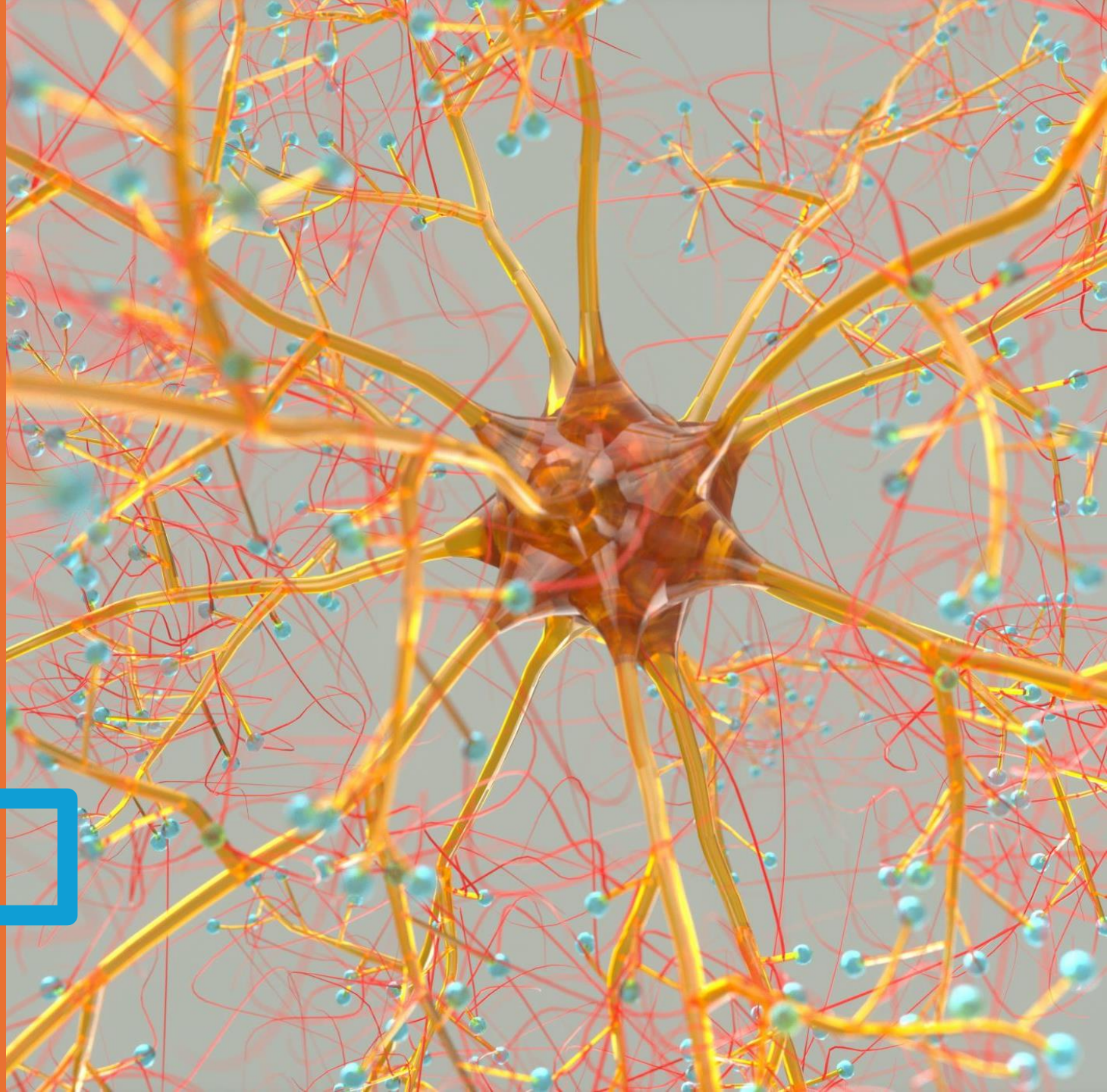




Resilient Decision-Makers: Applying Cognitive Information Processing Theory to Career Transitions

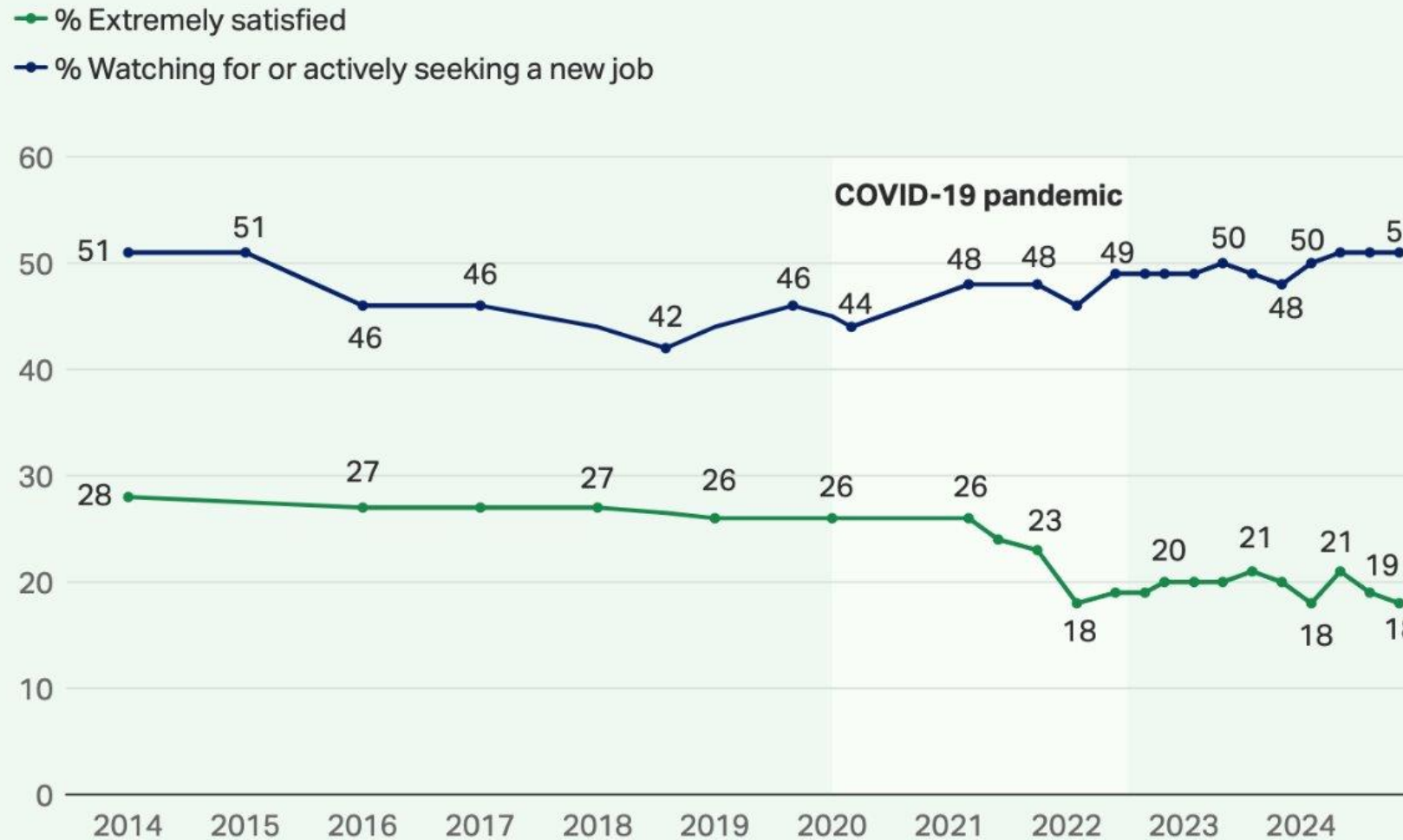
- Florida Career Development Association
- Keynote Presentation
- Dr. Debra Osborn
- October 3, 2025

Relevancy of Resiliency



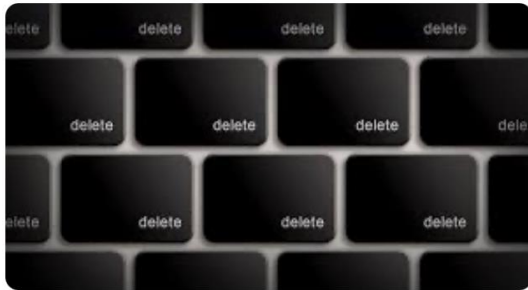
How many US Employees are Intending to Leave?

Overall Satisfaction and Intent to Leave, Among U.S. Employees



Fears Regarding Artificial Intelligence

AI and entry-level jobs



Axios

Behind the Curtain: Top AI CEO foresees white-collar bloodbath

2 days ago

TechCrunch

AI may already be shrinking entry-level jobs in tech, new research suggests

2 days ago



The New York Times

For Some Recent Graduates, the A.I. Job Apocalypse May Already Be Here

8 hours ago



KSLTV.com

Artificial intelligence could radically reshape entry-level jobs in the near future

1 day ago



Entrepreneur

AI Is Taking Over Entry-Level Tech Jobs: Anthropic CEO

1 day ago



Pew Research Center

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Home > Research Topics > Internet & Technology > Emerging Technology > Artificial Intelligence

REPORT | FEBRUARY 25, 2025

SHARE ↗

U.S. Workers Are More Worried Than Hopeful About Future AI Use in the Workplace

About a third of workers say AI use will lead to fewer job opportunities for them in the long run; chatbots seen as more helpful for speeding up work than improving its quality

Nearly 75% of workers have worked in a toxic workplace: iHire

Amrita Ahuja | February 6, 2025



While 74.9% of US employees have worked in a toxic workplace, 53.7% have quit their jobs due to a negative work environment, according to a survey released Feb. 4 by employment platform iHire.

The State of Employee Mental Health in 2024



The Emotional Impact of Work

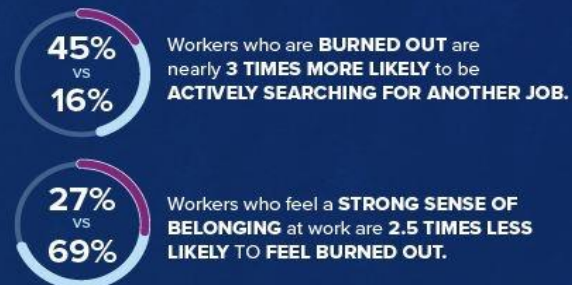


The Influence of Key Workplace Factors on Mental Health

Percentage who say these factors have the following impacts on their mental health:



How Mental Health Impacts Critical Employee and Business Outcomes



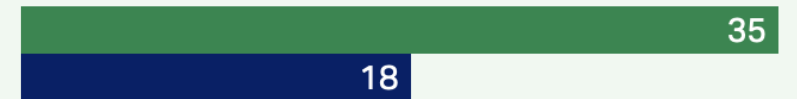
% Yes, among parents and guardians

Women Men

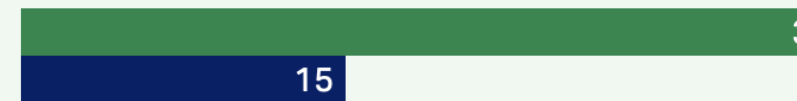
Have you ever seriously considered reducing your hours because of child care issues?



Have you ever had to decline or delay a promotion at work because of personal or family obligations?



Have you ever seriously considered leaving your job because of child care issues?





Challenge: How do we
prepare our clients to be
resilient in the face of
these challenges?

The background image shows a group of people in a meeting or workshop. Several hands are raised, suggesting an interactive session. The image is overlaid with a dark gradient, and the text "Speaking From Our Strengths" is written in white. An orange horizontal bar is located in the top left corner.

Speaking From Our Strengths



What we bring to the table

- Who we are
- What we know



+

•

○

Who we are & what we know

- Trained, credentialed paraprofessionals and professionals.
- Career theory
- Career assessments
- Career information sources
- Career decision-making models
- How individual/group differences influence CD across the lifespan
- Role of mental health on career decision-making
- Job search components and strategies
- Connections to relevant referrals
- Empirical & evidence-based practices

What we know specific to resiliency



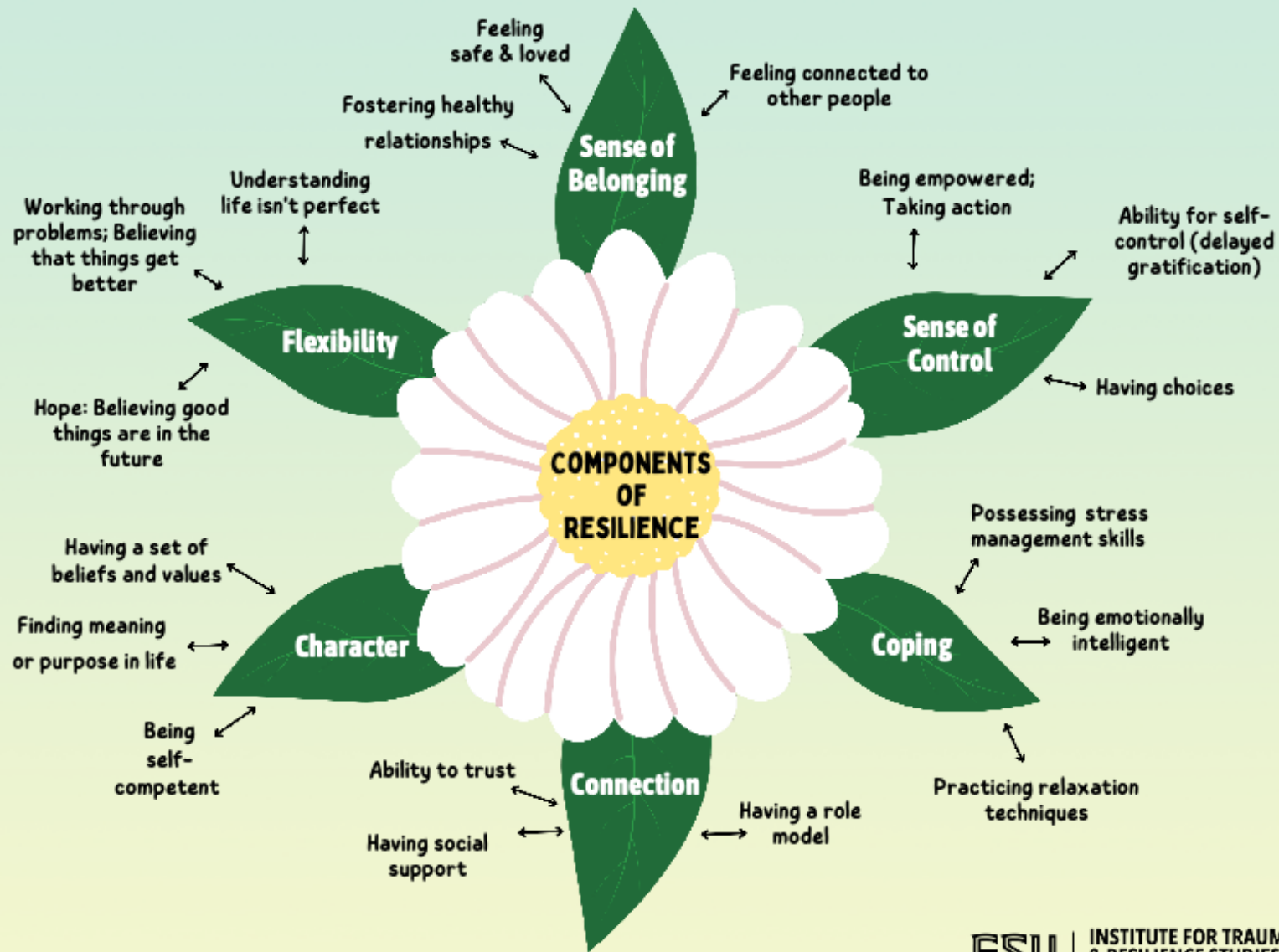
COMPONENTS OF RESILIENCY



LINKING RESILIENCY TO CAREER
THEORY

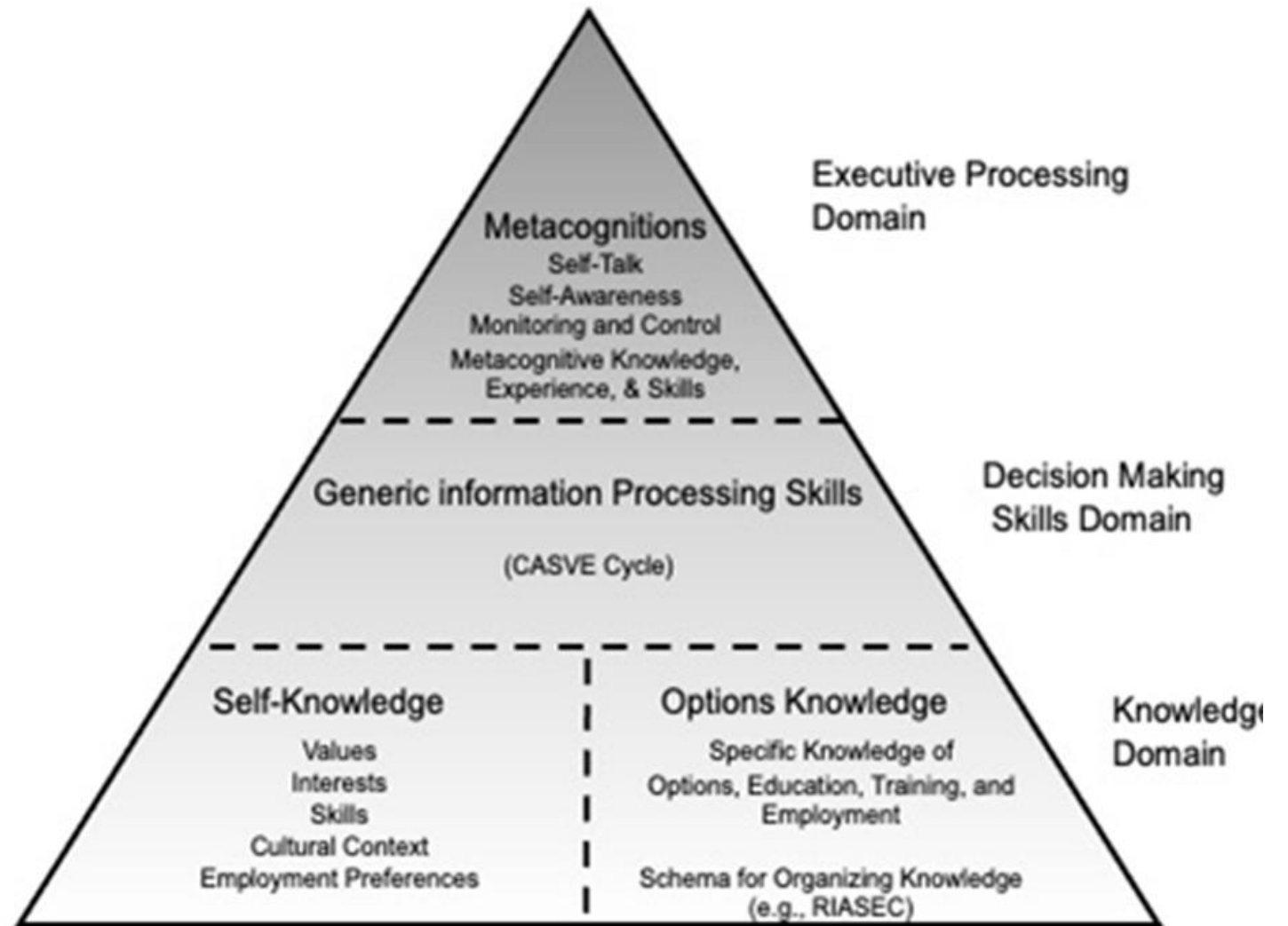


CAREER-RELATED
INTERVENTIONS TO STRENGTHEN
RESILIENCY

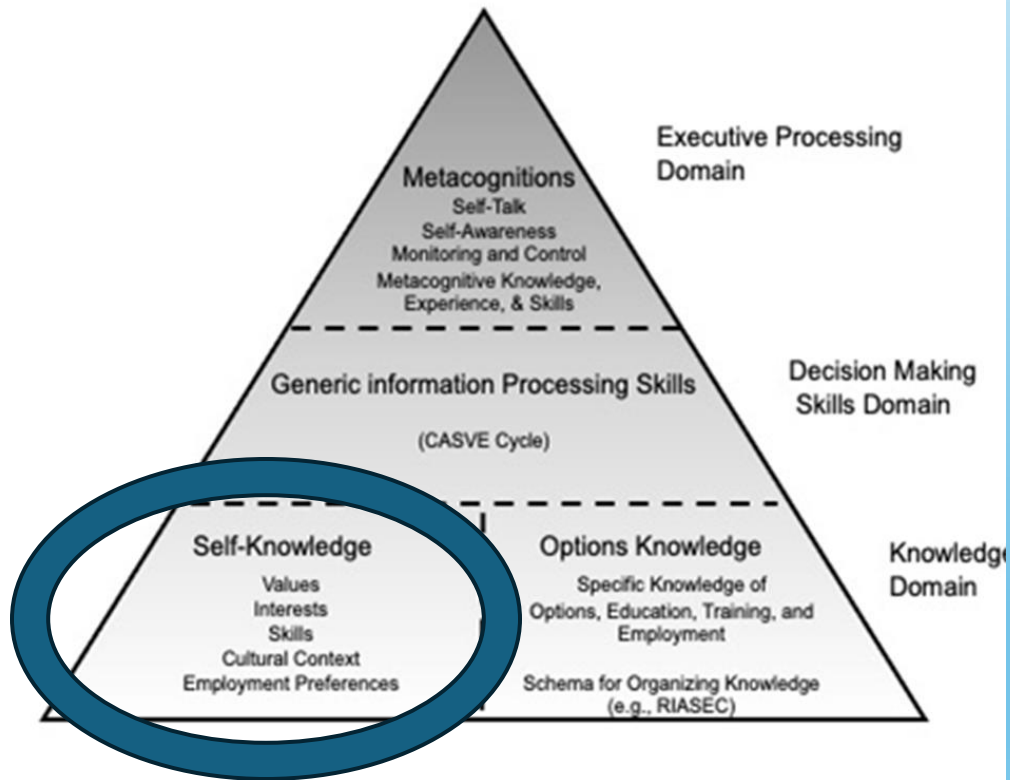


(Iacoviello & Charney, 2014; Wu et al., 2013)

CIP Theory as a Foundation for Resilience



Self Knowledge



Who am I?

What are my positive core values & beliefs?

What are my strengths?

What brings me meaning in life?

Be careful of bias, mindset.

CIP-related career assessments for SK

DESIGN YOUR CAREER

[Getting Started](#) [Self-Knowledge](#) [Options Knowledge](#) [Decision](#)

- Any tool or activity can be used to explore or enhance SK!
- Self-Directed Search, Strong Interest Inventory, FOCUS, Kuder...
- Autobiography, card sorts, collage...
- <https://designyourcareer.create.fsu.edu>

SELF-KNOWLEDGE

Hexagon Activity: Underline or circle which descriptions best describe your types of interests. Cross out the words that do not describe your interests.

HOLLAND INTEREST TYPES

	REALISTIC (R) Hands-on, practical, outside, sports, mechanics, working with things, doing/building things (Sample occupations: mechanic, athlete, fish, game warden, cook, coach, medical assistant)
	INVESTIGATIVE (I) Problem-solving/thinking, math/science, exploring/researching ideas (Sample occupations: engineer, physician, scientist, dentist, lab worker, auto-design detailer, airplane pilot, astronomer)
	ARTISTIC (A) Creative, designing and expressing ideas without clear rules (Sample occupations: artist, actor, fashion designer, photographer, art therapist, editor, graphic designer, editor, cartoonist)
	SOCIAL (S) Helping/teaching/working with people (Sample occupations: counselor, teacher, nurse, personal care aide, psychologist, librarian, community health workers)
	ENTERPRISING (E) Sales, public speaking, leading projects (Sample occupations: business owner, salesperson, manager/supervisor, securities trader, bodyguard, skincare specialists, patrol officers)
	CONVENTIONAL (C) Routines, following clear rules/procedures, data (Sample occupations: accountant, paralegal, database analyst, post-office clerk, tax preparer, fire inspector, cashier, reservation agent)

ACTIVITY INSTRUCTIONS

Think about which classes you like most and least, and the activities you are involved in, and what parts of those you like most and least. How well do those environments fit with your Holland interest types?

Now do the same with the words below that represent values, hobbies and skills. Look at the words below and

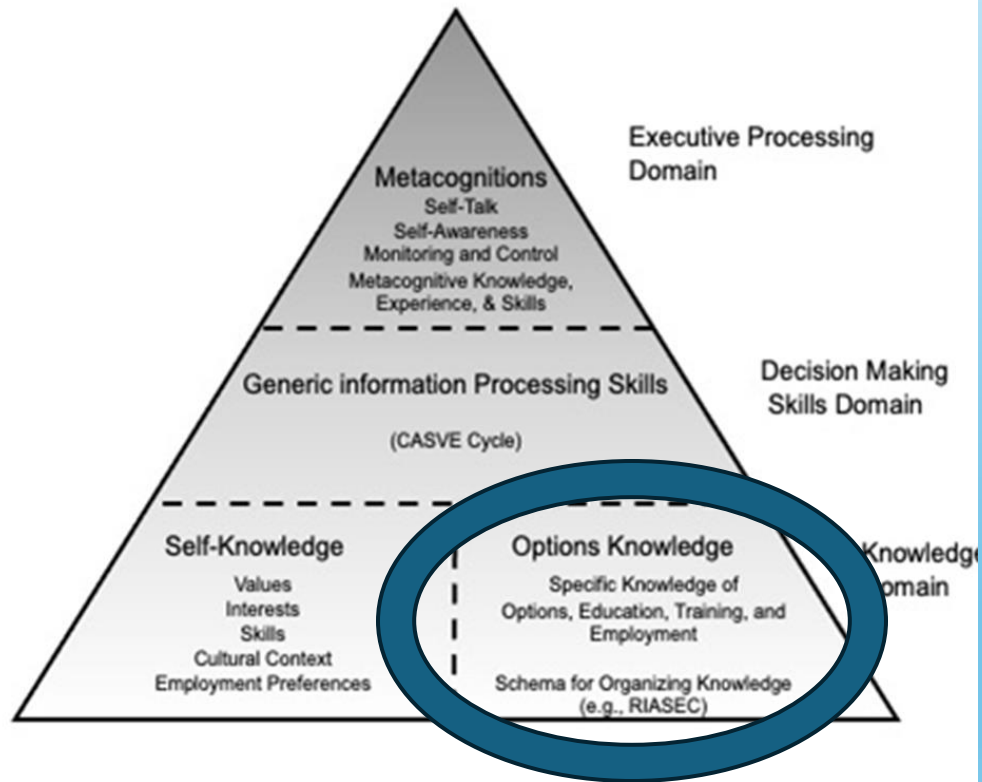
Specific to Resiliency

- Determine the gap
- Identify internal/external pressures & supports
- Explore thoughts & feelings related to the situation
- Revisit career/life values
- Exploring Strengths (Alvord & Grados, 2005)
- Build SK (skills, knowledge –training)

DIRECTIONS: CIRCLE FOUR OPTIONS BELOW

KINDNESS	CREATIVITY	SELF-CONTROL
AMBITION	INDEPENDENCE	FLEXIBILITY
LOGIC	CONFIDENCE	WISDOM
HUMOR	CURIOSITY	COMMITMENT
PATIENCE	INTELLIGENCE	OPTIMISM
LEADERSHIP	COMMON SENSE	TRUSTWORTHINESS
BRAVERY	EMPATHY	IMAGINATION
HONESTY	SPIRITUALITY	ORIGINALITY
PERSISTENCE	ATHLETICISM	DEPENDABILITY

Options Knowledge



What are my options?

Too narrow or too open?

Be careful of bias, mindset.

CIP-related career assessments for OK

DESIGN YOUR CAREER

[Getting Started](#) [Self-Knowledge](#) [Options Knowledge](#)

- Any tool or activity can be used to explore or enhance OK!
- O*NET, Occupational Outlook Handbook...
- Informational interviews, blogs...
- <https://designyourcareer.create.fsu.edu>

OPTIONS KNOWLEDGE

Options Knowledge is knowing how to apply information about career options you are considering to what you know about yourself (Self-Knowledge).

CAREER CLUSTER ACTIVITY

The clusters below include occupations in the same field of work.

- Go to ononline.org and search within one or more clusters for occupations that might interest you.
- Circle the clusters that have the most occupations you like.
- Then search ononline.org by job family and list three career clusters or "job families" that include the greatest number of occupations that you like.

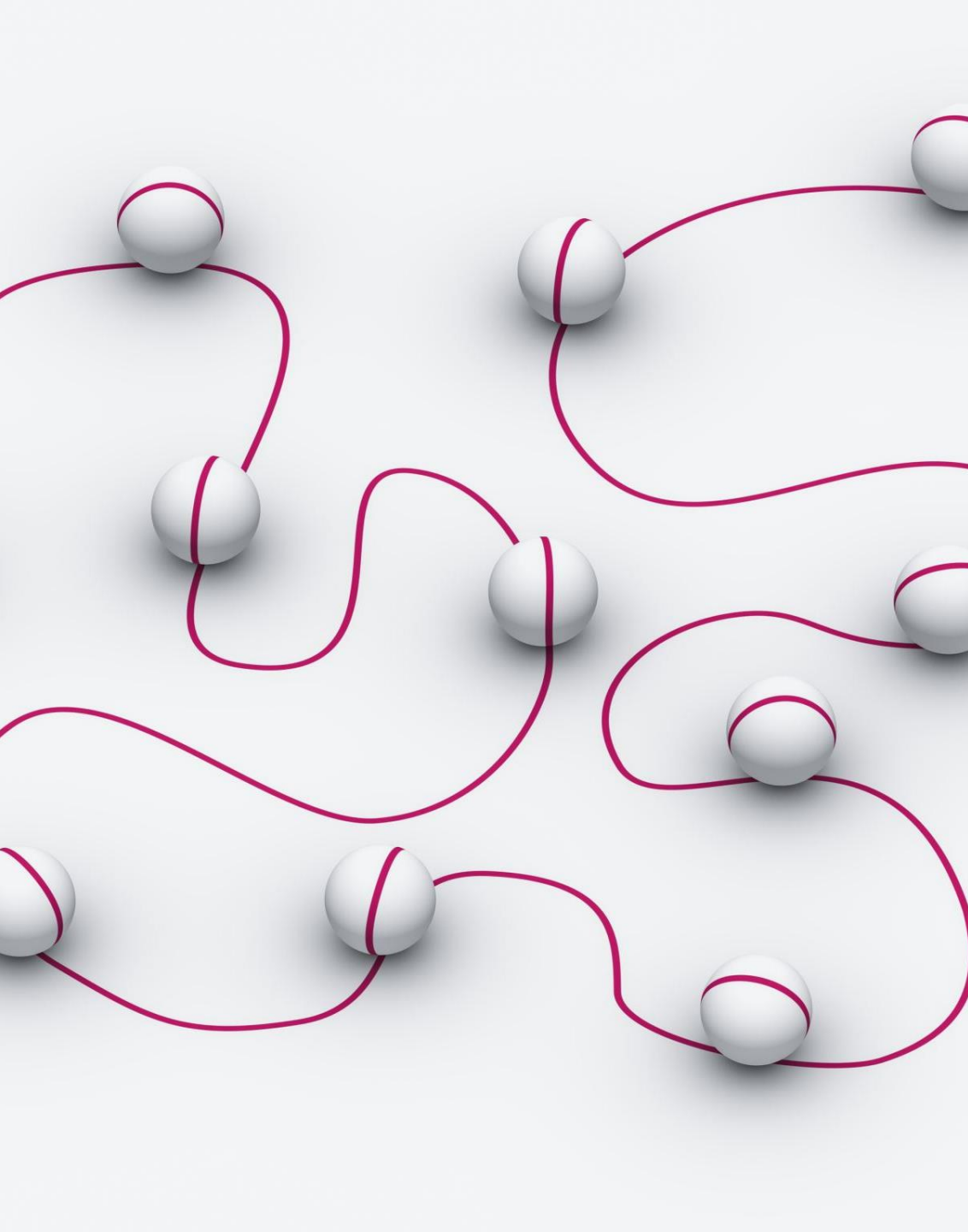
Agriculture, Food, & Natural Resources	Architecture & Construction	Arts, A/V Technology, & Communication	Business Management & Administration	Education & Training
Energy*	Engineering & Technology Education	Finance	Government & Public Administration	Health Science
Hospitality & Tourism	Human Services	Information Technology	Law, Public Safety, & Security	Manufacturing
Marketing, Sales, & Service	Transportation, Distribution, & Logistics	Cluster/Job Family/Occupation #1	Cluster/Job Family/Occupation #2	Cluster/Job Family/Occupation #3

*Energy is a Florida-specific cluster, with careers in planning, managing and providing technical support services related to generation, transmission and distribution of various types of energy. Occupational examples: technicians, lineworkers, pipelayers, and welders.

CAREER CLUSTER FLASHCARD

What: Pick one of the Career Clusters/Job Families you selected as the inspiration for your Career Cluster Flashcard. When creating your Flashcard, include images, symbols, words and phrases that describe or represent the chosen career cluster (or career family) and relevant occupations. Flashcard Variations: Use the flashcard to represent qualities of cluster jobs, specific jobs within the cluster or your associations (ideas, connections, and reactions) with cluster occupations.

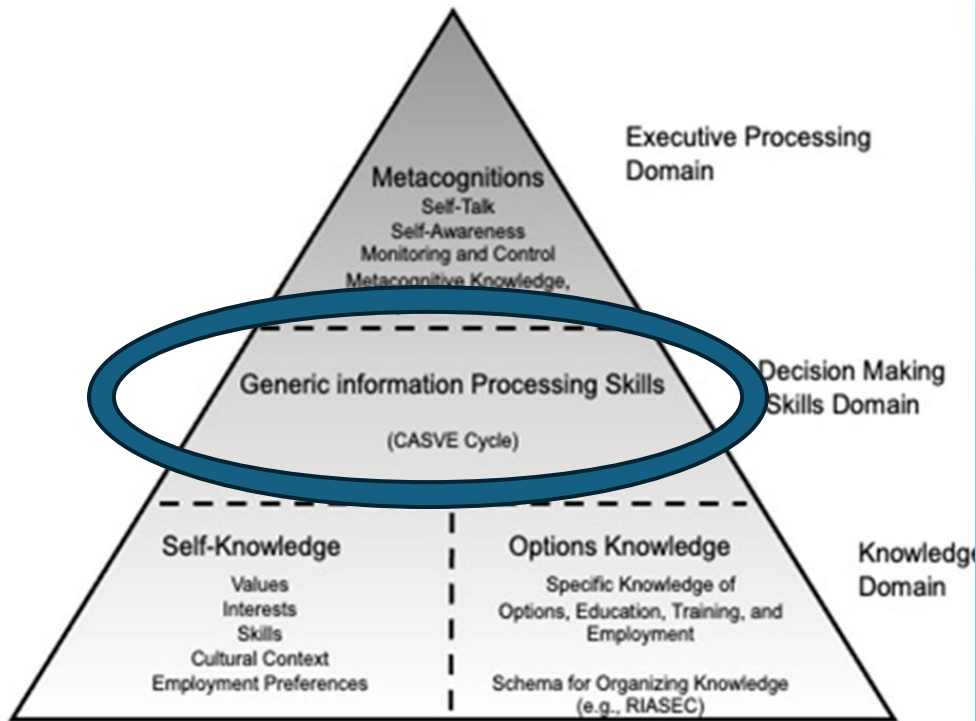
How: Digital Options for Creating your flashcard: Utilize free use software such as Adobe Express (express.adobe.com) or Canva.com for a variety of Flashcard templates. Choose a flashcard template (or design your own) and use software design tools such as backgrounds, shapes, and design assets, to create your Career Cluster Flashcard. Alternatively, use cardstock, stencils, drawing and collage materials to create your design. Want to find out more? Create a Career Cluster Flashcard for your 2nd or 3rd choices, or even a flashcard for your least favorite cluster!



Specific to Resiliency

- Apply career information to growth mentality
- When examining gaps between an option and specific skillset, create a plan with specific next steps.
- Create an organizational system centered on what's most important. What aspects are non-negotiable?
- Include development of a professional network as part of the plan to learn about options as well as for support. Nurture that network.
- Continue to learn as part of the job.
- Reflect/record thoughts, feelings, physical reactions while considering options.

Decision-Making Process



Where am I and where do I want to be in the decision-making process?

What do I need to make an informed choice?

Who can help?

Current readiness (capability-complexity) to engage in career problem-solving and decision-making

Pacing....

Career assessments for Decision Making

- Any tool or activity can be used to explore or enhance career decision-making!
- Guide to Good Decision-Making
- Client version of the CASVE Cycle
- “Diverse Decision Maker” activity
- <https://designyourcareer.create.fsu.edu>

CAREER DECISION-MAKING

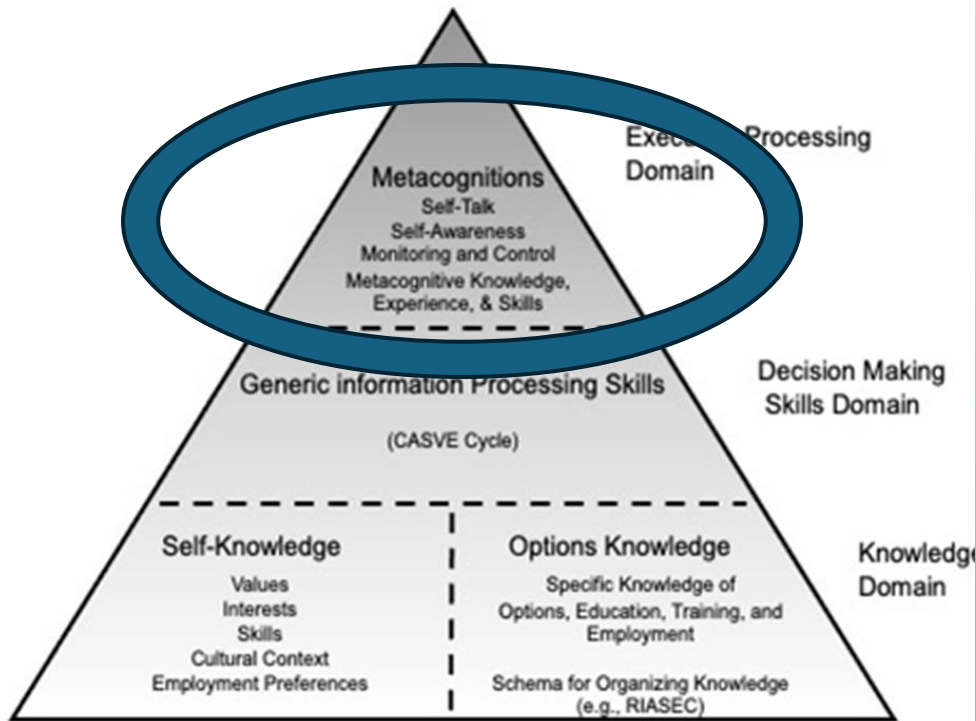
The decision about what you want to do or study for your career is an important one, as it may require a significant investment of time and money in training, education, and experience. While there is no “one, right choice,” there are options that might be more satisfying, so the goal is to identify and plan for those options.



QUESTIONS & REFLECTIONS

- C – How do you know you need to make a career decision? (Thoughts, feelings, external cues)
- A – What do you know about yourself and your options?
- S – What options best match your values, interests, skills, etc.?
- V – What are the pros/cons to your options? Can you choose your top 2?
- F – How will you try out your top choice?

Thinking about my career decision



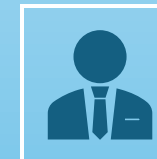
What am I thinking
about my career
concern?



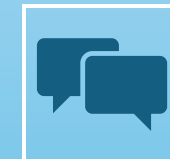
What am I feeling?



What is my self-
talk like?



How might my
self-talk be
making my career
decision more
difficult?



What skills do I
have or need to
develop to keep
negative self-talk
at bay?

Career Assessments for Thinking About my Career Decision

- Any tool or activity can be used with career thoughts!
- Career Thoughts Inventory
- CTI Workbook
- Decision Space Worksheet
- Goal setting/plans
- <https://designyourcareer.create.fsu.edu>

CAREER DECISION-MAKING SELF-TALK: WHAT'S ON MY MIND?

How you think and feel about your career decision-making affects your self and options knowledge, as well as your ability to make a good decision.

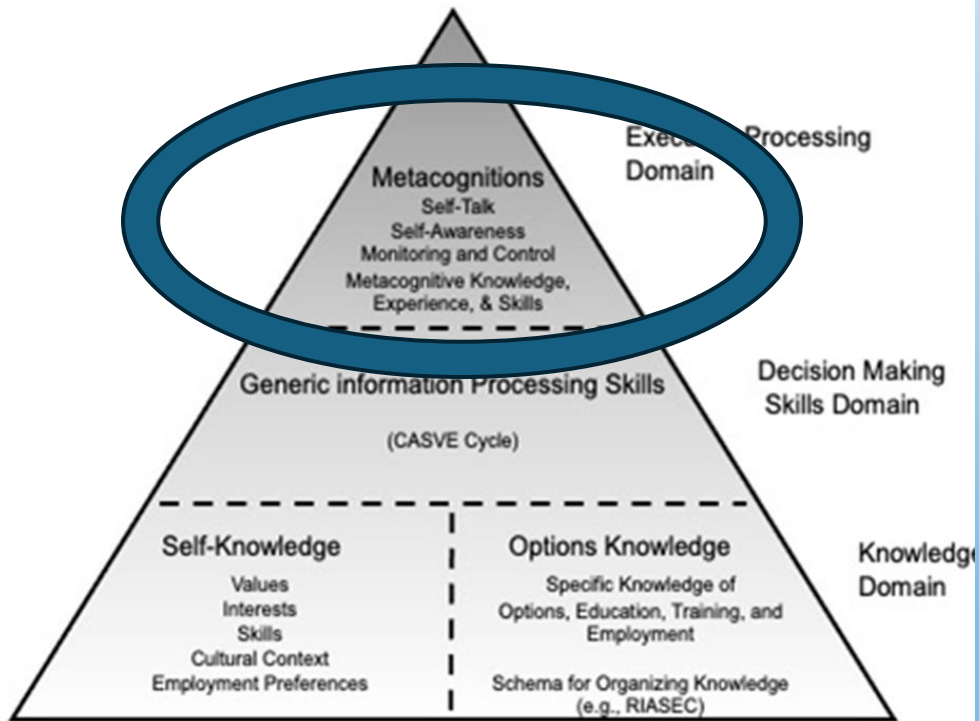
When you think about making a career decision, what pops into your mind?

Write a thought that popped into your mind within each of the 3 large thought bubbles:

How would you describe these thoughts?
Do they feel positive, negative, neutral, or mixed? *Neutral* thoughts don't feel positive or negative. *Mixed* thoughts have a combination of both positive and negative. Write your thought rating below.

Thought 1 rating: _____ Thought 2 rating: _____ Thought 3 rating: _____

Resiliency Strategies: Thinking about my career decision



Cognitive Flexibility

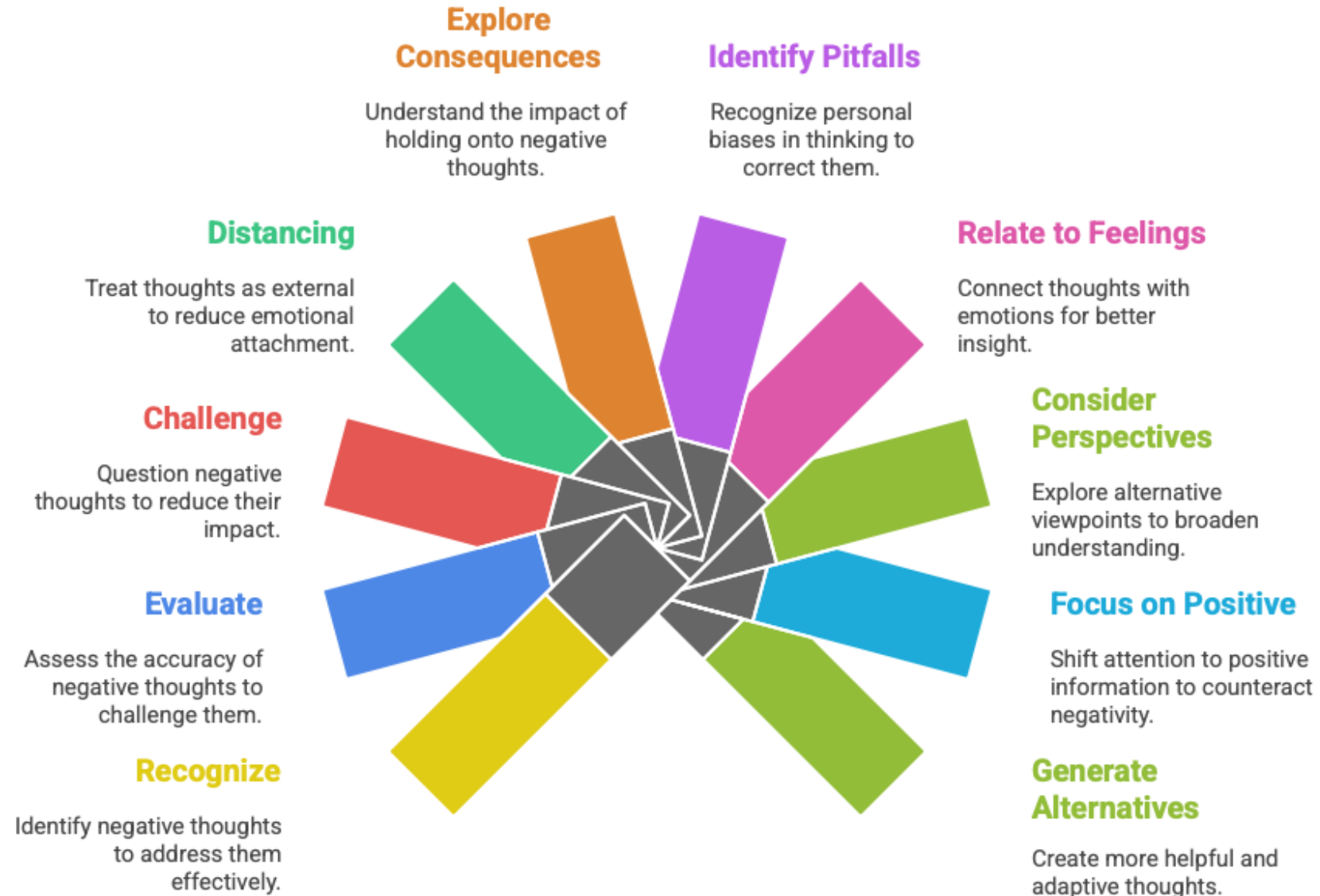
Cognitive well-being

Active Coping Skills

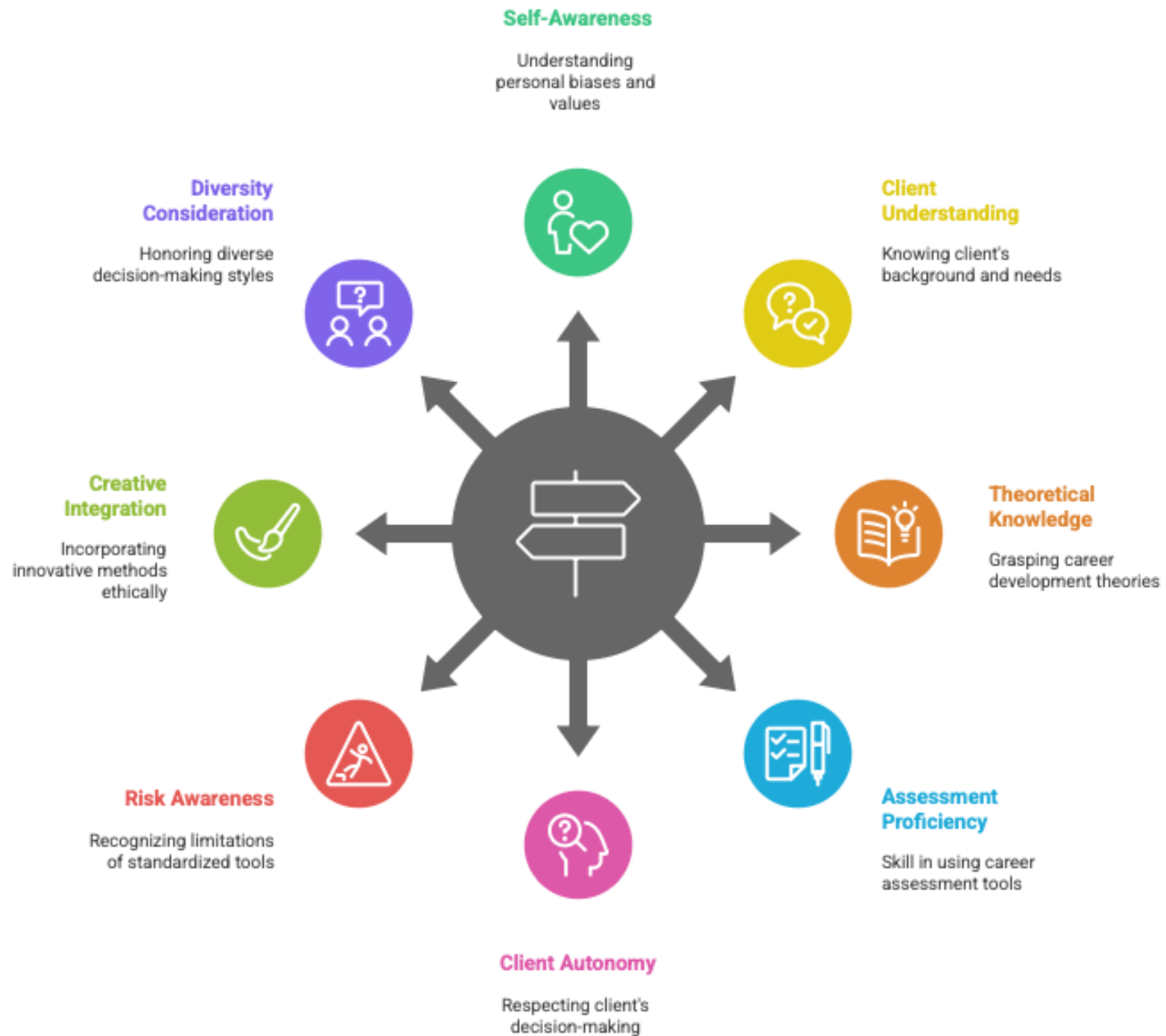
Emotional self-regulation

Cognitive restructuring skills

How to manage negative career thoughts?



Ethical Consideration



Career practitioners don't eliminate uncertainty—they equip people to thrive in it

Building Career Resilience



Uncertainty

Feeling lost and
unprepared



Guidance

Receiving expert
career advice



Skill Development

Enhancing abilities
and knowledge



Strategic Planning

Creating a career
roadmap



Resilience

Thriving in career
uncertainty

References & Resources



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<https://doi.org/10.1037/0735-7028.36.3.238>



<https://designyourcareer.create.fs.u.edu>



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<https://doi.org/10.1177/08948453241299349>



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