Career Counseling and Services:
A Cognitive Information Processing Approach

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Chapter Nine

Case Studies for Brief Staff-Assisted Services
Chapter Organization

- The Case of Linda: A College Senior
- The Case of Carla: A College Junior
- The Case of Juanita: A High School Senior
The Case of Linda: A College Senior
Factors Contributing to Success

• Addressing the client concern that her problem was unique, when it is a reasonably common problem
• Completing a readiness assessment to determine client needs before intervening
• Fostering collaboration between the client and the practitioner in exploring the problem and setting goals
  – Reinforcement that client input was valuable
  – Potential increase in client motivation
  – Reinforcement of positive self-talk
Factors Contributing to Success

• Using the Individual Learning Plan to
  – Guide and monitor client progress
  – Create clear expectations of activities and outcomes

• Updating the Individual Learning Plan by several staff members as service delivery progressed
  – Makes service delivery responsive to the emerging needs of the client
  – Provides a coordinated approach to service delivery
  – Provides continuity in service delivery
Factors Contributing to Success

- Recommending resources instead of assigning resources
  - Treats the client with respect
  - Communicates that the client is capable of contributing to the service delivery process by making appropriate resource choices

- Using multiple practitioners in a team approach
  - Allows the client to progress at her own pace
Factors Contributing to Success

• Explaining how resources function (Orientation)
  – Communicates that clients are capable of understanding the service delivery process and contributes to enhanced self-esteem

• Checking on the progress of clients while resources are being used
  – Provides a supportive environment
  – Fosters relationship development
Factors Contributing to Success

• Clarifying the learning that has occurred while using resources (Follow-up)
  – Enhances the “teachable moment,” allowing the practitioner to make immediate suggestions on further use of the same or related resources

• Providing appropriate self-disclosure
  – Fosters relationship development, modeling and learning
The Case of Carla: A College Junior
Factors Contributing to Success

• Providing an example of the safety net in service delivery
• Completing a readiness assessment to determine client needs
The Case of Juanita: A High School Senior
Factors Contributing to Success

- Completing a readiness assessment to determine client needs before intervening
- Providing appropriate self-disclosure
  - Fosters relationship development, modeling, and learning
- Addressing the client concern that her problem was unique, when it is a reasonably common problem
Factors Contributing to Success

• Fostering collaboration between the client and the practitioner in selecting career resources
  – Reinforcement that client input is valuable
  – Potential increase in client motivation
  – Reinforcement of positive self-talk

• Providing an orientation to key constructs presented in group counseling

• Reviewing assigned homework
  – Reinforces information seeking behavior
  – Promotes accountability
Factors Contributing to Success

• Modeling and reinforcement of information seeking behavior
• Reviewing group progress
  – Enhances relationship development among the leader and group members
Summary

• Demonstrated the use of brief staff-assisted service delivery with clients having moderate or low readiness for career choice

• Showed the use of career assessments and information

• Showed the use of the seven-step service delivery sequence
Getting the Most Benefit from Reading

• If you have had brief staff-assisted service delivery, how was your experience similar and different from these case studies?

• What other strategies could have been used to meet the needs of the client?

• Visit a career center and learn how brief staff-assisted service delivery is provided

• Talk with a friend about what you have learned
For Additional Information

www.career.fsu.edu/techcenter/

Thank You