

# Career Counseling and Services: A Cognitive Information Processing Approach

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James P. Sampson, Jr., Robert C. Reardon,  
Gary W. Peterson, and Janet G. Lenz

Florida State University

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# Chapter Eight

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## Case Study for Individual Case-Managed Services

# Chapter Organization

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- The Case of Joe: A Community College Freshman

# Factors Contributing to Success

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- Completing a readiness assessment to determine client needs before intervening
- Fostering collaboration between the client and the practitioner
- Using the Individual Learning Plan to
  - Guide and monitor client progress
  - Reinforce information seeking behavior
  - Provide a schema for the service delivery process

# Factors Contributing to Success

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- Limiting activities on the Individual Learning Plan to provide a counseling process that is less overwhelming for the client
  - Small success-oriented experiences
- Adding activities as the client becomes more confident
- Challenging dysfunctional career thoughts
- Using appropriate counselor self-disclosure

# Factors Contributing to Success

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- Providing regular review of homework assignments
  - Reinforcement of information seeking behavior
  - Provision of accountability
- Providing an overview of resource use, e.g. assessment
  - Communicates that the client is capable of understanding the service delivery process
  - Contributes to client confidence that they can successfully use the resource

# Factors Contributing to Success

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- When possible, having the client choose from among available resources. e.g., a paper-and-pencil or computer version of an assessment
  - Communicates that the client is capable of making a good decision
  - Contributes to positive counseling outcomes
- Using immediacy to solicit feedback on the nature of the counseling relationship
  - Fosters relationship building
  - Communicates respect

# Summary

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- Demonstrated the use of individual career counseling with a client having low readiness for career choice
- Showed the use of career assessments and information
- Showed the use of the seven-step service delivery sequence
- Showed the use of the Pyramid and the CASVE cycle



# Getting the Most Benefit from Reading

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- If you have had individual counseling, how was your experience similar and different from this case study?
- What other strategies could have been used to meet the needs of the client?
- Visit a career center and learn how individual career counseling is delivered
- Talk with a friend about what you have learned

# For Additional Information

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[www.career.fsu.edu/techcenter/](http://www.career.fsu.edu/techcenter/)

Thank You

