Career Counseling and Services: A Cognitive Information Processing Approach

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

Florida State University

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Chapter Eight

Case Study for Individual Case-Managed Services
Chapter Organization

• The Case of Joe: A Community College Freshman
Factors Contributing to Success

- 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

- 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

• 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

• When possible, having the client chose 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

• 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

- 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

www.career.fsu.edu/techcenter/

Thank You