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 One

Introduction
Chapter Organization

• Background of the CIP Approach
• Aims of the CIP Approach
• Assumptions of the CIP Approach
• Key Terms in the CIP Approach
• Potential Benefits of Career Assistance
Background of the CIP Approach

• Began in 1971 at Florida State University

• Two sources:
  – Application of Cognitive Information Processing theory
  – Self-directed service delivery strategies

• Two core constructs
  – Pyramid of information processing domains
  – CASVE cycle

• Various CIP resources and strategies developed

• Updated info at: http://www.career.fsu.edu/techcenter/
Aims of the CIP Approach

• Help persons with current career choices
• Foster learning for future career choices
• Adage – giving fish vs. teaching fishing
Assumptions of the CIP Approach

• Solving career problems and making career decisions
  – involves emotions (feelings) and cognition (thoughts)
  – involves content knowledge (knowing) and process knowledge (doing)
  – requires us to organize what we know so we can sort through information and find what we need
  – is a skill that can be learned and practiced
Key Terms of the CIP Approach

• Nature of the career choice event
• How persons seek career assistance
• How career assistance is provided
• Who delivers resources and services
• Where resources and services are provided
Nature of the Career Choice Event

• Table 1-1 Overview of terms
• Note the schema or hierarchy of terms
Nature of the Career Choice Event

• Problem
  – Gap between an existing & desired state
    “Gap between where you are and where you want to be”

• Career Problem
  – Cope with work issues, and
  – Deal with the connection between work and various personal, social, and family issues
Nature of the Career Choice Event

• Differences between career & other problems
  – Self-knowledge influenced by thoughts & feelings
  – Reconciling our opinions with significant others
  – Overwhelmed with information from many sources
  – Rate of change - more difficult to predict outcomes
  – Often multiple paths to reach our goals
  – Solving one problem leads to subsequent problems

• Overwhelmed clients need concrete models
Nature of the Career Choice Event

- **Problem solving**
  - Thought process using information to make a choice that will narrow the gap
  - Outcome is a choice

- **Decision making**
  - Includes problem solving
  - Creating and following through with a plan to implement the choice
  - Outcome is action
Nature of the Career Choice Event

- **Career development**
  - A series of integrated career decisions over a lifetime
  - Includes problem solving & decision making

- **Lifestyle development**
  - Integrates career, relationship, spiritual, and leisure decisions that guide life
  - Includes problem solving, decision making, and career development
Nature of the Career Choice Event

- Career Choice
  - Lifestyle development
  - Career development
  - Decision making
  - Problem solving

- Building metaphor
  - Roof
  - Walls
  - Building foundation
  - Land where the building sits
Interdependence

Career Problem Solving
Career Decision Making
Career Development
Lifestyle Development
Nature of the Career Choice Event

- **Work**
  - Activity producing value (paid or unpaid)

- **Career**
  - Purposeful life pattern through work over time by a person

- **Occupation**
  - Group of similar positions across industries or professions

- **Job**
  - Paid position requiring similar attributes in an organization

- **Position**
  - Group of tasks performed by one person
Nature of the Career Choice Event

- **Career decision making**
  - Decisions over time – may not be sequenced
  - **Occupational decisions**
    - Occupational choice - focal point for other choices
  - **Educational and training decisions**
    - College major, program of study, training opportunity
    - Leads to general competencies (critical thinking, communication), specific competencies (work related) knowledge, credential
  - **Employment decisions**
    - Choosing & applying for a position with employer
How Persons Seek Career Assistance

- Career shoppers
  - Explore and evaluate career assistance options
- Individuals
  - Use self-help resources independently
- Clients
  - Use resources within a counseling relationship
- Students/Advisees
  - Use resources within an instructional or academic advising context
How Persons Seek Career Assistance

• Customers
  – Use resources within a helping relationship in an agency setting (One-Stop Center)

• Patrons
  – Use resources in a self-help context with support from a librarian

• Employees
  – Use resources in a helping relationship with a human resources development practitioner affiliated with an employer
How Career Assistance is Provided

• Career assistance
  – Career resources and career services

• Career resources
  – Career assessment
  – Career information
  – Instruction

• Career services
  – Self-help services
  – Brief staff-assisted services
  – Individual case-managed services
Career Resources

• Use of career assessment
  – Clarify knowledge of self
  – Focus on the most relevant aspects of career information
  – Evaluate the benefits and costs of options
  – Some assessments generate occupational and educational options by construct, e.g., interests
Career Resources

• Self-assessment
  – Objective instruments and structured exercises
  – Appropriate for high readiness persons

• Practitioner-assisted assessment
  – Objective instruments, structured exercises, card sorts, and structured and unstructured interviews
  – Appropriate for all readiness levels
  – Unethical for self-help use
Career Resources

• Use of career information
  – Clarify values, interests, and skills before testing
  – Clarify knowledge of occupational, educational, training, and employment options
  – Narrow occupational and educational options generated by career assessments
  – Evaluate the benefits and costs of various options
  – Develop a plan of action for implementing a choice
  – Motivation for completing education and training necessary for employment
Career Resources

- Occupational information
  - Nature of work, nature of employment, requirements for employment, and categories of occupations
- Educational and training information
  - Nature of education or training, nature of the institution or training provider, and admissions
- Employment information
  - Sectors, industries, employers, and positions in the job market
Career Resources

• **Instruction** similar to career information

• **Differences**
  
  – Integrates information in sequence designed to achieve a learning outcome
  
  – Includes evaluation of how well persons have mastered learning objectives
Career Services

• Self-help services
  – Self-guided use of self-assessment, information, and instructional resources
  – Delivered in library-like or Internet-based remote setting
  – Appropriate for individuals with high readiness for decision making
  – Not the same as self-help resources – Support is available from a practitioner
Career Services

• Brief staff-assisted services
  – Practitioner-guided use of assessment, information, and instructional resources
  – Delivered in library-like, classroom, or group setting
  – Appropriate for individuals with moderate readiness for decision making
  – Self-directed career decision making, career courses with large group interaction, short-term group counseling, and workshops
Career Services

• Individual case-managed services
  – Practitioner-guided use of self-assessment, information, and instructional resources
  – Delivered in individual office, classroom, or group setting
  – Appropriate for individuals with low readiness for decision making
  – Individual counseling, career courses with small group interaction, and long-term group counseling
Who Delivers Resources & Services

• Practitioners
  – Professionals
  – Paraprofessionals

• Support Staff
  – Professional vs. professionalism
Where Resources and Services are Provided

• Career Center
  – Exploring occupations through job placement

• Counseling Center
  – Occupational and educational choice
  – Integration of personal, social, and family issues

• Internet Web Sites
  – Distance Guidance – resource emphasis
  – Cybercounseling – service emphasis
  – Integrating resources & services – teachable moment
Potential Benefits of Career Assistance

- **Persons**
  - Cope with and gain from complex options
- **Education and training providers**
  - Better fit between learners and programs
- **Employers**
  - Better fit between skills and employer needs
- **Governments**
  - Better allocation of human resources
Summary

- Background of the CIP Approach
- Aim of the CIP Approach
- Assumptions of the CIP Approach
- Key Terms in the CIP Approach
- Potential Benefits of Career Assistance
Getting the Most Benefit from Reading

- Write key ideas in your own words
- Reflect on personal examples related to key ideas
- Draw and label figures
- Draw or write out metaphors
- Talk with a friend about what you have learned
For Additional Information

www.career.fsu.edu/techcenter/

Thank You