

Career Counseling and Services: A Cognitive Information Processing Approach

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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

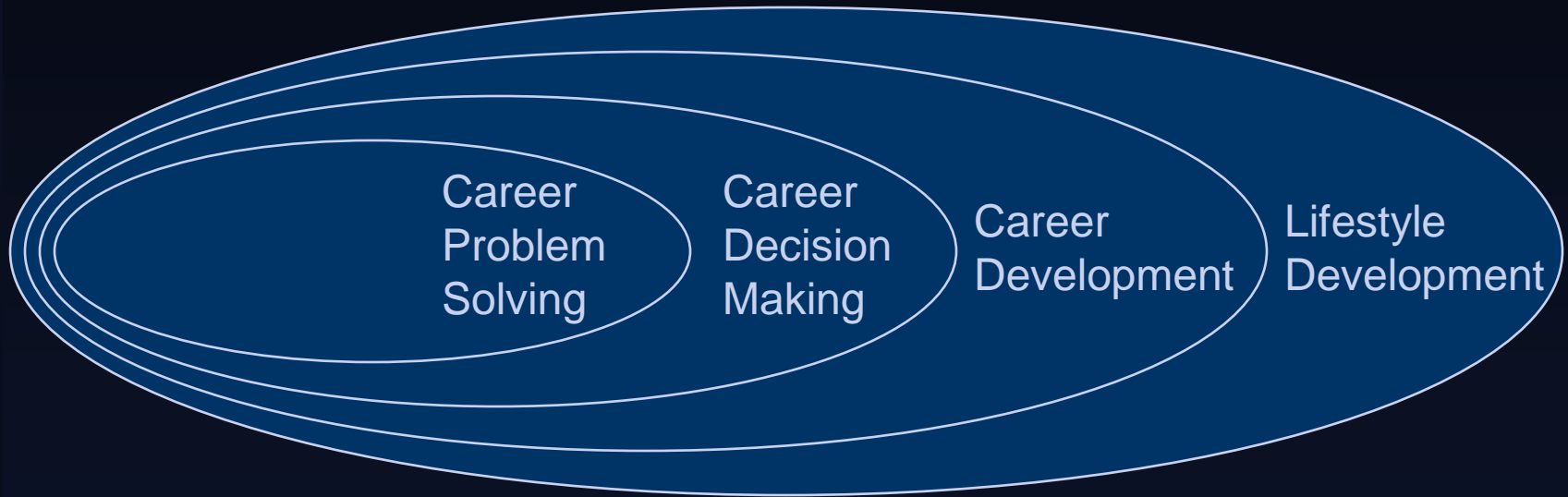
- Lifestyle development
- Career development
- Decision making
- Problem solving

- Building metaphor

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



Interdependence



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

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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

