

Career Coaching Standards Quick Guide

<u>Customer/student Group 1:</u>	<u>Customer/student Group 2:</u>	<u>Customer/student Group 3:</u>
<p>These customers/students that are uncertain about most aspects related to careers: where to start, how to decide, what is required (e.g., skills), what is a good fit for themselves, what to pursue, and what is required to be successful to advance in the world or work. In general, this can include new entrants to the work force – with little or no work experience, or those that have been out of the work force for a long period of time. Examples include:</p> <p>Youth Limited work history No recent labor market experience Outdated skills Undecided as to career choice</p>	<p>These are customers/students include:</p> <p>Individuals that have a job in one industry, but state they want a job in a different industry.</p> <p>Career changers, with unknown options, e.g., they don't like their current job, but don't know what else to do.</p> <p>Need a job and are motivated, but don't know what job would be best.</p> <p>Current skills or skills level do not allow for advancement in labor market.</p> <p>Skills need to be repackaged for different type of job.</p> <p>Individuals that have experience in one industry, but can no longer participate at the level they once did. (This may be due to age, disability, new criminal charge, or that technology has changed and they can't keep up.)</p> <p>Youth with an idea of what they like but don't know how to progress in a certain field or what the choices are in a given career path.</p>	<p>These customers/students know what job they are interested in, and are aware of opportunities related to advancement on a career pathway (such as pursuing training to increase skills). These customers are able and motivated to do their own self-assessment, use services independently, and identify and/or request other services.</p> <p>These customers include those who:</p> <p>Are actively seeking employment, and know what job/related jobs they are interested in and qualified for</p> <p>Need job/income as quickly as possible, and therefore will not use services other than those specifically focused on job search</p> <p>Have consistent and recent work history, and in a career pathway with ample ongoing employment opportunities</p>

Career Planning Phase 1: Knowing Yourself

Customer Groups 1 & 2	Customer Group 3
<ul style="list-style-type: none"> ● Interest and skills inventories, including soft skills ● Job values worksheet ● Education and work history interview or data collection to understand challenges and successes and enable coach to provide advice on next steps. ● Life skills assessment ● Skills and aptitude testing for job success specific to an industry ● Other assessments unique to helping the customer. This might include a motivational assessment. ● Other assessments in addition to the above as needed, such as TABE or CASAS. 	<ul style="list-style-type: none"> ● Interest and skills inventories including soft skills ● Job values worksheet ● Education and work history worksheets ● Identification of skills levels for job success specific to an industry ● Other assessments in addition to the above. ● Review and add to career plan

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<ul style="list-style-type: none"> Review and add to career plan to teach and reinforce the process of career planning. 	
Career Planning Phase 2: Exploring Your Options	
Customer Groups 1 & 2	Customer Group 3
<ul style="list-style-type: none"> Career consultation and planning meeting with staff person to assess all outcomes and information from “Knowing Yourself” activities. Use this information to identify which of the activities in this phase would be most beneficial to the customer and develop an action plan for career exploration activities. Research information on local labor market to see if fit with skills, interests, and values. Review Rhode Island career maps Directed resource review, such as websites with occupational information and videos Review information on current job openings Review guides to conducting informational interviews Research skills building and training options informed by customer skills profile and interests identified in “Knowing Yourself” activities. Interact with employers through job shadow, tours, and informational interviews Other activities as identified Review and add to career plan 	<ul style="list-style-type: none"> Tips sheets on resources for career exploration Websites with occupational information and videos Review Rhode Island career maps Information on current job openings Instructions on how to identify multiple jobs that current skills may transfer to Guides to conducting informational interviews Other activities as identified Review and add to career plan
Career Planning Phase 3: Making Decisions	
Customer Groups 1 & 2	Customer Group 3
<ul style="list-style-type: none"> Advise based on current, occupation-specific labor market information Structured activities for comparing education and/or training options including the costs and time needed Evaluation of how skills align with labor market Broker additional services, including any required referrals to support services Interact with employers through internships and work experience opportunities Other activities as identified Review and add to career plan 	<ul style="list-style-type: none"> Guides on how to use labor market information to make a job choice Career pathway information, for longer-term decisions Worksheet for comparing education and/or training options including the costs and time needed Worksheets for comparing jobs/companies Other activities as identified Review and add to career plan

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Career Planning Phase 4: Moving On (Action Planning)

Customer Groups 1 & 2	Customer Group 3
<ul style="list-style-type: none"> • Facilitated activities to develop a step-by-step career plan that includes life skills development steps to support client’s ability to move on. • Structured job search (such as a “club”) • Staff-assisted referral to job openings, transitional jobs, work experience • Referral to education or skills training • Development of job search tools • Promote client continued effective use of resources identified in previous three phases • Accessing financial aid information • Development of resume for job or skills training interview • Assisted interview practice • Other activities as identified • Review and add to career plan 	<ul style="list-style-type: none"> • Self-directed worksheets to develop basic career plan • Preparing for job search with action plan • Referral to job openings • Referral to education or skills training • Provide guidance on growth opportunities • Referral to appropriate professional association for industry in which they are interested (For example, identifying groups under LinkedIn.) • Other activities as identified • Review and add to career plan

Guidance on Use of Services

Customer Group 1: While Customer Group 1 is best served by one-on-one services, such services may also benefit other populations. Based on the population, the delivery of coaching will vary in intensity and frequency. Contact with a career coach may include face-to-face meetings, email, and phone calls.

Customer Group 2: The delivery of coaching is primarily through group activities, which based on customer need can vary in intensity and frequency.

Customer Group 3: Directions on how to use the resources and where to find them in the space are provided. Signage informing about the availability and location of services is clear and prominently posted. A map of customer traffic flow is posted and/or distributed. Examples of guidance may include, but not be limited to, brochures, one-page handouts, and/or step-by-step guides for each service provided, such as Knowing Yourself or Making Decisions.

Below is more detailed guidance on services based on population served.

Notes:

1) Depending on the population served and program design, these times might vary.

2) The required times can be incorporated into a “Participant Agreement” outlining what programs expect of clients.)

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Level	Level 1 - Basic	Level 2 - Intermediate	Level 3 - Advanced
Intensity	Have no or limited work history. Starting from scratch with basic conversations and review of information with coach. Customer is given limited tasks to complete between contacts with a coach.	Have basic understanding and need guidance. Customer can complete worksheets or other assignments with minimal assistance. Customer knows when to call the coach.	Have more work history and need minimal assistance. After reviewing identified tools with coach, customer is able to complete worksheets or other assignments with no assistance.
Time Required	Contact 1:1 1x/wk. 1 hr. of coaching + 1 hr. of follow-up	Contact 1:1 every 2 wks. 1 hr. of coaching + 1 hr. of follow-up + 1 group activity	Contact 1:1 every 2-3 wks.

Outcomes of Services

<p>As a result of participating in coaching activities in the four phases of career planning, a client has a detailed career plan that is linked to a career pathways strategy, which identifies sequential occupational options for at least three job options in the future, and what training, support services and activities are needed for the customer to pursue that pathway.</p>	<p>The goals of services are to assist jobseekers to move up (vertical) in an existing career by obtaining new skills, or to identify current skills to move laterally (horizontal) to another career (career lattice).</p> <p>Outcomes include:</p> <ul style="list-style-type: none"> Obtain a training related job Obtain advancement at current job <p>Has a career plan that is linked to a career pathways strategy, which identifies sequential occupational options for at least two job options in the future, and what training, support services and activities are needed for the customer to pursue that pathway.</p>	<p>After utilizing facilitated self-help services, Customer Group 3:</p> <ul style="list-style-type: none"> • Can apply for a job that matches his/her skill levels • Be referred to (or enrolled in) skills training, adult education or post-secondary education • Be referred to additional career coaching services (group or one-on-one career coaching) • Has a one page career plan, or job search action plan.
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