Demystifying the Complex Role of Career Coaching & Counselling — helping jobseekers bounce back from depression to a meaningful career and life

Presented by:
• Christine Gan
• Belinda Boo
An Introduction

Christine Gan is a Principal Career Coach with a drive to guide individuals from all walks of life achieve their career aspirations. With more than 8 years of headhunting experience behind her, Christine’s strength is in enhancing PMETs’ employability, from resume customisation to interview preparation. Her in-depth coaching methods have helped hundreds of individuals go from zero interviews to a meaningful job.

Christine is a Certified Career Practitioner trained in Job & Career Transition (JCTC), Career Construction and Clinical Supervision.

Belinda Boo has 14 years of experience coaching a diverse group of clients in their career transition. She has a Master in Counselling from Monash University and possesses experience in counselling clients with emotional barriers and helping them rebuild their confidence and discover their motivation.

Belinda holds certifications in Global Career Development Facilitator (GCDF), Myers-Briggs Type Indicator (MBTI), Strong Interest Inventory (SII), Job and Career Transition and Career Practitioner Supervision.
About Workforce Singapore – A Government Statutory Board under the Ministry of Manpower

3 WSG-operated Career Centres in Singapore
Careers Connect’s Focus

**JOBSEEKERS**
A partnership to prepare and transform jobseekers’ level of employability and placement into quality jobs through customised career matching services

**EMPLOYERS**
A partnership with employers to find best-fit talent through a variety of interaction, engagement and access to pool of ready candidates
Outline of Sharing

• Case Conceptualisation - Client’s State

• ARR Formula:
  ▪ Acknowledge – 2 States
  ▪ Rebuild – Career Recharger
  ▪ Restore – Career Catalyst
How was popsicle invented?
Client’s State

Presenting Issues:

- 10 years of HR experience
- Strong experience in both government and private sector
- Good people skills
- Ageism
- Unfair employers
- Unfair use of ATS
- Gap in work experience

No Job
Questioning Technique

Schlossberg’s 4S

- Situation
- Self
- Social Support
- Strategies for Coping

Person Centred Therapy:
- Unconditional positive regard
- Genuineness/Congruence
- Empathetic understanding
Client’s State
Underlying Issues:

**Employment Issues**
- Hides behind his perceived strengths
- Obsolete job search techniques
- Multiple excuses

**Family Issues**
- Elder care issues
- Responsibility of being only son

**Emotional & Physical Issues**
- Highly negative & desperate for a listening ear
- Unaware of his own emotional needs
- Lacks personal hygiene
- Evident lethargy
Client’s State

* Kubler-Ross’ 5-Stages of Grief
Simple Steps
or are they really?

- **Rebuild**
- **Acknowledge**
- **Restore**

ARR Formula
Simple Steps
or are they really?

- Acknowledge
- Rebuild
- Restore

ARR Formula
Acknowledgement

Definition:
• Knowledge?......No

“Acceptance and admission of something”
(Cambridge Dictionary)

First step to reconciliation or healing*

*Trudy Grovier: What is Acknowledgement and Why Is It Important
Effective Partnership through Acknowledgement

2 states:

- Acknowledgement of problem
- Acknowledgement of help required
Simple Steps
or are they really?

ACKNOWLEDGE

ARR Formula

REBUILD

RESTORE
Career Recharger

Programme:
• In-house, personalized 1-1 career counselling by qualified counsellors

Objective:
• Help clients better manage and cope with life stressors
• Develop a more positive mind-set to embark on job search
Rebuild Self through Career Recharger

What
• Aware of emotions
• Discover coping strategies
• Gain a positive mind-set

Why
• Unaware of his emotional needs
• Multiple excuses
• Highly negative

How
• Aware
• Accept
• Action
Career Recharger ... 3A approach

Career Recharger ..... Aware

Lifeline Exercise - narrative story telling

Goal:

• A safe place to verbalize his stories
• To listen to his own stories
• To reflect on past successes

Guided questions:

• What were 3 significant events in your life that influenced you the most?
• Describe 2 past events where you were confident.
Career Recharger ..... Aware

Lifeline Exercise

Raise awareness:

• loss of professional identity
• loss of daily work routine
• loss of self-esteem/confidence
Career Recharger ..... Aware
Client’s Lifeline

Positive Experiences
- Graduated with a degree
- Started his first job
- Started relationship
- Felt happy
- Focus on work
- Take care of bedridden father to lighten his sense of guilt
- Bought a Treadmill
- Exercise for 3 months
- Felt sense of achievement

DOB
25
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Negative Experiences
- Mum passed on
- Felt guilty
- Ended relationship
- Depressed
- Retrenched
  - Loss his professional identity
  - Loss of daily work routine
- Unemployed
  - Loss of self-esteem & confidence
  - Depressed
- Approached WSG
- Found a Job
Career Recharger ..... Accept

Think, Feel, Act (TFA) cards

Helps client to:

• Aware of his feelings, and see the differences between thoughts, feelings and actions

• Recognise his habitual reactions, and show him how his thoughts and feelings affect his action

• Pause and evaluate cost and benefits of every choice and reaction, and discover a different way to achieve optimal outcome

* TFA: Published by Six Second, The Emotional Intelligence Network
**Career Recharger ... Accept**

<table>
<thead>
<tr>
<th>Client’s Discovery</th>
<th>Past Reaction</th>
<th>Future Response</th>
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</thead>
<tbody>
<tr>
<td><strong>Think</strong></td>
<td>“She or he is being stupid.”</td>
<td>“What are some other ways to see this?”</td>
</tr>
<tr>
<td><strong>Feel</strong></td>
<td>Insecure, Anxious, Fearful</td>
<td>Patient, Calm, Relaxed</td>
</tr>
<tr>
<td><strong>Act</strong></td>
<td>Change the subject; evade the conversation.</td>
<td>Listen carefully, even write down what the other person is saying.</td>
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**Thoughts**
- I think it is not a big amount to employer

**Action**
- I ask for additional $100 of salary at 1st interview session

**Feelings**
- I feel sad and puzzled why they did not want to pay me higher salary

**Future Response**
- I think employer has limited budget
- I think some income is better than no income
- I start developing my skills & ‘ace’ next interview
- I work hard to prove my ability
- I feel happy because I know what to do to get the job offer
Career Recharger …… **Action**

*How and why employment is important to you?*

**Discovery of Motivation**
- To build income for family and retirement
- To be in relationship and start a family
- To raise self-esteem and confidence
- To prevent from falling further into depression

**Sets Goals**
- Main goal: Improve well-being
  - gain employment
  - stay healthy
  - start a family
- Sub-goal: Get a HR related job

**Action**
- To improve job search skills
- To exercise to relieve stress

**How and why employment is important to you?**
Simple Steps
or are they really?

Acknowledged
Rebuild
Restore

ARR Formula
Small, Bigger, Biggest Milestones to Restore

The Power of Small Wins, by Teresa Amabile & Steven J. Kramer, Harvard Business Review
<table>
<thead>
<tr>
<th>MODULE</th>
<th>TIMEFRAME</th>
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<tbody>
<tr>
<td>Discover My Career Interests</td>
<td></td>
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<tr>
<td>Discover and sharpen your V.I.P.S (Career Values, Career Interests, Personality and Skills), identify potential areas of career development, resources for job search and personal growth.</td>
<td></td>
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<tr>
<td>Explore My Career Options</td>
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<tr>
<td>Select, verify and narrow down on potential job positions/occupational choices across several sectors and prepare yourself.</td>
<td></td>
</tr>
<tr>
<td>Plan My Careers &amp; Fulfil My Aspirations</td>
<td></td>
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<tr>
<td>Build your career development action plan, and a list of tasks and items to be completed and carried out. Then set out to fulfil the tasks and items indicated in your action plan and work towards securing that job.</td>
<td></td>
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</tbody>
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Why Explore My Career Options?

- Client had misconceptions of HR specialisations
- Untargeted in his applications
- Research will allow him to juxtapose his experience with the requirements in today’s labour market
- Help him narrow down on relevant jobs, especially lower hanging fruits
Why Plan My Careers & Fulfil My Aspirations?

- Provide structure on daily job search
- Customisation of resume
- Personal Branding workshop -- raise awareness of own Unique Selling Proposition (USP)
- Interview role-plays
Our clients stand tall when we are intertwined.
Christine Gan
Principal Career Coach, WSG
Email: Christine_Gan@wsg.gov.sg
LinkedIn: http://www.linkedin.com/in/christine-ganpl

Belinda Boo
Principal Career Coach, WSG
Email: Belinda_Boo@wsg.gov.sg
LinkedIn: http://www.linkedin.com/in/belinda-boo-6072ba104