From Despair to Success –
A Transformative Journey for an Overseas Returnee
Presented by: Angeline Chiang

Careers Connect’s Focus

J O B S E E K E R S
A partnership to prepare and transform jobseekers’ level of employability and placement into quality jobs through customised career matching services.

E M P L O Y E R S
A partnership with employers to find best-fit talent through a variety of interaction, engagement and access to pool of ready candidates.

About Workforce Singapore – A Government Statutory Board under the Ministry of Manpower

Outline of Presentation

SEED
(Structured Employability Evaluation Diagram)

Case Conceptualisation & Intervention

Schlossberg’s Transition 4-S Model

Transformation Journey from Despair to Success

Client’s Background

• Aged > 50
• Worked overseas
• Returned to Singapore and attempted to return to the workforce subsequently
• Applied for numerous jobs
• Shortlisted for < 5 interviews and all were unsuccessful
• Unemployed for 2 years!
• Negative mindset: filled with grudges, resentment, pent up frustration and anxieties

Intake Assessment

Situation  Self  Support
**Situation**

- Unanticipated transition
- Could not cope with situation

**Stressors**

- Trigger: Returned to Singapore
- Change In Status: Became unemployed
- Concurrent Stress: Financial situation
- Duration: Unemployed for 2 Years

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**Change In Status:**

- Became unemployed

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**Concurrent Stress:**

- Financial situation

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**Duration:**

- Unemployed for 2 Years

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**Unanticipated transition**

**Change In Status**

- Became unemployed

**Concurrent Stress**

- Financial situation

**Duration**

- Unemployed for 2 Years

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**Lost his sense of self & buried himself in his past successes**

**LACKED SOCIAL SUPPORT**

**LACKED RESILIENCE TO COPE & RESPONDED NEGATIVELY**

**Structured Employability Evaluation Diagram**

**Objective**

- Systematic and structured tool to assess factors determining the readiness of jobseekers for employment.

**Identifies**

- Key barriers for employment
- Assess the severity of individual barriers
- Determine job readiness and varying levels of assistance according to the barriers identified.

**Outcome**

- Enhance employability of jobseekers by providing an objective assessment of job readiness. This helps to deliver more targeted, holistic and effective assistance to clients seeking employment.

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**Case Conceptualisation**

**Schlossberg’s 4S Framework**

**Situation**

- Looking for work. What can I control?

**Self**

- Psychotactic of ... What can I control?

**Support**

- LACKED RESILIENCE TO COPE & RESPONDED NEGATIVELY

**SEED Analysis**

**Job Search (Level 2)**

**Resume**

**Interview (Level 3)**

**Personal Attributes (Level 3)**

**Negative & Difficulties (Level 3)**

**NOT JOB READY**

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**SEED Analysis**

**Job Readiness Level Checklist**

**NOT JOB READY**

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**Personal Attributes**

- Job Readiness
- Interview
- Resume

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**NOT JOB READY**
**Intervention Design Strategies**

1. Manage Unchecked Stressors - Build Confidence
2. Explore Resources
3. Motivate & Review

**1st Intervention**

**2nd Intervention**

**3rd Intervention**

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**Regain Self Worth**

First Intervention – bringing out the BEST in a difficult time

**START**

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**Career Exercise**

Job Search Preparatory Kit

Look through the checklist below. Have you considered what you need to do in preparing for your job search? Check the respective boxes for what you need. Your Career Coach will provide samples and guidance.

- Social Media Setup
- Company Research
- Interview Role Play
- Resume Customisation
- Identify Sources of Job Vacancies
- Establish Benchmark Pitch
- Upcoming Events & Networking Skills

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**John Krumboitz’s Planned Happenstance Theory**

**What is Happenstance**

- Create and transform unplanned events into opportunities
- Exploratory attitude while encountering unexpected events

**Coach**

- Facilitate exploration by generating choice events
- Connected with an employer at a Career Fair
- Invited client to network with the employer at the fair

**Client**

- Interview opportunity
- Positive shift in attitude
Job Matching Initiative

Brings client closer towards employment

Career Support Programme

- Salary support programme initiated by WSG.
- It encourages employers to hire eligible Singapore Citizens.

Career Support Programme

- Regained self-confidence
- Active job applications & customisation
- Responded positively & understood reality
- Secured few interviews, matching
- Show rapport & trust
- Active interview performance review

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Do not let adversity define who you are. Take charge in challenging times.