

# BUILDING BETTER FUTURES: CAREER DEVELOPMENT AND WELLBEING- Collaborative UK and Canada research and toolkit



Deirdre Hughes, Legacy Fellow  
25<sup>th</sup> May 2022

CDI CYMRU WALES



Gyrfa Cymru  
Careers Wales

dmh associates  
policy | research | practice

Life-Role Development Group Ltd.  
NOW | NEXT | FUTURE



ccdf  
Canadian  
Career Development  
Foundation

Skills  
Development  
Scotland

# Focus

- To share emerging findings from a collaborative UK and Canadian research programme (April 2021 –ongoing)
  - ❑ A strong collective interest in the effects of Covid on adults' career development and wellbeing
  - ❑ Together met online to identify 'the art of the possible' in measuring and enhancing the impact of career development practice on wellbeing
  - ❑ Sourced theories and methodologies and reviewed literature to inform the career development and wellbeing project.
  - ❑ Joint commitment made to undertake a 'pilot project' in Wales, Scotland and Canada to develop and apply a small set of indicators (up to 7 maximum) that could easily be applied by careers practitioners in their everyday work.
  - ❑ A key driver was to find ways of supporting practitioners to feel sufficiently well-equipped in supporting a wide range of adults in 'a safe and ethical place' that supports career and wellbeing conversations and action

# Acknowledgements

- Our work has been inspired by the expertise and dedication of practitioners in Wales, Scotland and Canada. We have been privileged to work closely on a UK and Canadian collaborative research programme inspired by:
- Dave Redekopp, President, Life-Role Development Group Ltd., Canada and Associate Professor Michael Huston, Mount Royal University, Calgary co-authors of ‘Strengthening Mental Health Through Effective Career Development: A Practitioner Guide’: <https://ceric.ca/publications/strengthening-mental-health-through-effective-career-development-a-practitioners-guide/>
- Nikki Lawrence CEO, Gyrfu Cymru/Careers Wales, Sareena Hopkins, Director, Canadian Career Development Foundation and Sandra Cheyne, National CIAG Policy & Professional Practice Lead, Skills Development Scotland (SDS)

Practitioners, Managers, and Senior Leaders who contributed to the research					
Canada		Wales (Gyrfa Cymru / Careers Wales)		Scotland (Skills Development Scotland)	
Name	Role	Name	Role	Name	Role
Julia Bloomquist	Career Development Practitioner	Jen Arthur	Careers Adviser	Erin Bartley	Careers Adviser
Sondria Browne	Outreach Coordinator	Elaina Brutto	Careers Adviser	Sandra Cheyne	National CIAG Policy & Professional Practice Lead
Laura Fraser	Facilitator, Immigrant Youth Employability Project	Manon Charles	Careers Adviser	Cathy McPhail	Careers Adviser
Sareena Hopkins	Executive Director, Canadian Career Development Foundation (CCDF)	Julia Devilleneuve	Employability Coach	Anupama Rao	CIAG Helpline Adviser
Luann Horobin	Career Transition Consultant	Many Ifans	Head of Employment Advice	Gemma Smith	Careers Adviser
Beth Hurst	Regional Programs Manager	Nikki Lawrence	Chief Executive	Lorna Stalker	National Operations Executive
Annalise Iten	Senior Employment Counsellor	Sian Neale	Post Education Careers Adviser	Beth Urquhart	CIAG Helpline Adviser
Nicole Lightening	Job Coach				
Tanja Matthews	Supervising Team Lead, Pre-Employment & Bridging				
Anna McBeth	Supervising Team Lead, Employment Services				
Londa Morris	Regional Employment Programs Manager				
Umit Oktamis	Employment Counsellor				
Dawn Park	Practitioner				
Lisa Rosestenberg	Career & Employment Specialist				
Tony Slade	Co-op Coordinator				
Lacey Yellowbird	Employment Readiness Facilitator				
Faith Young	Employment Readiness Coach				





# Career development and wellbeing

- The **likely value of career development practices to wellbeing** (e.g., Redekopp & Huston, 2020; Whelan et al, 2017; Robertson, 2013; Bimrose et al, 2008; and Kirschner et al., 1994).
- In 2018, the British Journal of Guidance & Counselling published a special issue on **Happiness and Wellbeing** (Vol 47, Issue 2). Hermans, H. & Meijers, F. (2019), The pursuit of happiness, *British Journal of Guidance & Counselling*, 47:2, 139-142.

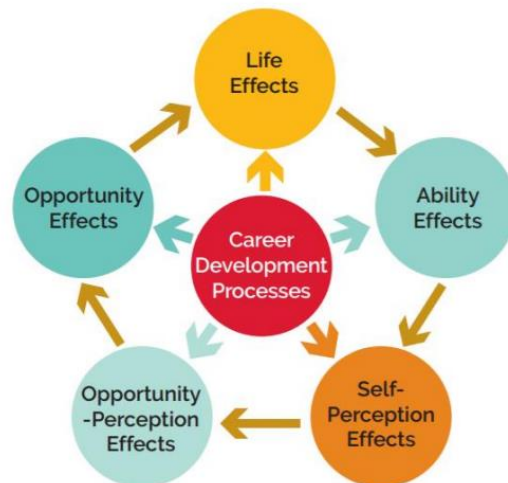


Image source: Redekopp & Huston (2020)



Image source: Redekopp & Huston (2020)

## Indicators customer is suitable for engagement in research

- **Low confidence/ lack of self esteem**
- Customer is **long term unemployed** and lacks **confidence** in the application process
- Customer has **mental health** issues – reported in briefing notes and during interview
- **Shock** of being made redundant or entering university for the first time
- **Returner** to work after a long time away – **low in confidence** due to time off
- Customer is **Frustrated** and **Lost , Anxious** or **Depressed**
- **Work/life** balance is an issue resulting in **stress**
- **Lack of Job Satisfaction**
- **Transition** (example from army to civilian life)
- Current job is impacting **mental health** (long working hours/shift pattern/bullying at work/zero hours/low pay)

# Canada: Two distinct approaches

## Analysis of community employment services' outcomes and a new measure of mental health changes

A major analysis of community employment services took place in Canada between December 2018 and February 2020, built around **the PRIME assessment tool**, which asks a range of career development and wellbeing related questions scored on a 1-5 scale (CCDF, 2021)

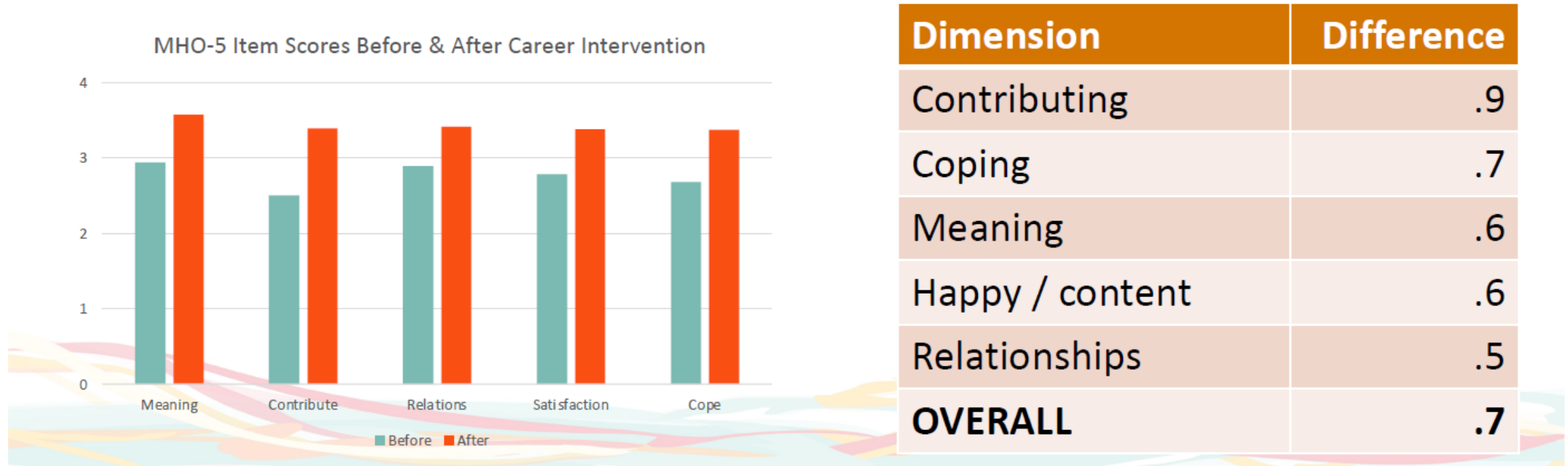
The Mental Health Outcomes survey (MHO-5) applied as a post-pre- measure assessing changes in mental health. It was developed to determine if practitioners' typical interventions with clients lead to changes in mental health (**62 customer/client participants**)

1. I feel my life is meaningful. (I know what matters to me, and I feel that I have some of that in my life.)
2. I feel I can contribute to society. (I make a difference to my family, friends and/or community.)
3. I feel I have supportive relationships. (I have people in my life who support me and who I support.)
4. I feel good about my life. (I am happy or content with life.)
5. I feel I can cope with life's problems. (I am able to manage the ups and downs of life.)

- CCDF. (2021). *Evidence for Community Employment Services: A Collaborative Regional Approach. Final Report: A Tale of Transformation.*



# Canada: A snapshot of findings



# Wales and Scotland: 5 statements

I am able to make up my own mind about things that are important

I feel my life is meaningful and I make a difference to my family, friends, or community

I feel optimistic about finding relevant and valued work that will fit in with my life

I am taking action / being proactive to help overcome the barriers and challenges in my life

I feel positive about my ability to handle the demands/barriers/challenges coming up in my life

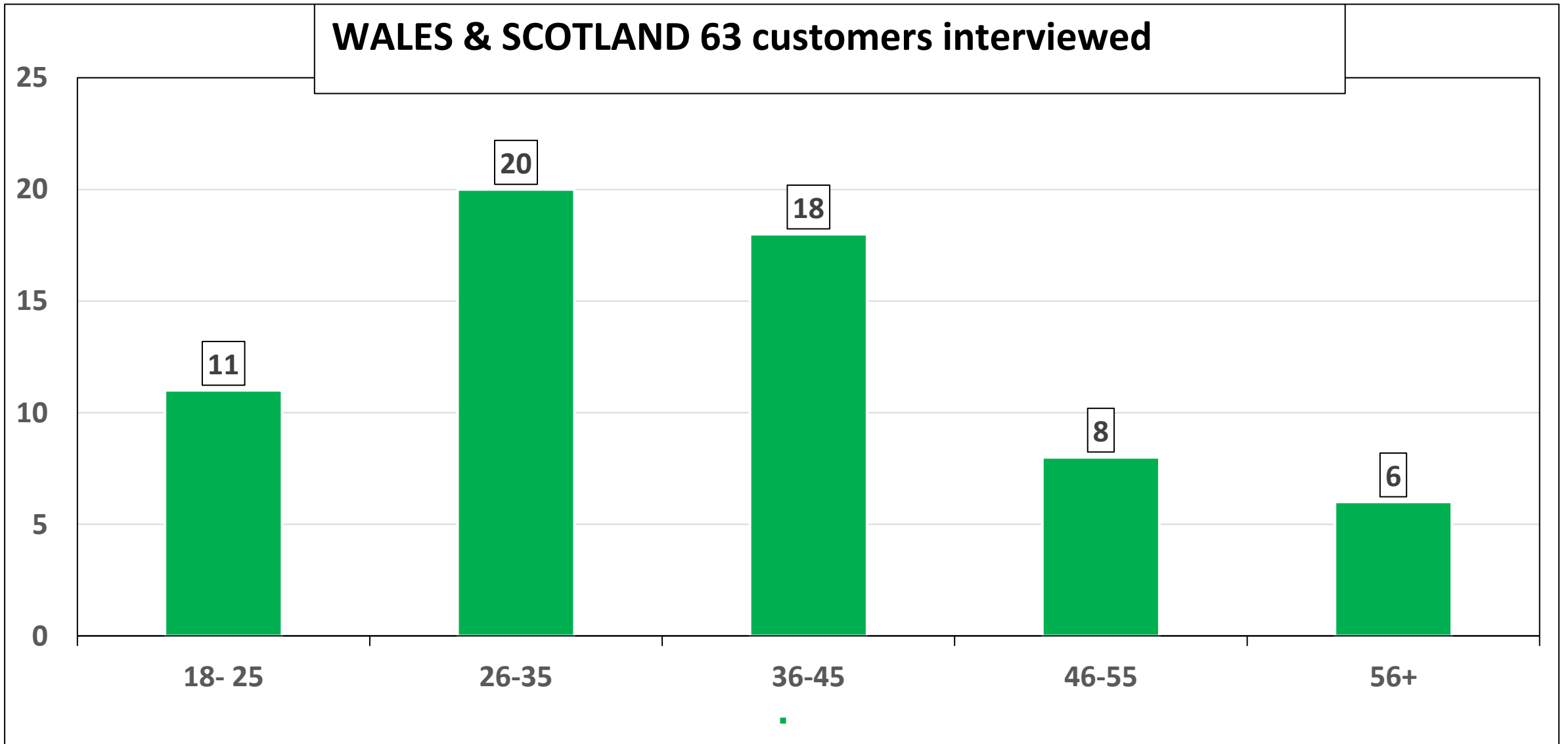
## **The pilot in Wales and Scotland**

The implementation of the pilot involved career development practitioners using their professional judgment and experience to introduce an optional series of brief statements for adults' response in a post -pre interview conversation.

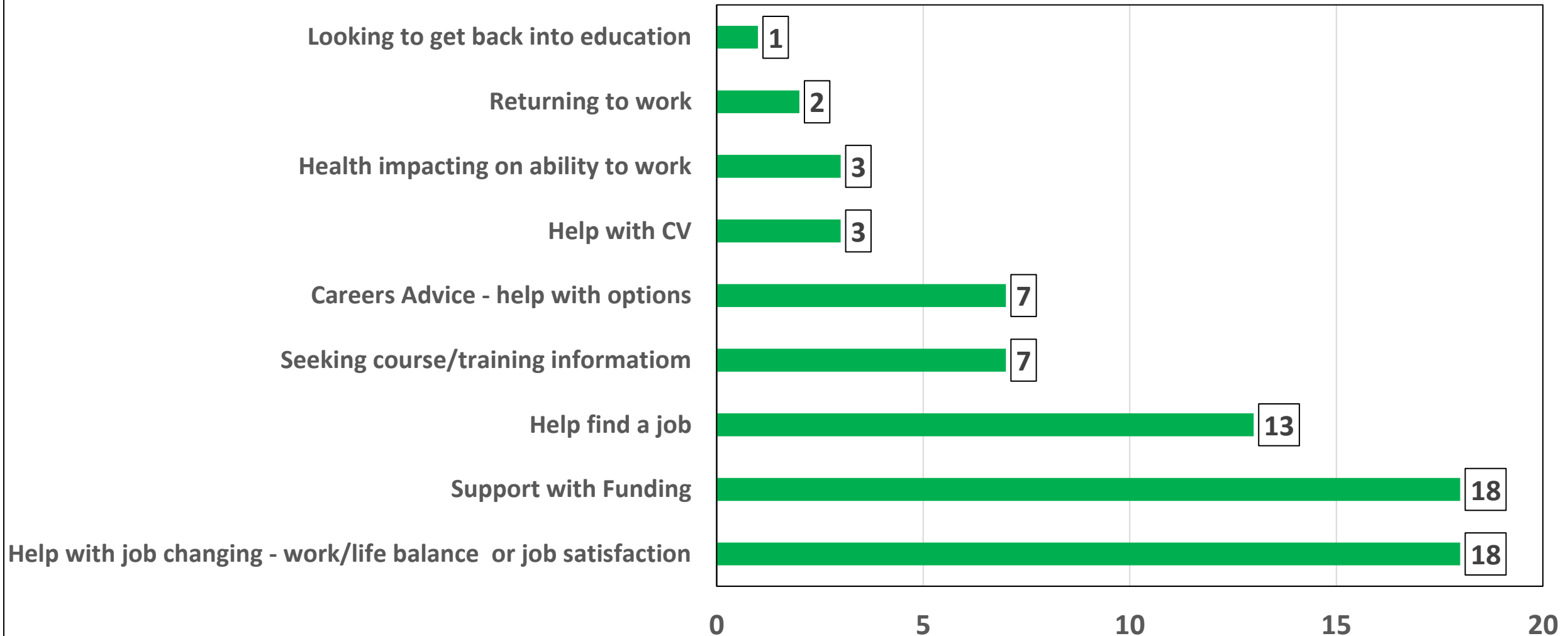
**The post-pre-setting refers to asking clients after the support both how they feel about the statement now ("post") and how they felt beforehand ("pre"), i.e. asking about both simultaneously.**

Hiebert, B. (2012). A framework for demonstrating the value of human services, *Orientación y Sociedad*, 12: 1-19. Universidad Nacional de La Plata. Facultad de Psicología A, December 2012 - <https://core.ac.uk/download/pdf/301066596.pdf> .

## WALES & SCOTLAND 63 customers interviewed



## Identified Customer Needs





## Typical words expressed

**Lack of Motivation**

**Feeling of worthlessness**

**Embarrassed**

**Shock of redundancy**

**Isolation**

**Fear of change**

**Worried about finances and  
supporting family**

**Boredom**

**Feeling lost**

**Family concerns (relationships)**

**Anger**

**Low confidence**

**Lack of self esteem**

**General health concerns**

**Mental health issues**

**Drug abuse**

These are typical solutions and actions taken

## Barriers identified

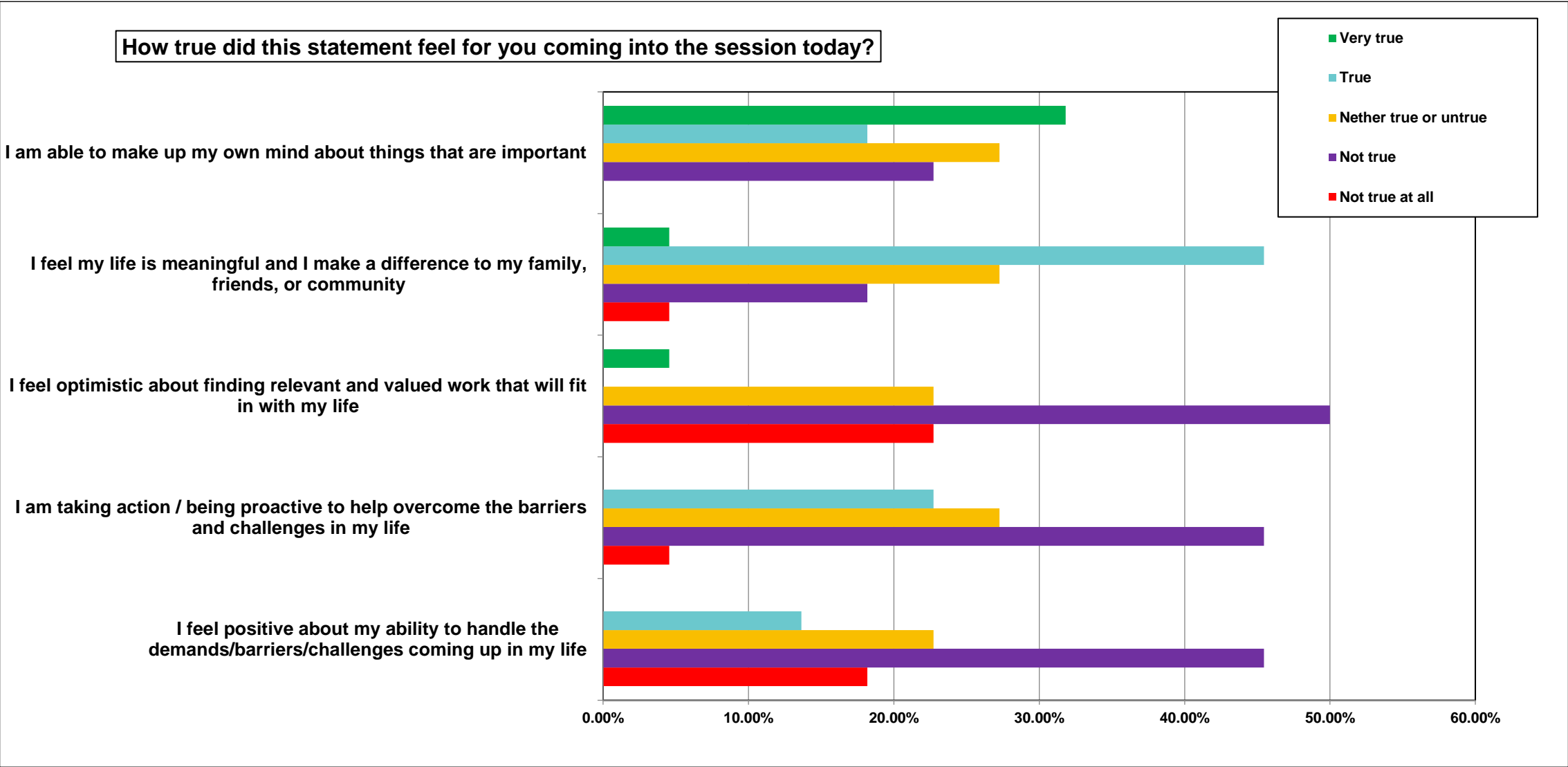
- **Mental health concerns**
- **General health issues**
- **Financial concerns**
- **Fear of change**
- **Lack of self confidence**
- **Successive failed attempts at finding work – frustration**

## Solutions

- **Signposting and Referrals** to support networks – Drug rehabilitation/ Debt Advisory services/Anxiety support groups/ Rehousing support/ Social workers etc.
- **Opportunity Awareness**
- **Signposting to training opportunities**
- **Access to LMI and job information**
- **Volunteer opportunities to gain experience and confidence**

# Feedback from Working Wales Brighter Futures - Post-Pre Survey

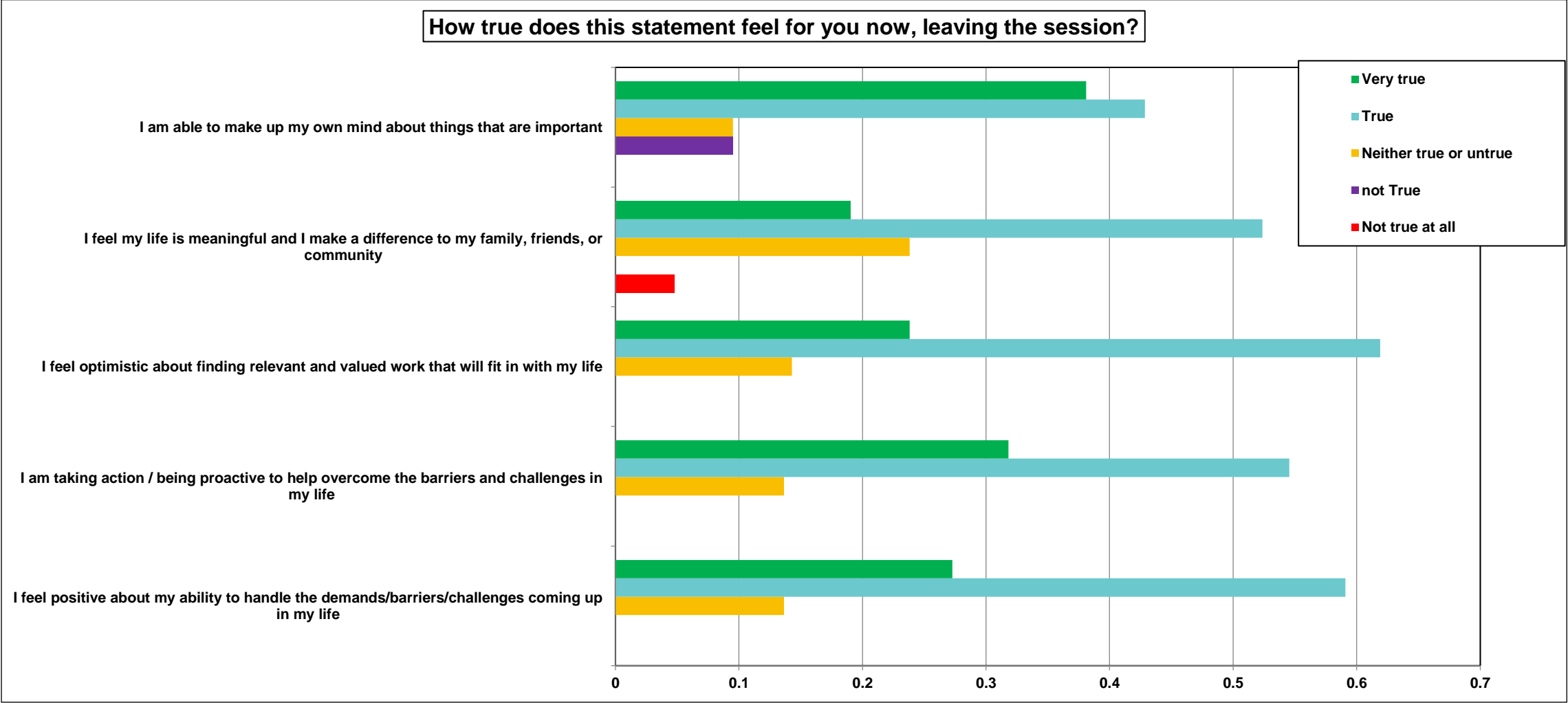
How true did this statement feel for you coming into the session today?



Note the red and purple coloured bars in the chart above – very few blue and green bars

# Feedback from Working Wales Brighter Futures - Post-Pre Survey

How true did this statement feel for you **leaving** the session today?



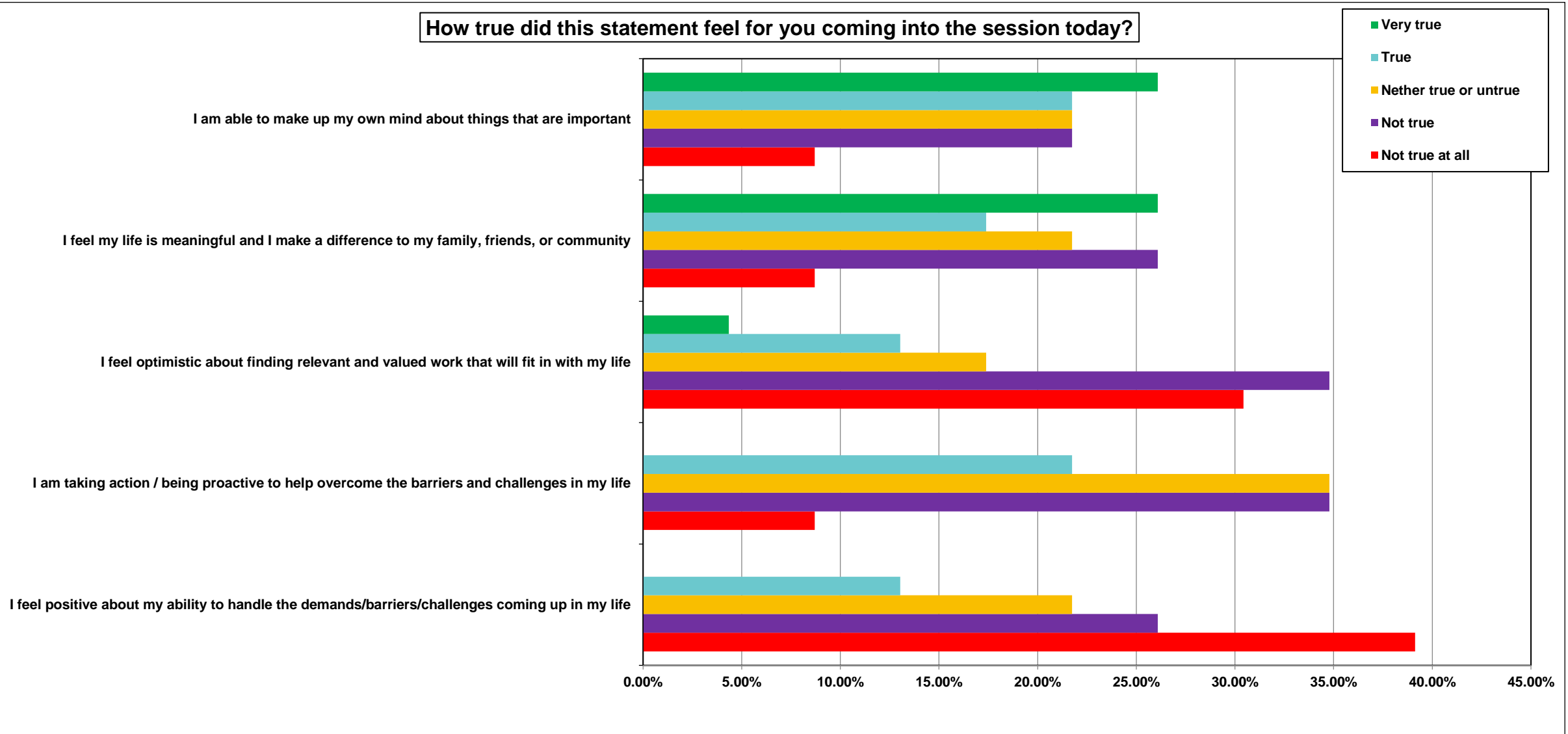
Note FEW red or purple coloured bars in the chart above – many more blue and green bars



# Feedback from Skills Development Scotland - Post-Pre Survey

How true did this statement feel for you **coming into** the session today?

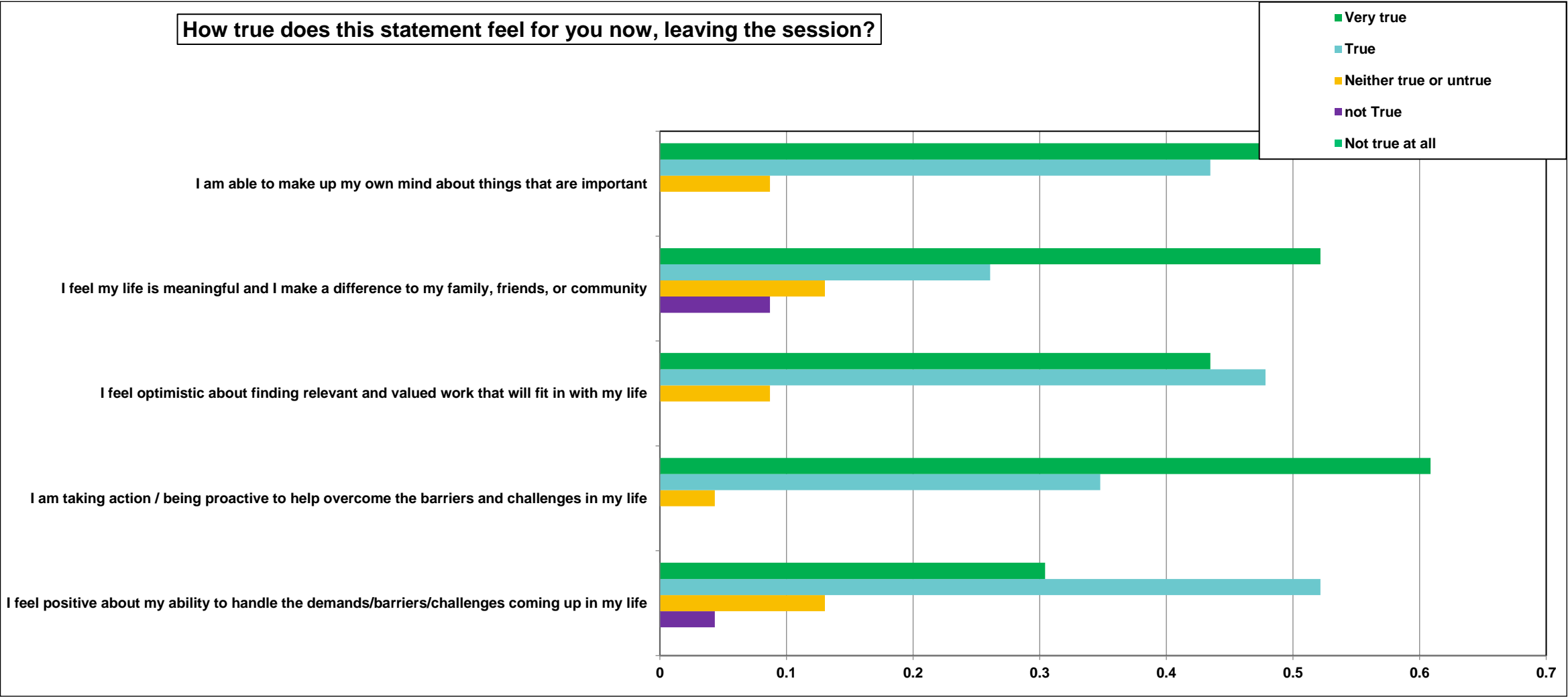
How true did this statement feel for you coming into the session today?



Note the red and purple coloured bars in the chart above – very few blue and green bars

# Feedback from Skills Development Scotland - Post-Pre Survey

How true did this statement feel for you **leaving** the session today?



Note NO red and FEW purple coloured bars in the chart above – many more blue and green bars

## Quotes from clients

*“Feel like a weight has been lifted, got more balance in my life..... Loads more positive about the future”*

*“Confidence in myself. Felt clearer about my plan, what to do and how it would make a difference”*

*“I feel like progress has definitely been made and things are moving in the right direction”*

*“This has been a great help ...has really made me feel better about things”*

*“She said the experience had made her feel a lot more positive about the future, even though she is generally an optimistic person”*

*“Feel that I can identify exactly what about making these decisions is making me anxious and control it rather than being anxious about whole situation”*

*“Taking control of the process really helped me feel more confident that I can make good decisions”*

# A ten-step interview process

- Hughes, Hambly and Percy (2022) drawing on practitioner feedback and recognising that different levels of focus on wellbeing will be appropriate for different clients. The process supports practitioners in applying their judgement as to how far and how formally to apply wellbeing techniques on a case-by-case basis. The process is designed to align smoothly with many common practice approaches to interview session, e.g., contracting, identifying needs and possible actions.
- **Step 1:** A reminder to consider the environment, emotional steadiness, exercises available and evaluation approach in advance of beginning a career support conversation.
- **Steps 2–4:** Key steps for supporting brief careers information and advice requests or in the early part of triage assessment to determine good signposting and referral, where necessary.
- **Steps 5–9:** Steps that are most relevant for the more in-depth stages of professional career development, action planning, career guidance and employability conversations.
- **Step 10:** Another optional step for measuring progress to inform the evidence-base underpinning practitioners' skillful practice.



# Building Brighter Futures

Career Development  
and Wellbeing -  
A Practical Toolkit

dmh associates  
policy | research | practice



## Contents

[Introduction](#)

[Acknowledgements](#)

[Who is this toolkit for?](#)

[What does it aim to achieve?](#)

[Overview of content of the toolkit](#)

**[SECTION ONE: Introduction & Key Concepts](#)**

[Career development, career guidance and employability definitions](#)

[Wellbeing definitions](#)

[Differing contexts](#)

**[SECTION TWO: Our Approach](#)**

[A community of interest](#)

[The pilot in Wales and Scotland](#)

[The pilot in Canada](#)

[Adult interview perspectives](#)

[A ten-stage career development and wellbeing interview process](#)

**[SECTION THREE: Applying Our Findings to Skillful Practice](#)**

[Environment](#)

[Emotional Steadiness](#)

[Exercises](#)

[Evidence and impact: useful anchor points](#)

**[SECTION FOUR: Concluding thoughts](#)**

**[SECTION FIVE: Additional resources](#)**

[References](#)

To register: <https://dmhassociates.org/conference>

Early bird discount rate until 1<sup>st</sup> June 2022



## CAREER DEVELOPMENT: BE BOLD, BE BRAVE

6-8 JULY 2022

**SHARE, LEARN & TRANSFORM**

HOSTED BY

**dmh** associates  
policy | research | practice

[www.dmhassociates.org](http://www.dmhassociates.org)

SPONSORED BY



# Contact

## UK

Dr Deirdre Hughes OBE, Research Programme Director - email: [deirdre.hughes3@btinternet.com](mailto:deirdre.hughes3@btinternet.com) Visit: <https://dmhassociates.org/>

Twitter: @deirdretalks

Liane Hambly, Researcher and Renowned for Inspiration Programmes - email: [lhambly@btinternet.com](mailto:lhambly@btinternet.com)

Visit: <https://creativecareercoaching.org/>

Chris Percy, Researcher, Careers Coach and Economist – email: [chris@cspres.co.uk](mailto:chris@cspres.co.uk)

## Canada

Dave Redekopp, Career development researcher, specialist trainer and writer - email: [liferole@telusplanet.net](mailto:liferole@telusplanet.net) Visit:

<https://www.life-role.com/about.htm>

Associate Professor Michael Huston, Counsellor and writer -email: [mwhuston@gmail.com](mailto:mwhuston@gmail.com)

Visit: <https://www.mtroyal.ca/directory/departments/2030>

THANK YOU 😊