ORIENTATION TO CAREER CONVERSATIONS

FACILITATOR GUIDE

OCTOBER 2009

A PROJECT OF THE

Canadian Research Working Group on Evidence Based Practice
in Career Development

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ACKNOWLEDGEMENTS

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This document is also available in French under the title :
INITIATION AUX CONVERSATIONS SUR LA CARRIÈRE - GUIDE DE L'ANIMATEUR.

Orientation to Career Conversations - Facilitator Guide

DAY 1

9:00 to 9:50	**Welcome and Agenda**
Opening Activities	**1.** Introduce facilitators.
	2. Form groups of 2 and interview each other to discover each other's name, place of work and expectations for the training seminar.
	3. Introduce your partner to the group.
	4. Debrief introductions
	Review Agenda Overhead **(Handout 2)**
	1. With your partner complete sentences on overhead regarding ensuring a focused and effective learning environment.
	2. Debrief by recording answers on a flipchart and relating answers to the overhead "Guidelines for a Productive Seminar".
	3. Review practical issues such as washroom locations, rules re: use of cell phones, etc.
	Review "seminar objectives" overhead **(Handout 1)**

9:50 to 10:15	**Introduction to Career Conversations**
Overview, Aims, and Past Experience with Career Conversations	**1.** Ask group "who has had experience with career conversations" and explore their experiences and assumptions re: same.
	2. Review definition of career conversation on overhead **(Handout 3)**
	3. Highlight differences from performance appraisal or annual review :
	A. More future focused
	B. Emphasis on employee development in relation to company needs
	C. Can be linked to performance appraisal
	4. Show comic overhead and ask if anyone has had this type of conversation.

Purpose and Topics

1. Review purpose and topics of career conversations **(Handout 4)**

2. Discuss the kinds of information they might need for their own career paths.

3. Review career conversation activities

    A. Discuss who is responsible for employee career development: you or the employee?

    B. Introduce Employee Career Conversation Workbook

Career Conversation Outcomes, Process, and Structure

1. Review the diagram highlighting employee and company goals and activities.

    A. Give overview of potential benefits of career conversations for employees and employers (Provided in Career Conversation Literature Review).

2. Review Career Conversation Process **(Handout 6)**

3. Introduce the structure of career conversations indicating we will return to this topic later **(Handout 7)**.

10:30 to 11:15	**Employee Positioning System (EPS)**
Challenges	*1.* Give overview of EPS **(Handout 8)** referring them to the Employee Career Conversation Workbook
	2. Highlight the common challenges and potential solutions
	Possible Challenges to Implementation
	1. Review the Managers' roadmap as a parallel process to the EPS in identifying possible challenges to the implementation of career conversations **(Handout 9)**.
	2. Explain each challenge and ask for examples of each from the participants. Indicate that they are likely on the roadmap somewhere.
	Where are You on the Roadmap (overhead)
	1. Form groups of 3 and discuss questions on overhead. Identify one person in each group to record the group's answers with a marker on a flip chart paper that is provided. Identify one group member to report back to the larger group. Give them 10 minutes for group discussion.
	2. Ask each group to report on the outcomes of the discussions.
	3. Debrief with the larger group.

11:15 to 12:00	**Impact of Changes on Work Life**

Impact of Change	**1.** Explain overhead "Impact of Changes on Work Life" **(Handout 10)**.
	
	2. Discuss resources that can assist workers address challenges **(Handout 11)**.
	
	3. Using the overhead "The Impact of Changes in Your Workplace" as them to discuss for 10 minutes in the groups of 3 the questions on the overhead.
	
	4. Debrief by asking :
	
	   A. How did you react during your discussions of these questions ?
	
	   B. How do you think your employees will react when they discuss these topics ?
	
	   C. How does people's emotional reactions to change impact on career conversations and what can assist workers with their reactions ?

1:00 to 2:30	**Introduce the topic of workers' assets and how it is important to be able to identify one's assets when managing one's career.**
Asset Identification	Investigate your Assets

Investigate your Assets

1. Discuss how everyone has a portfolio of assets and provide examples of assets such as skills, values and attitudes.

2. Use overhead "Investigate your assets" and **Handout 13** to have participants form groups of 3 and take turns interviewing each other about their assets.

3. Before breaking into groups provide a demonstration of the interview with a co-facilitator

4. Respond to any questions before giving them 10 minutes to do each interview (total of 30 minutes for all 3 people in the group to be interviewed) and 5 minutes for have each recorder report on his or her observations of the interviewee's assets (a total of 15 minutes for feedback from observers).

5. Debrief as a large group asking, "What did you discover about assets and the process of identifying assets"? Link responses to how these assets might be utilized in overcoming the challenges to implementing career conversations.

2:30 to 3:15	Career Conversation Skills
Skills Needed to Conduct Effective Career Conversations	**1.** Review the career conversation skills **(Handout 14 and Handout 15)** giving examples of each skill. **2.** Demonstrate the use of communication skills with the co-facilitator.

3:15 to 4:15	**Communication skill practice**

1. In groups of 3 practice communication skills.

2. Take turns as in the previous discussion being in role of interviewer, interviewee and observer. The observer can refer to **Handout 14** to note the skills that the interviewer is using. Allow 15 minutes for interview and feedback from the observer then switch roles.

3. With help from the interviewer, the interviewee will describe "a time of change that they experienced at work that was a challenge for them".

4. Debrief in larger group once all have had a turn in each role. Discuss the skills that were easier to use, more difficult to use, and how it felt to be in each role.

4:15 to 4:30	Closing
Closing	*1.* Provide and overview of the topics covered during the day.
	2. Review the "Final thoughts for the day" overhead, asking them to rate the day on a piece of paper that they can leave by the door as they leave the room.
	3. Suggest that they review the "Employee Career Conversation Workbook" as homework.

DAY 2

9:00 to 9:15	**Welcome Back and Agenda**
Review / Preview	**1.** Review the material covered yesterday.
	2. Welcome questions or thoughts about what was covered previously.
	3. Review the "welcome back" overhead and ask them to refer to **Handout 2** for the daily schedule.
	4. Ask about homework.

9:15 to 10:15	**Value and Utilization of Career Conversations in the Workplace**
The Utility of Career Conversations	Invite them to start to think about how they can use career conversations in their workplaces.

1. Use overhead "Using career conversations in your workplace" to organize groups of 3 to have 20 minute discussions of the questions.

2. Ask them to identify a recorder and presenter in each group. The recorder will record answers to each question on a separate flip chart page.

3. At the end of the discussion, have each recorder tape the flip chart pages to the wall and ask each presenter to review the notes on the pages.

4. Debrief with the entire group considering similarities and differences in the answers and issues that arose during the group discussions.

10:30 to 12:00	**Demonstration**
Career Conversation Demonstration and Practice	*1.* Review **Handout 7, Handout 14** and **Handout 15**.
	2. Ask them to take **Handout 16** out to use as a checklist for recording the skills and structure of the upcoming career conversation role-play.
	3. With the co-facilitator, conduct a 20 – 30 minute role-play of a manager having a career conversation with an employee.
	4. Debrief their experience and reactions to watching a career conversation. Discuss the skills that were used and the structure that was followed.

	Career Conversation Practice
	1. Using the overhead "career conversation practice" ask them to now practice career conversations. The observer can use the extra **Handout 16** to record the skills and structure utilized in the role-play. They should allow 15 minutes for each role-play before switching roles.
	2. Debrief with entire group discussing what parts of the structure of career conversations were utilized and the types of skills utilized. Talk about whether they found it difficult or easy to be in the role of the employee or the manager during the role-plays.

1:00 to 2:30	**Employee Challenges and resources**

Identifying and Overcoming Challenges	**1.** Review the overheads "preparing for career conversations" and " Using the employee workbook".
	
	2. Highlight and review the sections and content of the employee workbook. Ask how they might use the employee workbook when conducting career conversations.
	
	3. Discuss the kinds of preparation that would alleviate some of the challenges in conducting career conversations.
	
	4. Identifying local resources for employees to use when overcoming challenges
	
	    A. a. Prior to the seminar, prepare a handout of local career management resources the workplace or community.
	
	    B. Ask them to form small groups based on them being in a similar industry or location. Once they have formed groups, ask them to brainstorm a list of local resources and options for each of the employee challenges.
	
	    C. Refer to Employee workbook, page 10 and page 15 to debrief the kinds of resources available.
	
	    D. Distribute handout of local career management resources.

2:45 to 4:00	**Action Planning for Implementation in the Workplace**

Action Plans

1. Ask them to revisit **Handout 9**. Facilitate group discussion about the following questions :

A. Since you have been learning about career conversations, where are you on the road map of **Handout 9** now ?

B. What resources and options do you now have to implement career conversations in your workplace ?

2. Ask them to identify a challenge or issue on the road map that still needs overcoming so you can conduct career conversations in your workplace.

A. Refer to the overhead "action planning" **(Handout 17)** as key questions and general planning steps that can be used to overcome a challenge or issue.

B. Asking yourself "What am I planning to do after leaving this seminar so I can conduct career conversations in my workplace" write down your challenge.

C. Use the overhead "planning to overcome challenges" to organize group discussion about formulating specific action plans. Encourage them to discuss each group member's action plan for about 10 minutes.

D. Debrief action planning process with entire group.

4:00	Closing and Evaluation
Closing	**1.** Review the topics covered during the second day of the seminar. Ask for any questions arising from the seminar.
	2. Use the "closing" overhead to have participants write down on a piece of paper answers to the questions.
	3. Provide the participants with a seminar evaluation form to complete.

CONVERSATIONS SUR LA CARRIÈRE

DOCUMENTS À DISTRIBUER

HANDOUT 1: OBJECTIVES OF THE ORIENTATION

The objectives of the orientation are to :

✔ Enhance your understanding of the aims and objectives of career conversations,

✔ Examine potential challenges to implementing career conversations
in your place of work,

✔ Review your personal assets and the resources you can access in successfully
engaging in career conversations with employees,

✔ Enhance your understanding and abilities by practicing conducting
career conversations,

✔ Develop action plans for addressing challenges in conducting effective
career conversations in your place of work.

HANDOUT 2: SCHEDULE OF ACTIVITIES

DAY ONE

9:00 to 9:50	**BLOCK A**
	Opening Activities
	A.1 Introductions and Expectations
	A.2 Setting Norms

9:50 to 10:15	**BLOCK B**
	Overview, Aims, and Past Experience with Career Conversations

10:30 to 11:15	**BLOCK C**
	Identifying Challenges to Implementation

11:15 to 12:00	**BLOCK D**
	Impact of Change on Work Life

1:00 to 2:30	**BLOCK E**
	Identifying Assets
	E.1 Accomplishments Exercise

2:30 to 3:15	**BLOCK F.1**
	Skills Needed to Conduct Effective Career Conversations

3:15 to 4:15	**BLOCK F.2**
	Communication skill practice

4:15 to 4:30	**BLOCK F.3**
	Closure

DAY TWO

9:00 to 9:15	Review / Preview

9:15 to 10:15	**BLOCK G.1**
	The Utility of Career Conversations

10:30 to 12:00	**BLOCK G.2**
	Demonstration and Practice of Career Conversations

1:00 to 2:30	**BLOCK H**
	Options for Addressing Challenges to Implementation

| 2:45 to 4:00	**BLOCK I.1**
	Action Plans

4:00 to 4:30	**BLOCK I.2**
	Closure

HANDOUT 3: WHAT IS A CAREER CONVERSATION?

A career conversation is simply a discussion between an employee and his or her manager that supports the employee in developing career goals and an action plan for achieving these goals. This conversation will not always result in a specific decision or plan right away, but will set the stage for an employee to later clarify goals and set plans. Employees and managers may have a number of career conversations over a period of time. The employee often navigates toward other jobs or work opportunities in the same organization as a result of the career conversation. This result is beneficial for both the employee and the employer. The employee can acquire more meaningful work, be promoted, find better work/life balance, or feel more personal/professional fulfillment. The employer can retain their more satisfied workers and adapt more easily to changing business goals.

The employee's career goals are informed by his or her personal needs and characteristics, as well as the business needs and strategic plan of the employer. As employees set career goals, certain training options may be identified that will provide the skills needed to achieve these goals.

Past achievements and challenges

CAREER CONVERSATION

Future opportunities challenges and action strategies
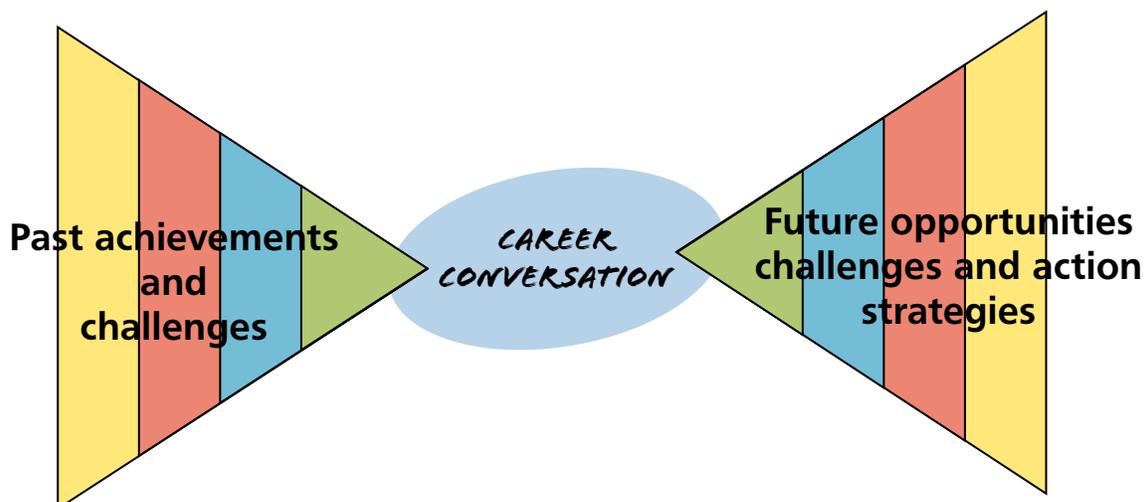
A career conversation is usually one hour long and may lead to follow-up conversations. Both the employee and the manager need to do some preparation before the conversation occurs. During the conversation open communication is critical and often flows though a natural process that is outlined in the diagram on handout 5.

HANDOUT 4: PURPOSES AND TOPICS OF CAREER CONVERSATIONS

NOT A CAREER CONVERSATION...

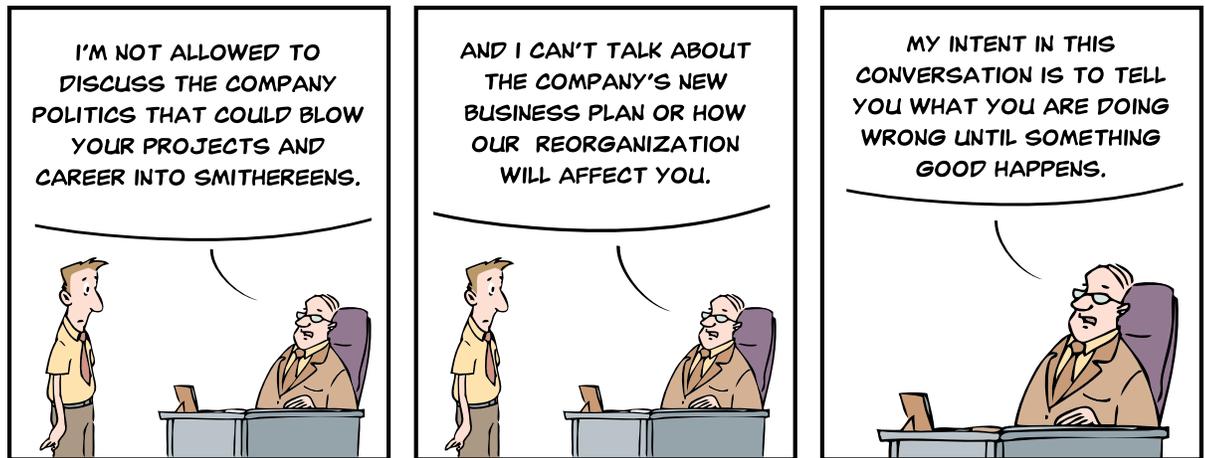Illustration: www.alphaZULU.com, 2010

Main Purpose of Career Conversations:

To facilitate the development of specific goals and a plan for employee development that is mutually beneficial to the employee and the organization.

CAREER CONVERSATION TOPICS

SHARING OF INFORMATION :

Information related to career management
Types of relevant information (about employee or company):

_____

_____

Employee skills and performance
Relevant skills and past performance:

_____

_____

Job and career path options within workplace
Possible career path options:

_____

_____

Training options

_____

_____

Mentorship opportunities
People who may be suitable as mentors:

_____

_____

ACTIVITIES :

Career goal setting (Initial goals)

_____

Development of action plan (Progress toward setting a plan)

_____

HANDOUT 5 : THE POSSIBLE OUTCOME OF CAREER CONVERSATIONS

A PROCESS OF ALIGNMENT

Company Goals and Activities

Career Conversation

Career Conversation

Career Conversation

Employee Goals and Activities

Notes

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

HANDOUT 6: THE CAREER CONVERSATION PROCESS

THE MANAGER

THE EMPLOYEE

Encouraging Action

Action Planning

Discussing Possibilities

Discussing Possibilities

Expending Exploration

This is my story

Adapted from Borgen (2001)
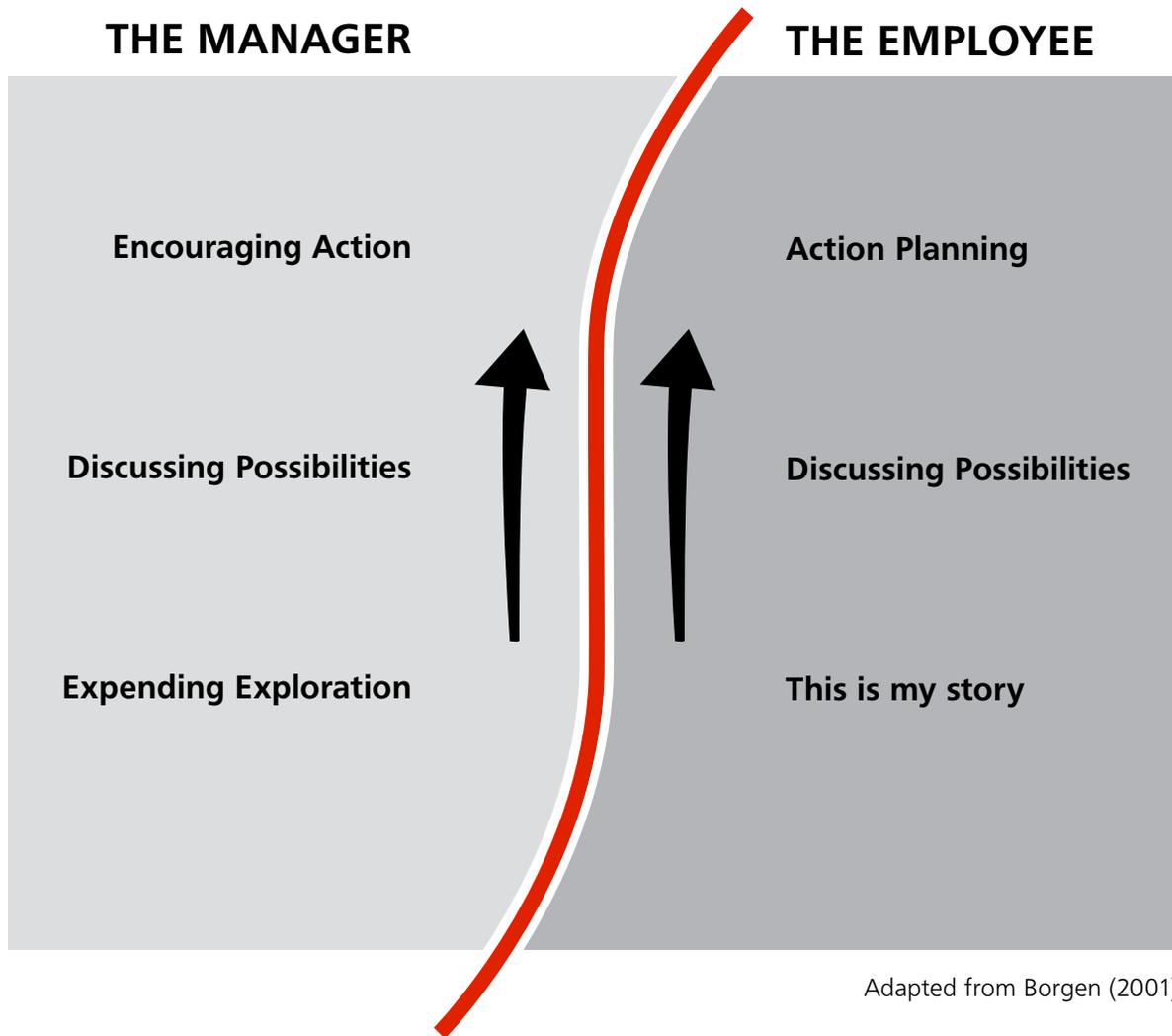
Notes

_____

_____

_____

_____

_____

HANDOUT 7:
THE STRUCTURE OF THE CAREER CONVERSATION

Expanding Exploration

✓ General Opening Interaction

✓ Clarifying the Purpose of the Conversation

✓ Reviewing the Challenges on the Employee Positioning System

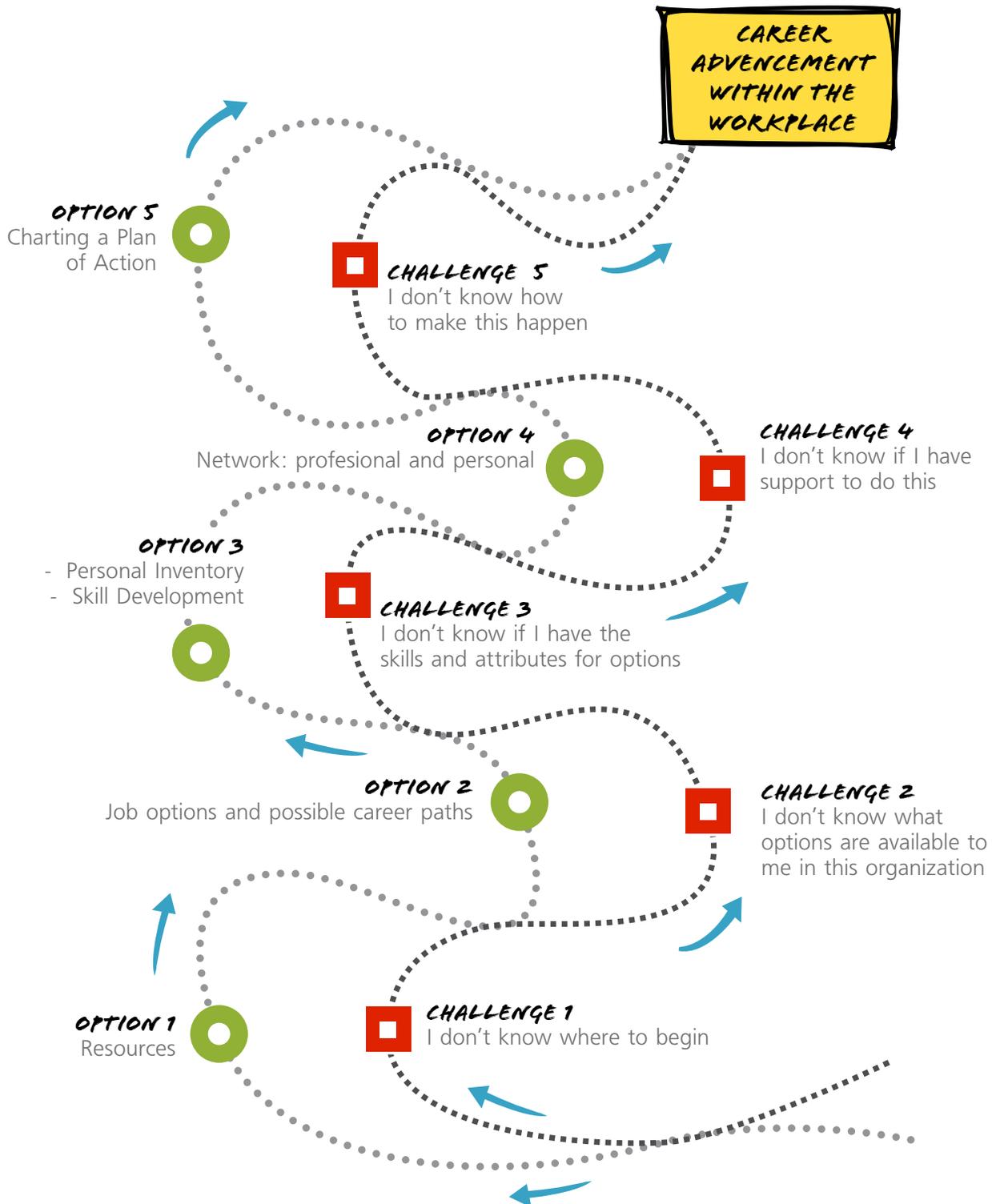**Discussing Possibilities**

✓ Discussing the Employees' Reactions to Reviewing the EPS

✓ Discussing the Options Connected with the Challenge or Challenges Relevant to the Employee
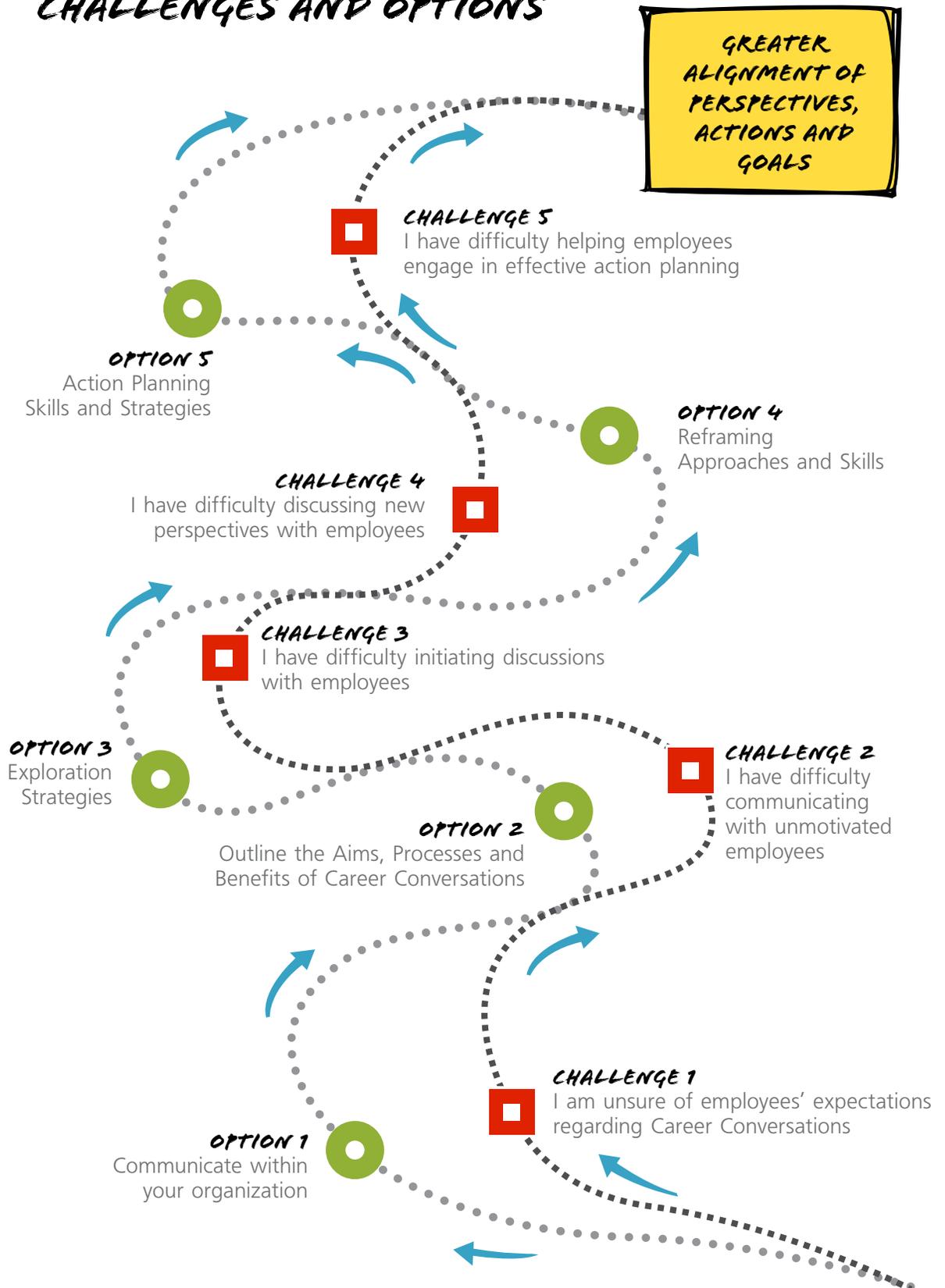
Encouraging Action

✓ Discussing Possible Action Planning Strategies Using Options to Address Identified Challenges

✓ Encouraging Further Contact to Discuss Challenges with Implementing Action Strategies

HANDOUT 8: CAREER CONVERSATIONS: EMPLOYEE POSITIONING SYSTEM (EPS)

CAREER ADVENCEMENT WITHIN THE WORKPLACE

OPTION 5
Charting a Plan
of Action

CHALLENGE 5
I don't know how
to make this happen

OPTION 4
Network: profesional and personal

CHALLENGE 4
I don't know if I have
support to do this

OPTION 3
- Personal Inventory
- Skill Development

CHALLENGE 3
I don't know if I have the
skills and attributes for options

OPTION 2
Job options and possible career paths

CHALLENGE 2
I don't know what
options are available to
me in this organization

OPTION 1
Resources

CHALLENGE 1
I don't know where to begin

HANDOUT 9: CAREER CONVERSATIONS: CHALLENGES AND OPTIONS

GREATER ALIGNMENT OF PERSPECTIVES, ACTIONS AND GOALS

CHALLENGE 5
I have difficulty helping employees engage in effective action planning

OPTION 5
Action Planning Skills and Strategies

OPTION 4
Reframing Approaches and Skills

CHALLENGE 4
I have difficulty discussing new perspectives with employees

CHALLENGE 3
I have difficulty initiating discussions with employees

OPTION 3
Exploration Strategies

CHALLENGE 2
I have difficulty communicating with unmotivated employees

OPTION 2
Outline the Aims, Processes and Benefits of Career Conversations

CHALLENGE 1
I am unsure of employees' expectations regarding Career Conversations

OPTION 1
Communicate within your organization

HANDOUT 10: IMPACT OF CHANGE ON WORK LIFE

Enthusiastic

Challenged

Competent

Engaged

Frustrated

Stuck

Discouraged

HANDOUT 11:
WHAT HELPED AND HINDERED WORKERS WHO WERE DOING WELL WITH CHANGES THAT AFFECTED THEIR WORK...

CIT Category (% Part.)	HE	HI	WL
Support – Friends & Family	80	16	16
Personal Attitudes /Traits / Emotions	76	38	-
Self-care	64	20	33
Internal Framework / Boundaries	60	-	7
Taking Action	51	2	11
Management Style / Work Environment	42	71	69
Support – Professionals	33	7	16
Support – Work Colleagues	33	16	-
Skill /Role Competence	29	2	20
Personal Life Issues / Changes	13	42	29

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HANDOUT 12: PORTFOLIO OF ASSETS

SKILLS

INTERESTS

PERSONAL
CHARACTERISTICS

VALUES

SUPPORT

OTHER ASSETS
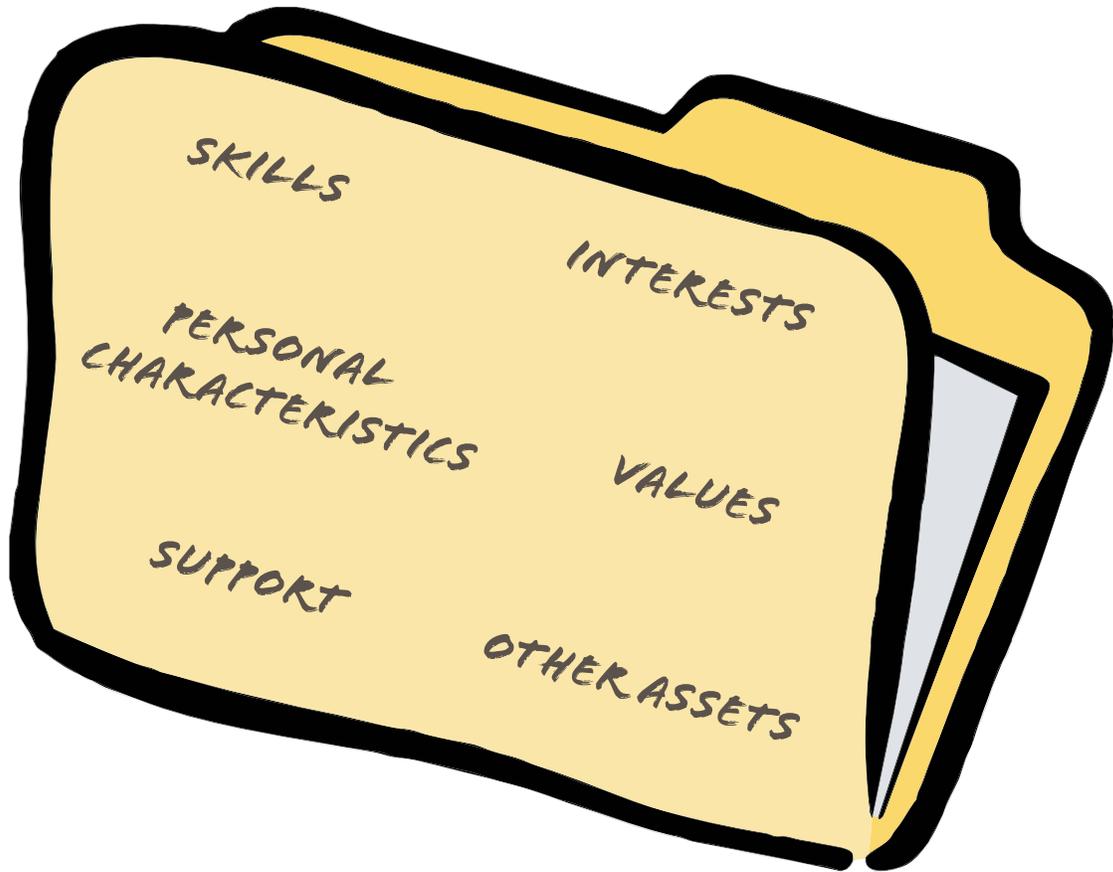
HANDOUT 13: INVESTIGATIVE REPORTING FOR ASSETS

Think back to a specific time when you did something about which you felt really good. With this in mind, answer the following questions:

(1) What was the experience that you felt good about ? How were you involved ? What did you achieve ?

_____

_____

_____

(2) What skills did you use ?

_____

(3) If someone were watching, what would they say about how you did it (e.g. quickly, carefully, cheerfully, etc.) ?

_____

(4) What did you like or dislike about what you were doing ?

_____

_____

(5) How did you get along with others ?

_____

_____

HANDOUT 13 (CONTINUED): INVESTIGATIVE REPORTING FOR ASSETS

Now that you have had a chance to think about a specific time when you did something that you felt really good about, take the information from the previous page and summarize your assets next to each of the following categories.

CATEGORY	MY ASSETS
SKILLS	
INTERESTS	
PERSONAL CHARACTERISTICS	
VALUES	
OTHER SKILLS	

HANDOUT 14: SKILLS NEEDED TO CONDUCT CAREER CONVERSATIONS

Hearing the Employee's Perspective															
Active Listening															
Paraphrasing															
Primary Empathy															
Open Questions															
Clarifying Questions															
Summarizing															
Providing Another Perspective															
Information Giving															
Strength Challenge															
Self-disclosure															
Planning Action															
Goal Setting / Contracting															

HANDOUT 15: COMMUNICATION SKILLS SUMMARY

Listening to the Employee's Perspective

Active Listening	Attending to non-verbal and verbal messages - involves understanding and is not simply hearing.
Paraphrasing	Restating of the content of a message in another way. • e.g. If I understand you correctly, you're not interested in participating in this project. • e.g. So what you're saying is that we don't need to spend time on that part of the arrangement.
Primary Empathy	Reflecting surface feelings along with experiences or behaviours that accompany the feelings. • e.g. It's upsetting when someone doesn't let you tell your side of the story. • e.g. You're feeling disappointed about the results because you never had the chance to properly prepare.
Open Questions	Open-ended statements of inquiry that cannot be responded to with yes or no responses. • e.g. I would like to hear some of your ideas about how to organize this material. How do you think it should be arranged? • e.g. You are certainly clear that this isn't something you want to do. What are some of the reasons for your strong feeling?
Clarifying	Checking understanding of a message by asking to hear it again or asking for more information/details. • e.g. You said you weren't interested in being a part of this project. I'm wondering how this decision is going to affect your involvement with the other projects. Are you still interested in being part of them? • e.g. You haven't said much in the last couple of days. Is something bothering you?
Summarizing	Pulling together several ideas. • e.g. A number of good points have been made about key issues. Let's take a few moments to go over them and write them on the board. • e.g. We seem to be going all over the map this morning. If I understand you correctly, the three major points you are making are...

Providing Another Perspective

Information Giving	Providing information in a clear, succinct, and non-threatening manner.
	• e.g. In answer to your question about the system, we will use the following procedure. . .
	• e.g. I have some information on the new computer system and will give this to you.
Strength Challenge	Building on strengths, what they have been doing to prepare towards reaching their goals. Involves primary empathy and a challenge.
	Reflecting to a person ways in which his/her actions may be getting in his/her way.
	Includes: empathy, addressing specific issues, and inviting dialogue. Self-disclosure is often included.
	• e.g. You said that you would never be able to work with the new system, but I noticed that you only made two errors in the last practice.
	• e.g. You've told me that you can't talk in front of groups. I've noticed, however, that when you're confident in your material you are able to make a strong presentation in front of others.
Self-disclosure	Sharing some of your own experiences to help the employee further understand a topic under discussion; to support the point of view of the person or to suggest another point of view.
	• e.g. You feel angry about having to learn this new system. When I first found out about it, I was also upset, but also a bit uncertain about whether I was going to be able for figure it out. I wonder if you're a bit uncertain as well.
	• e.g. I can sure understand your fears about standing in front of groups. I used to tie myself in knots before making a presentation. It helped me when I learned to accept my anxiety rather than fighting it - if that makes any sense to you.

Planning Action

Goal-setting / Contracting	Helping employees set concrete and achievable goals, and develop plans for reaching them.
	• e.g. O.K. let's see what would be reasonable to attempt to do before we meet again.
	• e.g. Maybe we should discuss who will do what and in what kind of a time frame before our next meeting.

HANDOUT 16: CAREER CONVERSATION CHECKLIST

Expanding Exploration

General opening interaction ◯

Clarifying purpose of conversation ◯

Reviewing and identifying any relevant challenges on Employee Positioning System :

- Employee doesn't know where to begin ◯

- Employee doesn't know what options are available to him or her in this organization ◯

- Employee doesn't know if he or she has the skills or attributes ◯

- Employee doesn't know if he or she has the support needed ◯

- Employee doesn't know how to make this happen ◯

Discussing Possibilities

Discuss employee's reactions to EPS :

- Understand and normalize feelings such as fear, anxiety, sadness, and anger ◯

Discuss options connected to the challenges relevant to the employee :

- Information giving, referral to employee work book, and self disclosure ◯

- Resources available to employee ◯

- Job options and possible career paths ◯

- Personal inventory and skill development ◯

- Personal and work support networks ◯

- Chart a plan of action ◯

Encouraging Action

Discussing possible action planning strategies using options to address identified challenges ◯

Encouraging further contact to discuss challenges associated with implementation action strategies ◯
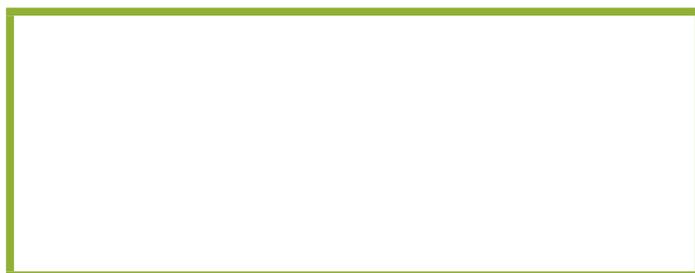
Date of follow-up conversation ◯

HANDOUT 17: PERSONAL ACTION PLAN

You have already determined your starting point (your first issue, the first action you might take). In light of this, chart the plan of action you must take in order to move towards implementation.

YOUR PLAN OF ACTION

How will you reach it ? e.g.
What will you have to do ?
Who can help ?
When ?

How much time
do you need ?

What potential obstacles do
you see ahead as you move to
your first stopover ?

What strategies can you put
into place to ensure that you
will be successful ?
Don't forget your assets.
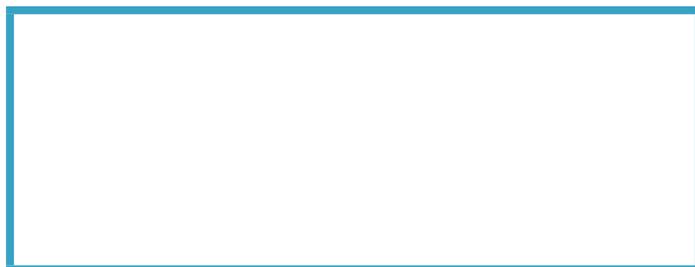
HANDOUT 18: SAMPLE ACTION PLAN
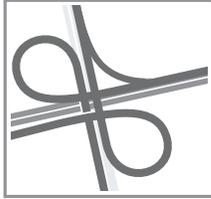
MY ACTION PLAN

Name

Date

Action Plan prepared with

IDENTIFIED NEEDS

_____

_____

_____

_____

_____

_____

_____

_____

GOALS (Short and long term)

_____

_____

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ACTION PLAN

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FOLLOW-UP SUPPORT (To be used if you get stuck)

_____

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_____

HANDOUT 19: CAREER CONVERSATIONS WORKSHOP EVALUATION

Workshop Objectives

✓ Enhance your understanding of the aims and objectives of career conversations ;

✓ Examine potential challenges to implementing career conversations in your place of work ;

✓ Review your personal assets and the resources you can access in successfully engaging in career conversations with employees ;

✓ Enhance your understanding and abilities by practicing conducting career conversations ;

✓ Develop action plans for addressing challenges in conducting effective career conversations in your place of work.

Workshop Assessment Instructions

In responding to the general questions, please use a two-step process :

(1) Decide on whether the characteristic in question is acceptable or unacceptable, then

(2) Assign the appropriate rating :

(0) **Unacceptable**

(1) **Not really acceptable, but almost there**

(2) **Minimally acceptable (but still OK)**

(3) **Somewhere between acceptable and exceptional**

(4) **Exceptional**

Example

Unacceptable		Acceptable		
0	1	2	3	4
▼	▼	▼	▼	▼
0	1	2	3	4
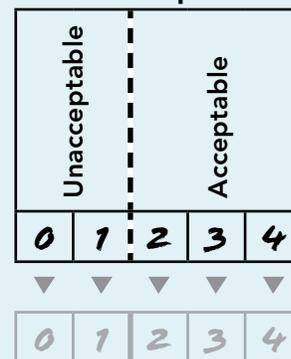
Compare your knowledge BEFORE and AFTER the workshop.

REGARDING THE WORKSHOP OBJECTIVES, and knowing what you know now, how would you rate yourself before the workshop, and how would you rate yourself now?

Date

BEFORE WORKSHOP					AFTER WORKSHOP				
Unacceptable		Acceptable			Unacceptable		Acceptable		
0	1	2	3	4	0	1	2	3	4

Clear understanding of the aims and objectives of career conversations

0	1	2	3	4	0	1	2	3	4

Knowledge regarding potential challenges to implementing career conversations in my workplace

0	1	2	3	4	0	1	2	3	4

Knowledge about your personal assets and the resources you can access in successfully engaging in career conversations with employees

0	1	2	3	4	0	1	2	3	4

Clear understanding of how to conduct career conversations

0	1	2	3	4	0	1	2	3	4

Developed action plan for addressing challenges in conducting effective career conversations in your place of work

0	1	2	3	4	0	1	2	3	4

GENERALLY WORKSHOP EXPERIENCE				
Unacceptable		Acceptable		
0	1	2	3	4

How useful did you find the workshop ?

0	1	2	3	4

How would you rate the workshop facilitation ?

0	1	2	3	4

How would you rate the workshop facilities (room, etc.) ?

0	1	2	3	4

How would you rate the food ?

0	1	2	3	4

Learning Assessment Instructions

For each component of the workshop topics listed below, please assess how useful that component was for you, using the 5-point scale below :

- *(0)* **Negligible**
- *(1)* **Inadequate**
- *(2)* **Useful**
- *(3)* **Very useful**
- *(4)* **Outstanding**

Example

Unacceptable		Acceptable		
0	*1*	*2*	*3*	*4*
▼	▼	▼	▼	▼
0	*1*	*2*	*3*	*4*

WORKSHOP TOPIC

	Unacceptable		Acceptable		
	0	*1*	*2*	*3*	*4*
	▼	▼	▼	▼	▼
Challenges associated with implementing a career conversation and options for overcoming challenges	*0*	*1*	*2*	*3*	*4*
The impact of changes on individual's work life.	*0*	*1*	*2*	*3*	*4*
How to identify personal assets	*0*	*1*	*2*	*3*	*4*
Communication skills for career conversations	*0*	*1*	*2*	*3*	*4*
Demonstration and practice of career conversations	*0*	*1*	*2*	*3*	*4*
Resources to meet employee career planning challenges	*0*	*1*	*2*	*3*	*4*
Setting Action plans	*0*	*1*	*2*	*3*	*4*

What were the 3 best features of this workshop for you ?

(1) _____

(2) _____

(3) _____

What were the 3 features of this workshop that were less relevant for you ?

(1) _____

(2) _____

(3) _____

Please provide any additional comments about the workshop in the space below.

_____

_____

_____

_____

_____

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_____

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_____

Thank you for taking the time to participate and for completing this evaluation form.