

# THE ACCOUNTABILITY OF CAREER COUNSELING Clients and counselors perspectives



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# INTRODUCTION

## THE EFFECTIVENESS OF CAREER COUNSELING

- Career counseling (CC), particularly face-to-face CC, is effective (Brown & Ryan Krane, 2000)
- CC positively influences both career specific and general outcomes, and leads to positive short- and long-term outcomes (Masdonati, Massoudi, & Rossier, 2009; Perdrix et al., 2012)
- Lack of knowledge concerning the processes leading to effective CC (Multon, Ellis-Kalton, Heppner, & Gysbers, 2003)
- We still do not know “what works for whom under what circumstances” (Whiston & Rahardja, 2008, p. 455)

# INTRODUCTION

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## AIM OF THE PRESENTATION

- Crossing the results of two researches on face-to-face CC processes and outcomes
- Exploring variations of the accountability of career counseling according to:
  - Relational processes
  - Clients' characteristics
  - Counselors' perspective

# STUDY 1

## A LONGITUDINAL PROJECT

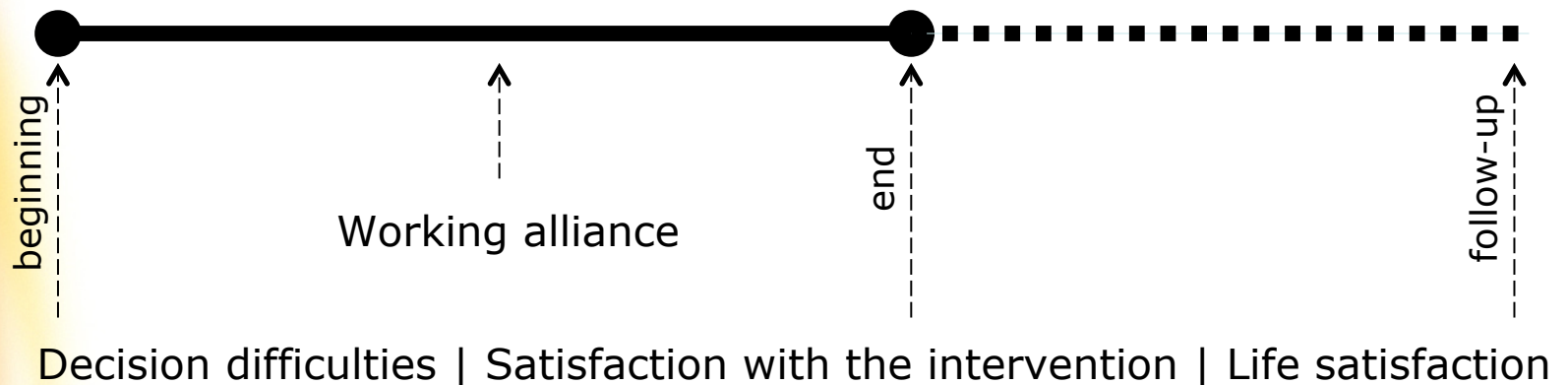
N=188; 96 females, 92 males

M=21.4 y.o., SD=7.10

Control group

### Face-to-face CC intervention

- Demand clarification, goal definition
- Assessment and information
- Decision making and planning



# STUDY 1

## INTERVENTION EFFECTS

- Clients were satisfied with the intervention
- Career decision difficulties decreased
- Satisfaction with life increased
- Decrease in career decision difficulties persisted after CC
- Most clients implemented their project 1 year after the end of CC

Masdonati, Massoudi, & Rossier (2009); Massoudi, Masdonati, Clot-Siegrist, Franz-Pousaz, & Rossier (2008); Perdrix, Stauffer, Masdonati, Massoudi, & Rossier (2012); Stauffer et al. (2013)

# STUDY 1

## THE ROLE OF WORKING ALLIANCE

- Effects
  - Direct effect on satisfaction with the intervention
  - Moderation effect on the improvement career information
  - Mediation effect on the evolution of decision difficulties, mainly on inconsistent information
- Dimensions
  - Agreement about tasks: direct and moderation effects
  - Agreement about goals: mediation effect

# STUDY 1

## THE ROLE OF CLIENTS' CHARACTERISTICS

- Neuroticism: a barrier to life satisfaction and career decision making
- Conscientiousness: a protective factor
- Older clients reported lower satisfaction with life
- Younger clients showed more lack of information
- Men showed more lack of readiness

## STUDY 2

### A COLLABORATIVE RESEARCH

- Aims
  - Improving CC practices for the transition from high school to college through co-development techniques
  - Conceiving innovative CC practices for students with special needs
  - Circulating experience-based knowledge
- Research topics
  - Understanding school transitions difficulties
  - Supporting and transforming CC practices

Leclerc et al. (2011); Picard et al. (2013)



## STUDY 2

### A COLLABORATIVE RESEARCH

- Four, 7 sessions co-development interventions
- 41 career counselors working in high schools and colleges, with different degrees of experience (M = 12.5 years, Min = 4, Max = 28)
- Content analysis materials:
  - Transcriptions of co-development sessions
  - Participants reports
  - Supervisor, co-supervisor and researcher reports
  - Intervention blog

## STUDY 2

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### CHALLENGING CLIENTS

- Pupils with school difficulties and limited vocational and school options
- Clients with learning disabilities and chronic developmental disorders
- Cultural diversity
- Parent pressure

## STUDY 2

### CONFRONTING CC ISSUES

- Blocking relationships to work
- Lack of school motivation
- Indecision anxiety
- Forced renouncement of ideal choices
- Bad timing and lack of vocational maturity

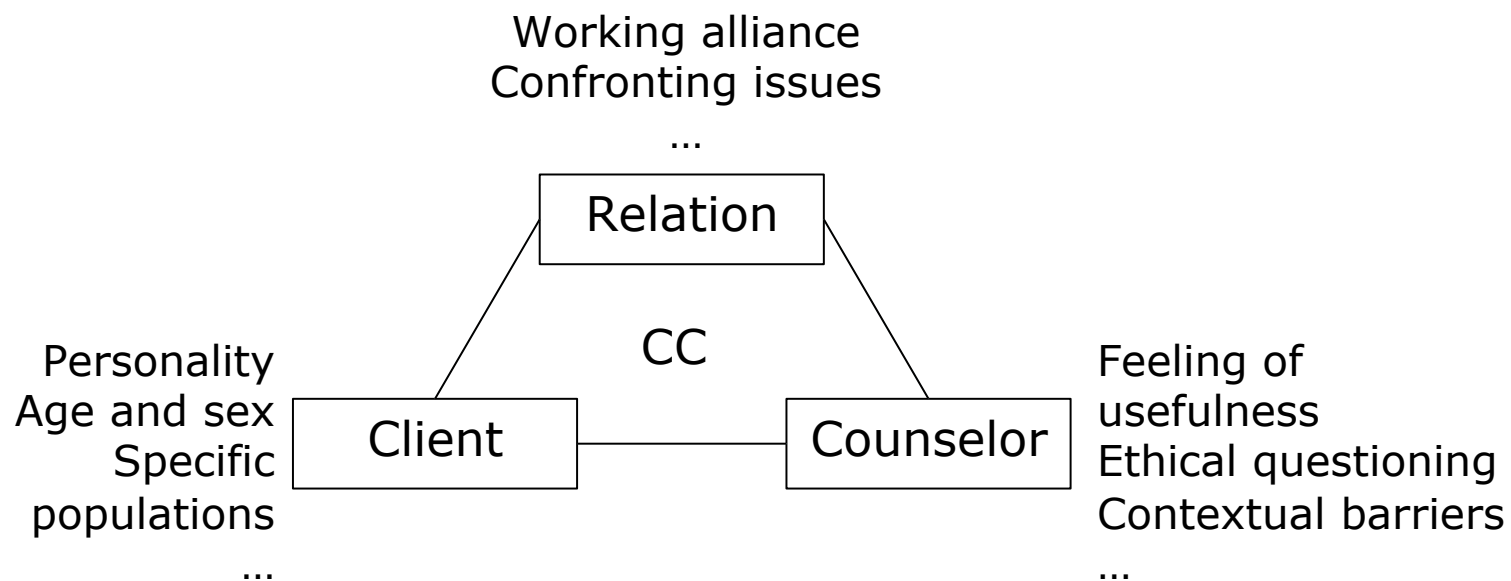
## STUDY 2

### COUNSELORS' PITFALLS

- Feeling helplessness or giving in to frustration and impatience
- Confronting their own relationship to school and work
- Experiencing ethical dilemmas and a sort of failure anxiety
- Lacking of institutional support

# DISCUSSION

## OVERVIEW



## DISCUSSION

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### PERSPECTIVES

- Systematically crossing quantitative and qualitative results (mixed-methods researches)
- Further investigating process factors and clients' characteristics
- Taking into account counselors and their context as a determining factor of CC effectiveness
- Comparing intervention techniques

# DISCUSSION

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## IMPLICATIONS

- Systematically training and paying attention to relational aspects of CC
- Adapting CC to broad clients' characteristics
- Supporting counselors who face pitfalls

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