

TRUE NORTH

In today's workplace climate, career advisory has gone beyond the simple act of placing clients into job roles. It has become an intricate art of helping clients navigate workplace complexities and interweaving that closely with an individual's beliefs, values and principles. As a career practitioner, you are tasked with the all-important role of helping one find meaning and fulfilment in their career. You are instrumental in their search for a purpose-driven life; for their **TRUE NORTH**.

WHAT'S INSIDE



**FROM THE
CASE CHEST**
Overcoming
Medical Barriers



MAIN ARTICLE
Tapping on Big Data to
Better Diagnose Jobseekers'
Barriers to Employment



**BOOK
RECOMMENDATIONS**
3 Useful Career Books

WSG CAREER DEVELOPMENT FRAMEWORK (CDF) CREDENTIAL



w Career
Development
Framework

Certified
Career
Advisor

Certified
Career
Practitioner

Certified
Career Clinical
Supervisor

Certified
Career Services
Manager

Applications Now Open!

WSG is happy to share that application to the credentials under the WSG Career Development Framework (CDF) are now open.

Application Period: Now till 31 Oct 2021

How It Benefits You!

- ✓ Acquire recognition for your practice
- ✓ Give your clients the assurance that you abide by the Code of Ethics for Career Professionals
- ✓ Get listed as a certified career professional on WSG's website
- ✓ Gain priority enrolment to WSG's Continuous Professional Development (CPD) programmes
- ✓ Enjoy further 20% subsidy off the application fee to attend WSG's CPD programmes
- ✓ Receive exclusive access to online resources such as e-books and e-journals

Register or
find out more:
bit.ly/cdf_credential



SCAN HERE

IN THE PIPELINE

Career Advisory Programme (CAP)

Feb Intake: 24 Feb 2022
(Application closes: 12 Jan 2022)

Mar Intakes: 3 Mar 2022
(Application closes: 19 Jan 2022)

Career Facilitation Programme (CFP)

Jan Intake: 10 Jan–15 Mar 2022
(Application closes: 8 Nov 2021)

Feb Intake: 14 Feb–12 Apr 2022
(Application closes: 10 Jan 2022)

NEW

Career Supervision Programme (CSP)

Jan Intake: 24–26 Jan 2022
(Application closes: 29 Nov 2021)

Career Facilitation Programme Assessment Pathway (CFP AOP)

Dec Intake: 31 Dec 2021
(Application closes: 22 Nov 2021)

HAVE A MOMENT?



We're always looking for ideas and ways to improve *TRUE NORTH*. We would love to hear from you!

This short survey takes only 6 mins to complete, but will go a long way towards shaping future *TRUE NORTH* issues.

Take the survey here:
[go.gov.sg/
true-north-survey](https://go.gov.sg/true-north-survey)



SCAN HERE



FROM THE CASE CHEST

Overcoming Medical Barriers

Despite having applied for over 50 positions, only a handful of companies responded to Anton (not his real name) and most had not called him for an interview after learning about his medical condition.

His career coach (CC), Run Qing, observed that while Anton has self-awareness, he was unable to express himself confidently due to worries about his medical condition. This likely explained while he was able to secure interviews, he had difficulty in getting job offers. Anton's resume was also five pages long and too generic.

Schlossberg's Transition Theory was used to delve deeper into Anton's situation.

- **Situation** - Anton's predicament was triggered by an employer who had retracted the job offer. This caused Anton's confidence to dip, and he began an approach of speaking at length about his medical condition at the start of the interview, which tended to startle his potential employers.
- **Self** - The longer it took Anton to find a job, the more his anxiety and depression grew. This affected his judgement and attitude towards employers and made him believe he was being discriminated against.
- **Support** - Anton was single and did not have many close friends. It was important to him that he was not a burden to his family.

As Anton was incredibly worried about how others perceived him and was convinced people shunned him because of his medical condition, his CC encouraged him to get a doctor's letter to explain his condition and certify that he was fit for employment.

Anton was also encouraged to set up a more professional email address, and taught to customise his resume for different job applications. He was also introduced to the National Council of Social Services (NCSS) jobs portal. Role-play sessions were also conducted to practice answering interview questions, especially those pertaining to Anton's medical condition.

Out of eight applications through the NCSS job portal, two responded positively and one made an offer. Anton eventually started work as a Community Support Assistant in a community services organisation.



Contributed by
Tuen Run Qing
Career Coach
WSG's Careers Connect

FURTHER READINGS:

[>> Schlossberg's Transition Theory](#)

[>> NCSS Social Service Careers](#)

[>> How to Customize Your Resume for Each Job Application](#)



MAIN ARTICLE

Tapping on Big Data to Better Diagnose Jobseekers' Barriers to Employment

Workforce Singapore (WSG) operates three career centres in Singapore known as Careers Connect, providing a suite of career guidance and matching services for jobseekers. Careers Connect currently uses the following two approaches during the first session with jobseekers to understand their needs and triage them to the required services:

- Conversational prompts** – for jobseekers who walk in without prior appointments to have a basic understanding of their work experience, education and personal attributes; and
- The Career State Inventory (CSI)** – to diagnose jobseekers' career readiness pre- and post-service delivery through a set of scientifically designed questionnaires. Based on the pre-service delivery CSI results, jobseekers will be triaged to receive the respective service offerings at Careers Connect (e.g. self-help career resources, Career Coaching, CARE360 programmes). Jobseekers would also be asked to complete the CSI upon job placement or at every 2-month mark (whichever is earlier) to determine improvements in their career readiness.



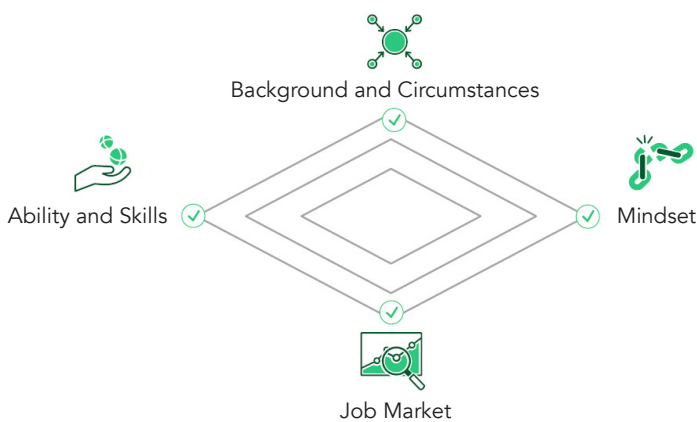
In order to obtain a more holistic view of the current circumstances of jobseekers who are triaged to career coaching, the Career Coach will use WSG's in-house diagnostic tool to further facilitate a diagnosis of the jobseekers' level of career readiness.

Besides the diagnostic tools developed based on factors such as job search skills, skills levels, work experience, and personal attributes (e.g. mindset and soft skills), WSG has also been exploring how to harness vast labour market data to diagnose jobseekers' employment challenges. This is meant to complement the coaches' assessment and enhance their effectiveness in prescribing interventions suitable to help jobseekers in their job search.

Career Health Index (CHI) Model

In 2019, WSG partnered with Boston Consulting Group Singapore (BCG) to develop the Career Health Index (CHI) model which uses big data to better diagnose a jobseeker's employment barriers and assist the jobseeker with more targeted interventions.

Using labour market data and findings from interviews and research, the CHI model was developed based on a framework comprising the following 4 main dimensions to determine the attributes that contribute towards a jobseeker's career health:



1. Background and Circumstances such as demographics, employment history etc;
2. Ability and Skills such as soft and hard skills;
3. Mindset; and
4. Job Market Situation.

The CHI model takes in information of a jobseeker across the different dimensions which in turn, provides a 'diagnosis' of the jobseeker's career health. This 'diagnosis' is unique to each jobseeker and enables our coaches to identify the distinct strengths and challenges of each jobseeker and therefore allow them to assist jobseekers more effectively in their job search journey through more targeted and personalised interventions.

Over time, with the regular use of the CHI model, coaches will be able to observe the changes in jobseekers' career health and determine if the interventions prescribed are effective.

Final Notes

The CHI model is currently being used by WSG's career coaches across all three Careers Connect. Look out for our next issue where we are sharing our career coaches' experiences in using CHI in their service delivery!

Food for Thoughts

What are some key considerations as a Career Practitioner that helps you form a holistic and comprehensive perspective of a jobseeker's employability?

Further Readings



The Career State Inventory (CSI) as a Measure of the Career Decision State and Readiness for Career Decision Making



Developing a Theory-Based Measure of Career Decision-Making: The Decisional Process Inventory

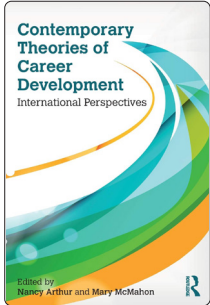


Transition Theory
- Nancy K. Schlossberg



BOOK RECOMMENDATIONS

3 Useful Books on Career Development



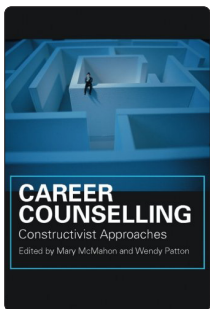
Contemporary Theories of Career Development: International Perspectives

Authors: Nancy Arthur, Mary McMahon

In response to the complexities of social change, there is a need for innovation in career theory that takes into account new perspectives and the fluctuating contexts of people's lives. This book brings together the contributions of theorists from around the globe whose work represents current, cutting-edge international approaches to career development theory.

Structured in three parts with chapters written by internationally renowned leaders in the field, this collection features a critical examination of the current history of the field; thirteen theory chapters, each enhanced by a case study; and a final chapter that draws the previous chapters together through key themes, broadening the reader's knowledge of theoretical perspectives and their interrelations.

Detailed with descriptions and supplemented by international research, case examples, and discussion questions, this book is the ideal reference work for students studying the topic as well as a stimulus for researchers and practitioners looking to implement the theories in their work.

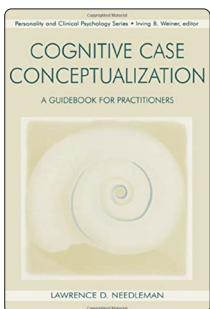


Career Counselling: Constructivist Approaches

Authors: Mary McMahon, Wendy Patton

In a changing employment climate and with the growth of demand for careers guidance at all stages of life, careers guidance practice has moved from its positivist world view, with the counsellor as expert and client as passive responder, to more holistic 'constructivist' approaches. In essence, these approaches view the career as a holistic concept in which work and personal life are inextricably intertwined, and individuals are experts in their own lives, actively constructing their careers.

This book combines theory with practical guidance, representing a new direction for career counselling. It is essential reading for anyone involved in career guidance who wishes to learn more about this vital new approach.



Cognitive Case Conceptualization: Guidebook for Practitioners

Author: Lawrence D. Needleman

For cognitive therapy to be successful, therapists must identify the key factors that contribute to their clients' problems. Effective cognitive case conceptualisation necessarily precedes appropriate targeting and intervention selection. It requires the integration of the results of a comprehensive assessment into a strong conceptual foundation.

This book offers a comprehensive overview of the contemporary cognitive model of therapy, lays out detailed, easy-to-follow procedures for assessing within a cognitive framework, developing effective individualised cognitive case conceptualisations; and implements state-of-the-art interventions based on them. A step-by-step guide for concisely summarising and representing the salient features of a client's presentation is included.



TELL US YOUR STORY

WSG is looking for interesting case studies from career professionals showcasing useful learning points, career development practices, etc. that fellow professionals can adopt in the course of their practice.

Your story will go a long way in encouraging the career professionals community in their journey of providing career advisory to their clients.

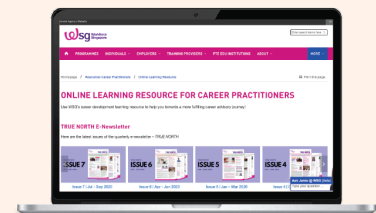
Share your story here:
bit.ly/case_study_contribution



SCAN HERE

We look forward to your valued contributions!

LOVING OUR NEWSLETTER?



You can find all issues of TRUE NORTH and other career development resources on our Online Learning Resource (OLR) for Career Practitioners.

Check it out here:
go.gov.sg/olr



SCAN HERE

   /workforcesingapore
 @WorkforceSG

Brought to you by:
Career Practitioners Division (CPD)
Careers Connect Group

These books are available exclusively for WSG CDF credential holders to borrow online or via WSG mobile app.