CULTURE-INFUSED CAREER COUNSELLING
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Introduction
Culture-Infused Career Counselling (CICC) is a new model that positions culture and social justice as central considerations in career counselling.

CICC is premised on the conceptual work of Arthur and Collins (Arthur & Collins, 2010; Collins & Arthur, 2010a, 2010b) and adapted for use in career counselling. The model emphasizes three domains of practice: practitioner self-awareness, awareness of the cultures of other people, and the influences of culture on the working alliance. Intervention planning emphasizes the multiple roles and responsibilities of career practitioners to address career issues, including individual counselling, but also to address organizational and social systems change.

The purpose of the workshop is to overview the model and the underlying concepts that can be utilized in practice. The workshop will be highly interactive, with experiential exercises incorporated to engage the audience. Participants will apply their learning through a case study. A practical tool for cultural auditing will be distributed to participants.

References

THE AUSTRALIAN BLUEPRINT FOR CAREER DEVELOPMENT: A BLUEPRINT FOR ITS TIME OR A BLUEPRINT FOR THE FUTURE?
Ms Christine Haines
Miles Morgan Australia

Since 2002, Australia has actively pursued the development, testing and refinement of a framework to guide the introduction and review of career development opportunities for individuals. This session will explore the impact that the Australian Blueprint For Career Development has had on career development policy and practice over the last decade. It will look at the costs and benefits of its introduction, and question what its place might be in the future.

WHAT ABOUT INTERNATIONAL STUDENTS?
Ms Ellen Gibson
Queensland University of Technology

Introduction
This workshop is intended to assist participants to identify the role of the careers counsellor in dealing with the particular needs of international students in their institutions. It will look at the theories of career counselling briefly and then look at the needs of and differences between Western and Asian cultures in particular and the implications for one to one work. The emphasis on integration to work will be on those students who are returning to their home countries as graduates, and, the issues which may face those accessing the work force in Australia.
The Systems Theory Framework of Career Development, especially regarding the focus on stories, provides the basis for career counselling with international students especially when the counsellor is adaptable and flexible and acknowledges the differences between groups of students.

Sharing of activities will be a core part of this workshop. Participants will be asked to outline their current services for international students including issues encountered by international students regarding career development and employment opportunities. These will then be considered in the body of the workshop.

THREE TOOLS TO CAPTURE CLIENTS’ STRENGTHS
Dr Ann Villiers
Mental Nutrition

Overview
Productive, engaged, fulfilled people carve out roles that draw on their strengths. This workshop will: clarify terminology (strengths, talents, traits, skills), put the case for building a strengths-based mindset in the workplace and in life, demonstrate three tools practitioners can use to help clients capture, clarify and confirm their strengths.

The tools are: Reflected Best Self (Center for Positive Organisational Scholarship, Ross School of Business Michigan), Signature Strengths (Prof. Martin Seligman) and Strengths Statements (Marcus Buckingham). Experience in using the tools with clients will be shared.

A mixture of information, demonstration and discussion. Delegates will directly experience the personal application of one of the tools. Workshop notes will be provided.

INTEGRATING TECHNOLOGY ENABLED SERVICES TO SUPPORT CAREER DECISION-MAKING
Ms Julie Urbahn
Career Services

Over the past five years Career Services New Zealand, a Crown agent, has invested significantly in the research, design, piloting and evaluation of a range of technology-enabled services. The result is an integrated service offer with self-help, assisted advice and guidance services available through the web, phone or face-to-face. A client needs assessment process has been introduced to ensure clients are directed to the service that supports them to take the next step on their career journey. Career advisors and consultants have been trained to new delivery standards and processes, and have honed their delivery techniques and helping skills for each different mode of delivery. Strengthened quality assurance and reflection practices have been essential to the success of the integrated service delivery model.

The development of phone and online services is based on a review of international literature and evidence, to be overviewed in the workshop. The growing evidence base on internal and external evaluation of each delivery method will also be shared.

A professional practice workshop where participants will gain knowledge through presentations, discussion and activities, with an opportunity to listen to a real example of a phone guidance session and/or read an online chat script, and to use a quality assurance checklist.