

**SKILLWORKS
CAREER COACHES TRAINING**

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I. REVIEW

Learning about the many aspects of career planning & development, and sharing experiences prepares the Career Coach to both anticipate where potential obstacles may arise, and learn how they can better serve their clients.

II. DECISION-MAKING

Using a step-by-step career decision-making process, Career Coaches can help their clients make more satisfying career decisions. Identifying decisions, generating alternatives, gathering information, weighing pros and cons, analyzing the impact of decisions on self and others, choosing alternatives, and taking actions are steps in this important and valuable process.

Please see "A step-by-step decision-making process"

III. GOAL SETTING

The best goals that clients set are Specific, Measurable, Achievable, Realistic and Timely. These S-M-A-R-T characteristics of goals make it possible for clients to evaluate their progress when thinking about career choices, and allow the Career Coach to ask questions of the client regarding the goals that clients are setting.

Please see "My Goal Statement Chart" worksheet

IV. SETTING BOUNDARIES/EFFECTIVE COMMUNICATION

A critical part of the work that Career Coaches do with clients is to help them determine what is realistic and possible given where clients are and where they hope to be. Coaches must be realistic as well. They must be clear in their explanations and communicate clearly about what they can and cannot do for clients. When Coaches are confused or overwhelmed, a natural occurrence in this work, they should seek assistance and support.

Please see "Your organization's expectations and goals" worksheet

V. TIME MANAGEMENT for Career Coaches

Time pressures affect the way that responsibilities are carried out at work. Understanding workplace expectations and priorities, expressing concerns, and handling workplace issues with professionalism are all part of the job of the Career Coach. Data collection is one expectation, and understanding the value of the data for the client, the Coach, and the program makes the task more manageable. Efficient recordkeeping systems create better workflow and communication, and contribute to desired program outcomes.

Please see “Career Coach Time Management Evaluation” worksheet and hints on managing time effectively.