

TRUE NORTH

In today's workplace climate, career advisory has gone beyond the simple act of placing clients into a job. 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 professional, you are tasked with the all-important role of helping one find meaning and fulfilment in their job. You are instrumental in their search for a purpose-driven life; for their TRUE NORTH.



NEW Programme Launch

CAREER SUPERVISION PROGRAMME (CSP)

Calling all Clinical Career Supervisors!

WSG is happy to share the launch of the CSP. Designed to provide learners with better understanding of the complexity of the role of clinical career supervisor.

Gain greater insights on how to apply supervisory strategies, supervision models, evaluation processes and demonstrate and feedback models, which provide frameworks to guide you in your supervisory journey.

Upcoming intake: 1 - 3 Feb 2021

(Application closes: 18 Jan 2021)

Register or
find out more:
go.gov.sg/wsg-csp



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IN THE PIPELINE

Career Advisory Programme (CAP)

Feb intake: 17 – 19 Feb 2021

(Application closes: 17 Jan 2021)

Mar intake: 1 – 3 Mar 2021

(Application closes: 1 Feb 2021)

Career Supervision Programme (CSP)

Feb intake: 1 - 3 Feb 2021

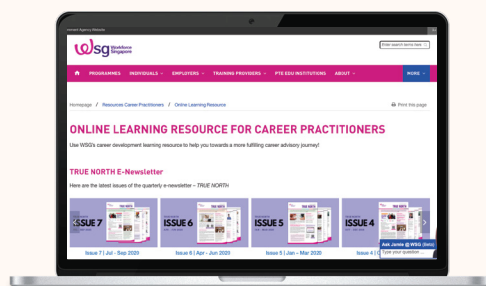
(Application closes: 18 Jan 2021)

Career Facilitation Programme Assessment-only Pathway (CFP AOP)

Feb intake

(Application closes: 18 Jan 2021)

LOVING OUR NEWSLETTER?



FROM THE CASE CHEST

With over 30 years of experience in sales and account management, 60-year-old Matthew (not his real name) resigned due to conflicts with his reporting manager and started his job search. Despite his efforts, he continued to face challenges in securing a full-time job and decided to reach out to WSG for employment assistance.

Matthew expressed his desire to move into service fulfilment, business development or account management roles in a technology-based organization but was unsure how to achieve this. His approach thus far had been to cast his net wide by sending the same resume to multiple roles. He believed that his years of experience and notable achievements would make him an ideal candidate and was convinced that the lack of response from employers was due to age discrimination.

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



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Evelyn, his WSG Career Coach, worked out interventions targeted at his knowledge, job search skills, and mindset. Matthew was first educated on market trends like Industry 4.0 and Artificial Intelligence (AI). Evelyn also adopted Carol Dweck's Growth Mindset to positively influence Matthew, leading to his openness to attending workshops and courses to acquire the necessary skills and knowledge. Matthew then learnt the importance and strategies of targeted job search, including customizing his resume. Lastly, Krumboltz's Happenstance Learning Theory was applied to guide Matthew on reframing obstacles into opportunities.

Progress was slow at first, but Matthew eventually shifted his strategies to conscientiously customize his resume to fit job descriptions and to expand his online presence by building up a comprehensive LinkedIn profile. Matthew eventually secured the position of Strategic Business Partner at a technology firm.



Contributed by Evelyn Tay
Senior Career Coach
WSG's Careers Connect

CAREER COUNSELLING FOR LONGEVITY: SELF-CARE AND BURNOUT PREVENTION STRATEGIES FOR COUNSELLOR RESILIENCE

Balancing self-care and other-care is often a struggle for career counsellors and others in the helping professions. The process of caring is made up of a constant series of empathic attachments, active involvements, and felt separations. The ability to continually engage in "the caring cycle" is important for success. However, the constant need to re-create the cycle of caring can lead to counsellor depletion and burnout.



OCCUPATIONAL HAZARDS FROM CAREER COUNSELLING

The first part of addressing the one-sided paradigm includes recognising the hazards of practice that contribute to career burnout. This is especially so for career counsellors who are members of the high touch community of professionals. Some potential hazards include:

- Hazard 1: Difficult to always provide quick solution or have quick impact on the situation.
- Hazard 2: Not all clients have the basic resources for success, and many will continually struggle with basic tasks.
- Hazard 3: High chance of readiness gap between career counsellors and their clients.
- Hazard 4: Career counsellors' inability to say no.
- Hazard 5: Constant empathy, interpersonal sensitivity, and one-way caring.
- Hazard 6: Difficult for both the career counsellors and clients to measure success (i.e. what was learned, achieved, or changed).
- Hazard 7: Challenge in accepting normative failures as a component of the work

It is clear looking at this partial list of hazards that although the intrinsic rewards often felt by helping professionals can be deeply meaningful and satisfying, the work is challenging and often difficult for reason beyond the counsellors' control. Burnout is also a destructive reality as it ends active engagement in The Caring Cycle by the practitioner, and lack of engagement in high touch works means the end of competent practice in career counselling or other related work. Fortunately, there are ways for counsellors to protect themselves.

SUSTAINING THE PERSONAL AND PROFESSIONAL SELF

Counsellors may feel despair when their clients do not reciprocate with the same level of commitments in their journey for career development. Here are six ways for career counsellors to fuel their professional and personal vitality:

1. Maximising experiences of success in four aspects of professional functioning – client change; recognition by supervisors, work peers, and others; expert knowledge content; and relationship processes
2. Creating and sustaining an active development method to continually learn from practice and from the bigger world of ideas and theories
3. Develop a more balanced interpersonal relationship and increase professional self-understanding
4. Creating a professional greenhouse at work by creating a work environment ideal for growth.
5. Minimising ambiguous professional loss by having as many concrete closure as possible.
6. Balancing four dimensions of personal wellness – physical, spiritual, emotional, and social - throughout one's career

THE LONG, TEXTURED PATH FROM NOVICE TO EXPERT: A DEVELOPMENT INTEGRATION

Understand the reality of the long journey from novice to expert can help lessen the feelings of insecurity and incompetence. For practitioners to have work that is real, sustaining, and vital, they must continually attach and separate successfully with their clients; experience normative failures, emotional struggles; and yet continually invest positively in others while balancing self-care.

FOOD FOR THOUGHT

Do you, as a career practitioner, consciously know or identify that you are experiencing a burnout? What is your self-care and burnout prevention strategy?

FURTHER READINGS



Career counseling for longevity: Self-care and burnout prevention strategies for counselor resilience



When it All Hits the Fan: Helping Counselors Build Resilience and Avoid Burnout



The Resilient Practitioner: Burnout and Compassion Fatigue Prevention and Self-Care Strategies for the Helping Professions

A LOOK BACK @ 2020

Together with the associations, *Career Development Association of Singapore (CDAS)* and *People & Career Development Association (PCDA)*, WSG has brought a total of 13 webinars and masterclasses to the career development community in 2020:

1. Group Career Counselling - **Dr Richard Pyle**
2. Career Development Techniques for Career Practitioners Working with Person with Disability (PWD) - **Prof Tina Anctil and Aaron Leson**
3. Action-Oriented Hope Model of Career Development - **Dr Spencer Niles**
4. GLOW in the time of uncertainty - **Stephen Yee**
5. Schlossberg's Career Transition Theory With a Twist: Turning Transition Into Triumph - **Dr Susan Barclay**
6. SGUnited Webinar Series: How to get hired when no one is hiring? - **Han Kok Kwang**
7. SGUnited Webinar Series: Improving 1% a Day to Live Better - **Beena Raj**
8. SGUnited Webinar Series: Pivot to your next career - **Leo Tan**
9. SGUnited Webinar Series: Mindset of a Leader - **Isaac Ong**
10. SGUnited Webinar Series: Emotional Intelligence and the Leader - **Isaac Ong**
11. 4S's Meet Reality: Guiding Our Clients Through Career Transition - **Dr Constance J. Pritchard**
12. Certificate in Hope-Action Theory Master Class (CHAT) - **Dr Norm Amundson, Dr Spencer Niles and Andrea Fruhling**
13. Resume Development as a Career Coaching Tool - **Marie Zimenoff**

The webinars and masterclasses by both local and international speakers and trainers saw the participation of almost 480 career practitioners from both the private and public sectors.

Look out for more Continuing Professional Development events in 2021.
Be sure to join our mailing list to be notified: go.gov.sg/cdf-mailing-list



Presenting Our Growing List of Credential Holders!

Certified Career Practitioners

Adeline Lim Meow Kuan	Kate Choo Huey Xuan	Patsy Koh Bee Lian
Aishah Binte Akil	Kathy Koh Lee Keow	Phillip Tan Hwee Tiong
Alice Ku Pei Aik	Kee May Lee	Phoa Ang Hiok
Aliz Aavaangeliztaa Aairaliw Ang	Khng Weijie	Poh Cheng Boon
Aw Yong Ping Eng David	Koh Boon Yi, Jovian Lin Peili	Quek Kiat Hian
Badariah Bte Amil	Kong Yun Bing, Amanda	Rosemaniah Binte Jamalludin
Benjamin Png Heng Ju	Kua Yen Peng	Samuel Liang Joo Keow
Bettina Heng Lian Keow	Lee Chee Weng Edward	Sharon Xie Jia Hui
Bong Siew Yin	Lee Lai Kean	Sio Wee Syn
Chan Boon Siong Dennis	Lee Pei Ru Wendy	Soon Min Hian
Chan Chee Hoe	Leong Chee Hung	Tan Buck Siang Allen
Chee Peng Peng	Liew Dewen Asher	Tan Hwee Suan
Cheng Gim Tin, Doris	Lim Chooi Hong Joleen	Tan Kiat Piang Joyce
Cheng Hing Nan	Lim Jit Boon Melisa	Tan Sok Ngee Beatrice
Chew Keng Tiew, Timothy	Lim Kim Hwee Alfred	Tan Teck Keong Patrick
Chiang Yuet Lin	Lim Pau-Hui, Jacklyn	Tan Thiam Huat Simon
Chin Chee Lin, Irene	Lin Peili	Tang Wai Leng
Christie Dao	Linus Leen	Tay Geok Lian
Chua Soik Jun Geraldine	Loo Leong Hwee Lisa	Tay Liu Kian Sharon
Clement Ong	Low Kok Soon Jason	Teh Siew Fui
Ernest Lim Kwoon Yong	Low Peck Hoon	Teng Soo Ling
Evani Venkata Anantha Lakshmi	Loy Boon Pheng	Teng Swee Hoe
Fauzyah Johari	Loy Shing Ching	Teo Hsia Poh
Fong Kok Wah	Lum Lai Mung	Teo Thim Toh
Foo Lai Kuan, Minna	Marlina Bte Abdullah@Baljeet	Teoh Fan Yun
Foo May Ling	Kaur	Tuen Run Qing
Franky Hong	Maureen Chow Soh Marn	Viya Chen Wei Ya
Gan Peck Lian, Christine	Mitchell Sia Chiao-Min	Wang Pheok Hoon
Gerard Chee Su Choong	Moi Seng Kwong	Wang Shanhui, Adora
Grace Tay	Muhammed Faizal Bin Abdul Kadir	Wang XiuShen
Haseena Binte Mohd Sham	Muhammad Zulhelmi Bin Juma'at	Yap Soon Chye
Heng Yit Han David	Ng Ee Leng Elaine	Yeo Chay Ngee, Yvette
Indira d/o Ramasundran	Ng Kok Chuan	Yeo Kia Li
James Tan Kim Leng	Ng Siu Yok	Yeo Sang Leng Dorothea
Jan Cheang Sook Cheng	Ng Sok Hua	Yogeswary D/O Nithiah Nandan
Jay Shree D/O Mohan Puhmal	Noormala Bte Atan	
Shivnani	Nooralizah Binte Aziz	
Jerlyn Poh Yoke Hui	Nurajibah Binte Mohamad Ali	
Jitendra Nagpal	Ong Lai Hock Tony	
Juwita Bte Mohamad Yahaya	Patricia Goh Soon Jong	

Certified Career Advisors

Abdul Rahim Bin Naina Mohd	Masilamani Jagannathan Suresh
Cassandra Cheng Mei Chuen	Maurice Ng Hock Seong
Chan Peng Hoong	Ng Teng Geok (Huang Tingyu)
Chee Kok Meng, Joseph	Sanisah Binte Asri
Dorothy Tan Hui Sim	Sarada Harichand Bulchand
Ee-Leen Chong	Sia Mei Ling
Han Huay Huay Alisa	Sim Mui Huang
Jeny Nazareth	Soh Chai Hoon
Jitendra Nagpal	Sum Chi Wah (Paul)
Ku Nooridayu Binte Ku Azame	Tan Guo Qiang
Kwek Lay Hoon, Esther	Tan Wei Lin
Leong Sing Meng	Teo Pek Quen
Lim Fang Chien	Thanalachmy Karunanithy
Lim Luck Louis	Yong Siao Fern
Lim Yin Jee Faith	
Low Boon Huat	
Masilamani Jagannathan Suresh	

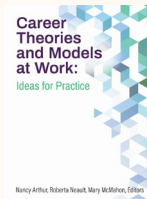
W Career Development Framework | Certified Career Advisor

Find out more:
bit.ly/cdf_credential



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3 Useful Books on Career Theories



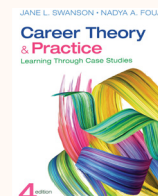
Career Theories and Models at Work: Ideas for Practice
Author: Nancy Arthur, Roberta Neault & Mary McMahon

Drawing from a truly global list of authors, this book provides insights into the evolution and diversity of the field; and provides practitioners with a tangible resource they can use to develop theory-informed interventions. Each chapter includes a Case Vignette that illustrates how a theory or model can be applied in practice.



The Career Coaching Handbook
Author: Julia Yates

Combining the latest research into careers with the most up to date coaching approaches, the author shows how to effectively apply coaching techniques to the world of career support. Demonstrating how coaching research explains practice and how practice benefits from research.



Career Theory & Practice. Learning Through Case Studies
Author: Jane L. Swanson & Nadya A. Fouad

This book illustrates the process, theories, and application of career development counselling through a series of rich case studies to highlight the similarities and differences between the featured theories, as well as to illustrate proper technique and application.

EXCLUSIVE ACCESS TO ONLINE-RESOURCES FOR CREDENTIAL HOLDER

A big part of WSG's work revolves around efforts to professionalise and raise the capabilities of the career professionals community in Singapore.

Credential holders get exclusive access to a specially curated selection of online professional development resources including almost 40 e-book and e-journal titles, for your learning and development needs. Become a credential holder today to enjoy these benefits!



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