

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**.*

Our Training Programmes Are Now Virtual



In line with the Whole-of-Government's digital transformation efforts, we have converted all our training programmes, namely the Career Advisory Programme (CAP) and Career Facilitation Programme (CFP), onto a virtual platform. This move also comes timely, in light of the current COVID-19 situation.

Check it out here:
bit.ly/wsg_cap



SCAN HERE

Check it out here:
bit.ly/wsg_cfp



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FROM THE CASE CHEST

With over 20 years of experience in the finance sector, Carol (not her real name) left her role as the Head of Marketing and sought help from Workforce Singapore (WSG) to explore her career options, including those which could leverage on her skillsets to contribute to clients in a less commercial environment.

During the course of the coaching, it was evident that she was confident and expressed herself well. She had not started her job search and appeared to lack information about the environment outside of the finance industry, in terms of the job requirements and pay scale.

Given the lack of clarity about her future career plans, Carol's WSG career coach, Jenny applied the five stages of Donald Super's Career Development Theory through the Career Catalyst programme to help Carol better understand her interests and options.

Carol started off with the VIP24 online assessment and applied Holland's Theory of Career Choice (RIASEC) to analyse the results. She also completed the Myers & Briggs Type Indicator (MBTI) personality test. Both results indicated that Carol's strength lay in helping others, and that she was most suitable for interpersonal roles.

IN THE PIPELINE

Career Advisory Programme (CAP)

Aug intake: 19 – 21 Aug & 25 – 27 Aug 2020
(Application closes: 15 Jul & 21 Jul 2020)

Sep intake: 15 – 17 Sep 2020
(Application closes: 11 Aug 2020)

Oct intake: 5 – 7 Oct & 26 – 28 Oct 2020
(Application closes: 21 Aug & 21 Sep 2020)

Career Facilitation Programme (CFP)

Aug intake: 25 Aug – 6 Nov 2020
(Application closes: 21 Jul 2020)

Sep intake: 16 Sep – 27 Nov 2020
(Application closes: 12 Aug 2020)

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 too can adopt in the course of their practice. Your story will also go a long way in encouraging the career professionals community in their journey of providing career advisory to their clients.

If you are a career professional and wish to share your story, please visit our website for details on how you can contribute:
bit.ly/case_study_contribution

We look forward to your valued contributions!

The results were taken further when Carol was introduced to Bandura's Social Cognitive Theory, which allowed her to better interpret how her beliefs could impact her actions and bring her success. In addition, she was also advised to research on other finance-related roles, allowing her to leverage on her pre-existing network of clients.

With greater clarity on her VIPS (Career Values, Interests, Personality and Skills), Carol decided that she would do best staying in the financial industry. Armed with valuable tips obtained from attending various Career Energiser workshops, she became empowered and took charge of her job search by building up her own personal brand and networking with her industry contacts, something that was out of her comfort zone as she had always been head-hunted or referred by her ex-bosses. Throughout her journey, she was supported by Jenny who also worked with her WSG colleagues to help increase Carol's exposure and job referrals.

Within 4 months, Carol was offered, and has accepted a role as Director in the finance industry.

Contributed by Jenny J Chiang
Career Coach
WSG's Careers Connect



THE COVID-19 CRISIS AS A CAREER SHOCK: IMPLICATIONS FOR CAREERS AND VOCATIONAL BEHAVIOUR

A career shock is "a disruptive and extraordinary event that is, at least to some degree, caused by factors outside the focal individual's control and that triggers a deliberate thought process concerning one's career" (Akkermans, Seibert, & Mol, 2018, p. 4).

The authors argue that COVID-19 - for many people across the world - can be considered a major career shock which has short- and long-term impact on individual work, career experiences, opportunities and trajectories. For example, healthcare and other frontline workers are working around the clock to provide relevant and dedicated support services, whereas other workers have been forced to work from home, requiring adaptation to online and virtual work arrangements. Others are facing immediate or imminent job loss as organisations cut back on service provisions and customer demand decreases. Small business owners are struggling to keep up with overhead costs. There may also be significant increases in underemployment and reduced wages, which will result in an increase in the number of "working poor".

Career shocks: Lessons to learn from the potential impact of COVID-19 on careers

The authors offer 3 key lessons and insights to help career practitioners understand these consequences on people's work and careers, and to guide further research in this area.



Lesson 1:

The implications of career shock are directly impacted by the interplay between contextual and individual factors

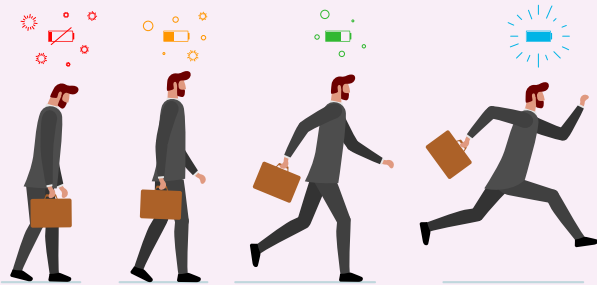
First, the authors argue that the impact of COVID-19 will reflect the dynamic interplay between contextual and individual factors. The interaction between the two determines the outcomes of a career shock - whether positive or negative - for an individual. Research shows that certain psychological resources - such as career competencies and resilience - could make a career shock more manageable. Hence, although a career shock is typically difficult to predict and prevent, the individual component of dealing with career shocks is often quite malleable, meaning that there is a lot an individual can do in terms of preparing for and effectively dealing with career shocks.



Lesson 2:

A career shock can have a different impact in the short-term vs. the long-term and for different career stages

Second, the implications of the pandemic career shock may differ for people across career and life stages. For example, a study in academic career success show that the experience of not getting tenure negatively related to career satisfaction for early- and late-career academics, but not for those in mid-career. In addition, the implications of career shocks may also differ across short-term and long-term horizons. For example, a positive career shock (receiving a quick raise or promotion) may positively relate to an employee's immediate intentions to pursue further education but negatively related to that employee's likelihood of enrolling into further education 16 months later.



Lesson 3:

Negative career shocks can incur positive career outcomes

Finally, they argue that even though the pandemic has many negative short-term consequences for work and careers, further into the future, it may allow for more positive outcomes and consequences for some people. Unanticipated job loss, for instance, might initially be viewed negatively, over time it may give rise to opportunities for career exploration and change.

For example, for some young entrepreneurs, being forced to leave a corporate career might have initially been a negative experience but eventually, it was that departure that led them into becoming a successful entrepreneur. Companies that might have been reluctant to allow employees to work from home are now discovering the added advantages including the adoption of new forms of technology to cater to a more flexible work arrangements.

These key insights can help career practitioners support their clients in dealing with the shock arising from the COVID-19 pandemic.

FOOD FOR THOUGHT

How can career practitioners in Singapore help clients experiencing a negative career shock during this pandemic, shift their mindset to view this as an opportunity for career exploration and change?

SOURCE: Akkermans, J., Richardson, J. and Kraimer, M., 2020. The Covid-19 crisis as a career shock: Implications for careers and vocational behavior. *Journal of Vocational Behavior*, 119.

FURTHER READINGS



The Covid-19 crisis as a career shock: Implications for careers and vocational behavior



The Job Demands-Resources (JD-R) Model



Conservation of Resources in the Organizational Context: The Reality of Resources and Their Consequences

3 CAREER INSPIRING MOVIES FOR YOUR WATCHLIST



Larry Crowne

A well-respected team leader at a big-box company finds himself facing unemployment as a result of corporate downsizing. Larry Crowne (Tom Hanks) enrolls in a local college in an effort to increase employability. He unexpectedly becomes part of a diverse community of students and develops a crush on his teacher (Julia Roberts).

Career Lesson: Don't be afraid to take a step back when things don't go your way.



The Intern

Ben Whittaker (Robert De Niro), a 70-year-old retired widower looking to get back into employment found the opportunity to become a senior intern at an online fashion site. With his wisdom and sense of humour, Ben eventually becomes popular amongst his younger co-workers and develops a special bond and friendship with Jules Ostin (Anne Hathaway), the boss and founder of the company.

Career Lesson: Having a growth mindset helps increase your learning agility which translates into work agility.



Up in the Air

The movie centres around a corporate 'downsizer' Ryan (George Clooney) who makes a living by travelling to workplaces across the United States, firing people on behalf of employers. His routine is interrupted by the arrival of a new hire, Natalie (Anna Kendrick), who promotes cutting costs by conducting layoffs via video conferencing. Determined to prove that Natalie's concept does not fit the realities of their profession, Ryan took her

on one of the cross country firing expeditions that proves to be a life lesson for Natalie after one of her virtual firing goes wrong.

Career Lesson: In an increasingly digitalised environment, it is sometimes easy to forget the importance of face-to-face communications. Career coaching requires a career practitioner to pay attention to the emotions of their clients and hence having access to both verbal and visual cues are important. In addition, the movie can help career practitioners develop empathy for people who have recently experienced the career shock of being fired from their jobs.

JOIN US



Are You...

- ✓ Tertiary qualified with at least 5 years of demonstrated experience in at least one industry domain?
- ✓ Trained and experienced in career development facilitation, social work, psychology and/ or counselling?
- ✓ Empathetic, resourceful, proactive, enterprising, professional and persuasive?
- ✓ Committed towards helping Singaporeans on their career journey and raising their employability level for job placement.

To apply or find out more:
bit.ly/CAcontract



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SHARE YOUR THOUGHTS!

As part of WSG's effort to improve and better contribute to the career development community, we continuously seek feedback to evaluate the effectiveness of the e-newsletter and explore areas of improvement.

We seek your help to share your views by participating in our short survey. Your contribution will be greatly appreciated!

Do the survey here:
go.gov.sg/true-north-survey



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