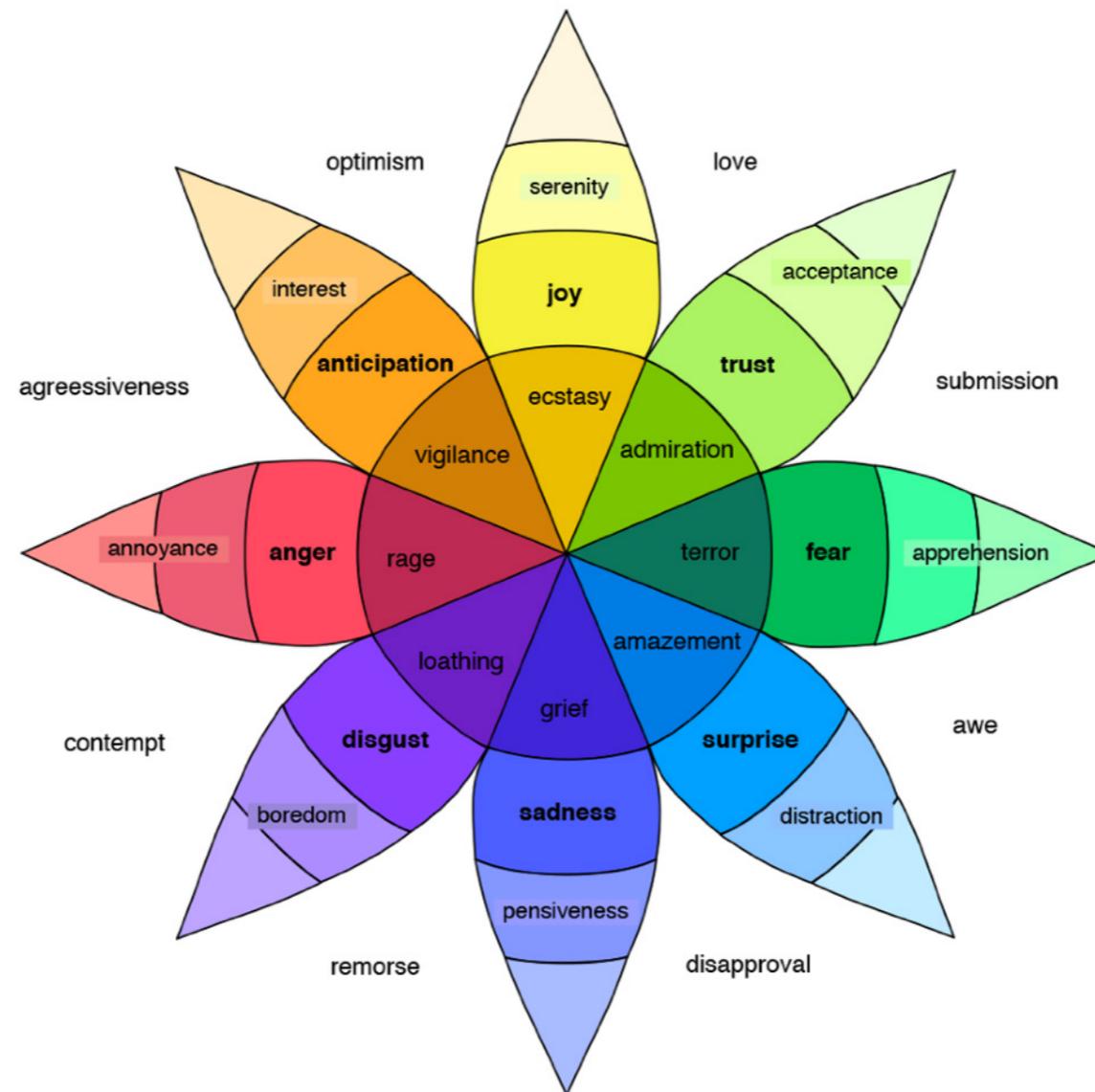


Career Helping:

Working With - and Around - Emotions



Kris Magnusson
NBCDA 2019

Small Group Discussion

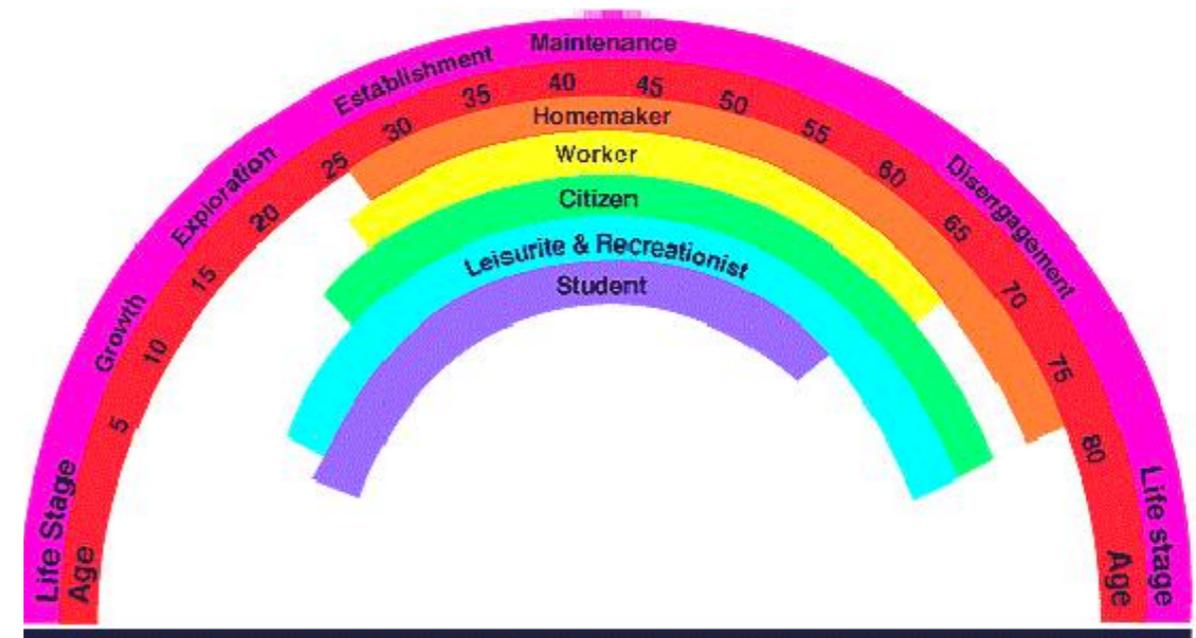


What emotions do you commonly see in the people you work with?

What is your emotional response to the emotions you see in clients?

Career:

The constellation of life-roles an individual plays over his or her lifetime.



The Life - Career Rainbow

Source: Super, D. E. & Minor, F. J., (1987) *Career Development Planning in Organizations*. In B. Bass & P. Drenth (Eds.) *Advances in Organizational Psychology, International Review* (pp. 83-98) Sage Press, Beverly Hills, CA
Reproduced by permission of Sage Publications, Inc.

It is one's "life story".

Why Bother?

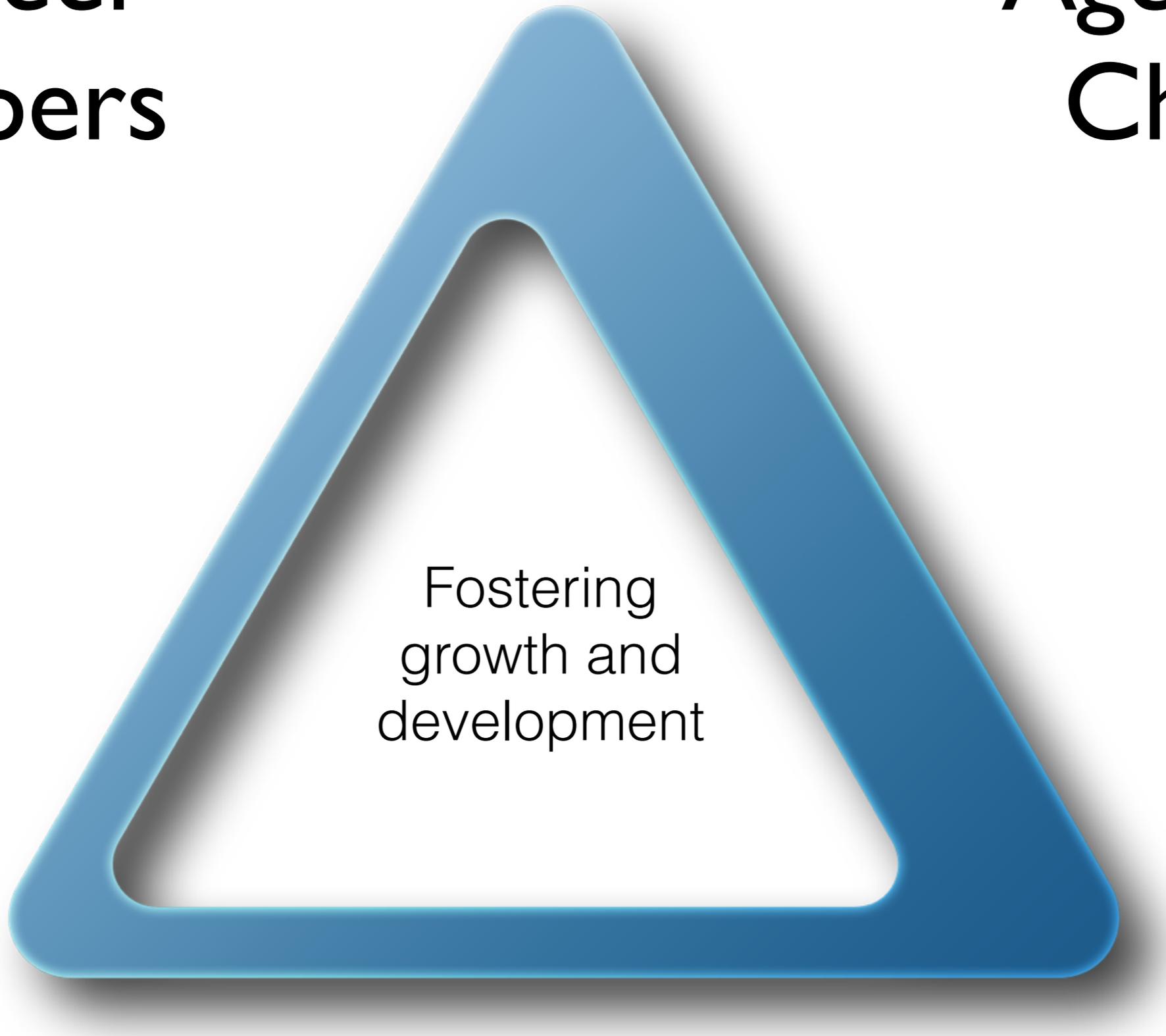
Dive Brief (Pat Conachie, EducationDive. May 31, 2017 (<http://www.educationdive.com/news/addressing-emotional-needs-improves-outcomes/443864/>))



- Successful outcomes for college students can be strengthened by helping those students **feel like they are welcomed** and belong at the institution
- 85% of studies measured a trend between positive GPA scores and **students' feeling of belonging on campus.**
- 75% of studies found that **students who believe** their intelligence can grow through college education saw positive growth on GPA scores.
- If college students have **“personal goals and values” that they feel are linked to achieving an end,** studies indicate that it can have a positive impact on students' final grades in classes, with 83% of studies indicating a positive trend.

Career
Helpers

Agents of
Change



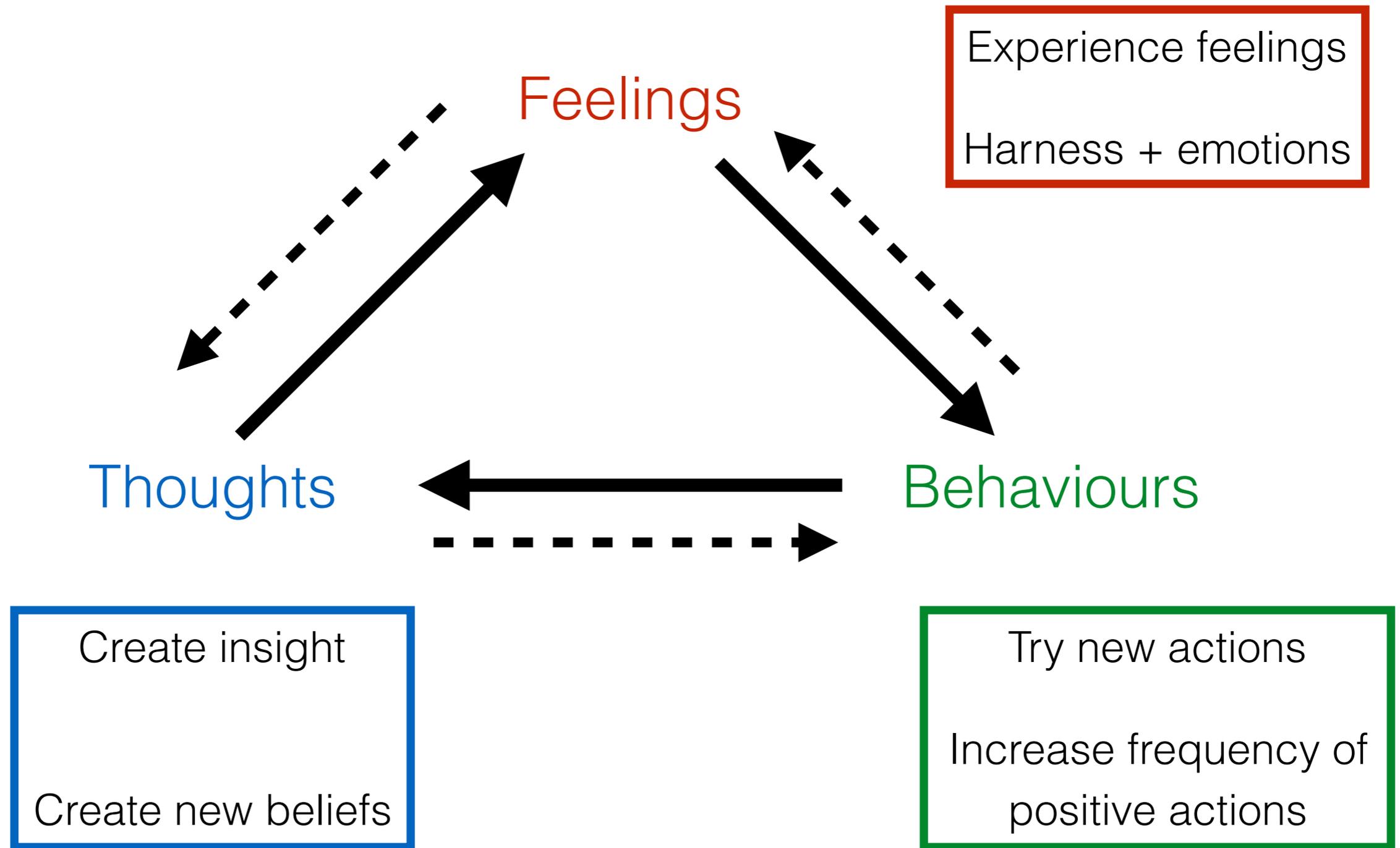
Fostering
growth and
development

Outline



- The Three Domains of Client Change
- The Thinking/Feeling Link: Perception
- The Morale Curve
- The Activation Sequence
- The Helper's Goal: Evocative Empathy

The Three Domains of Client Change





Perception:

How you make sense of things depends
on how you look at things

Visibility \neq
Shared Meaning



Perceptual Problems: 5 Barriers to Change







Problem 1: Data Completion

The instinctual response to complete a pattern even in the absence of complete data.

Problem 2: Paralysis

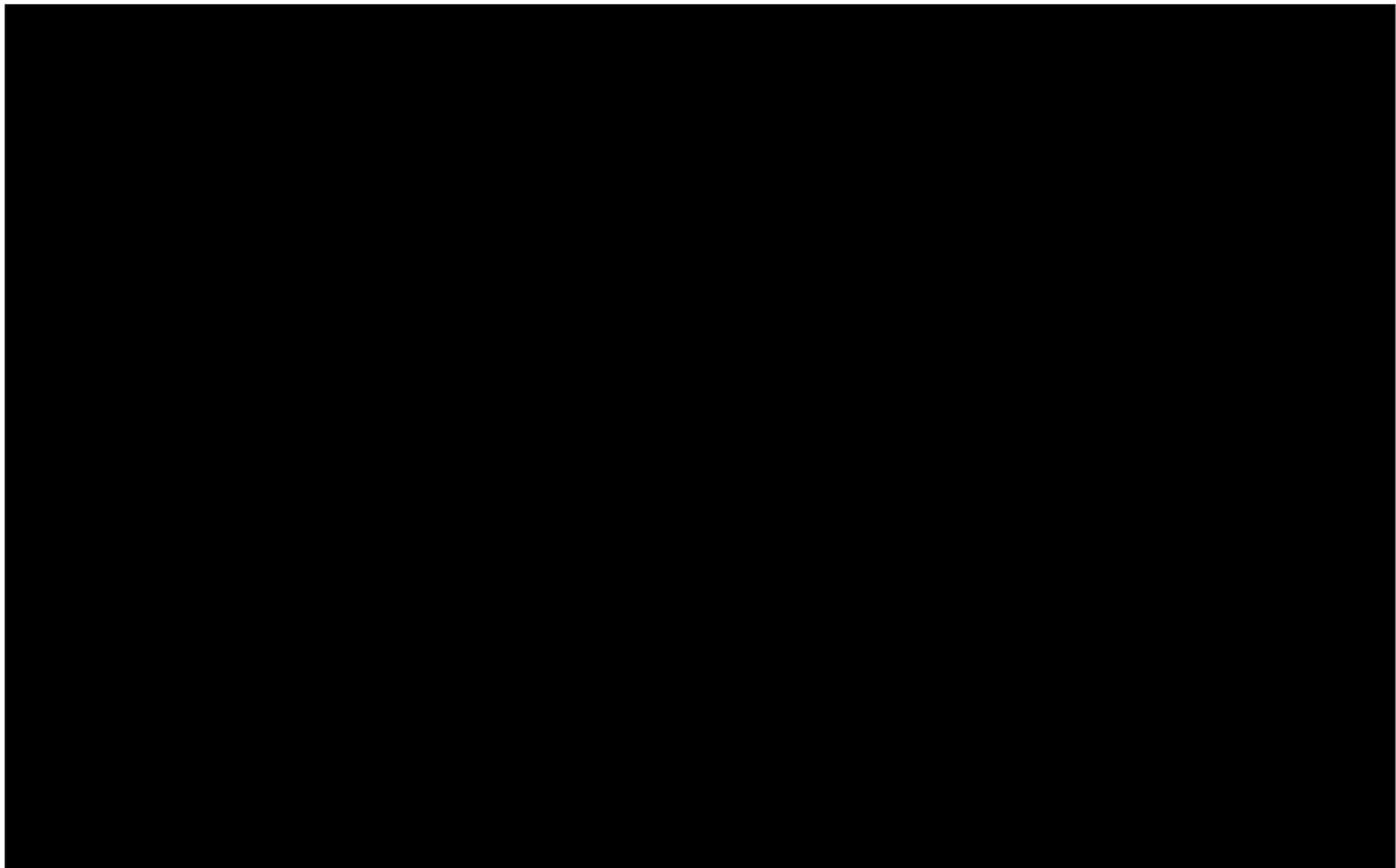
The tendency to cease actions when one is unable to form a clear pattern.

Time for a test ...

1 2 3 4 5

Problem 3: Habituation

The tendency to form a pattern of perception and behaviour that then interferes with subsequent actions or perceptions.



Problem 4: Predictive Coding

The brain has an expectation of what it will see, then compares this template with information from the senses.

The Role of Schema: Efficiency



- We would literally go crazy if we did not organize incoming information into patterns
- We are able to “routinize” core and/or repeating functions



The Problem with Schema: Mistaken Attributions

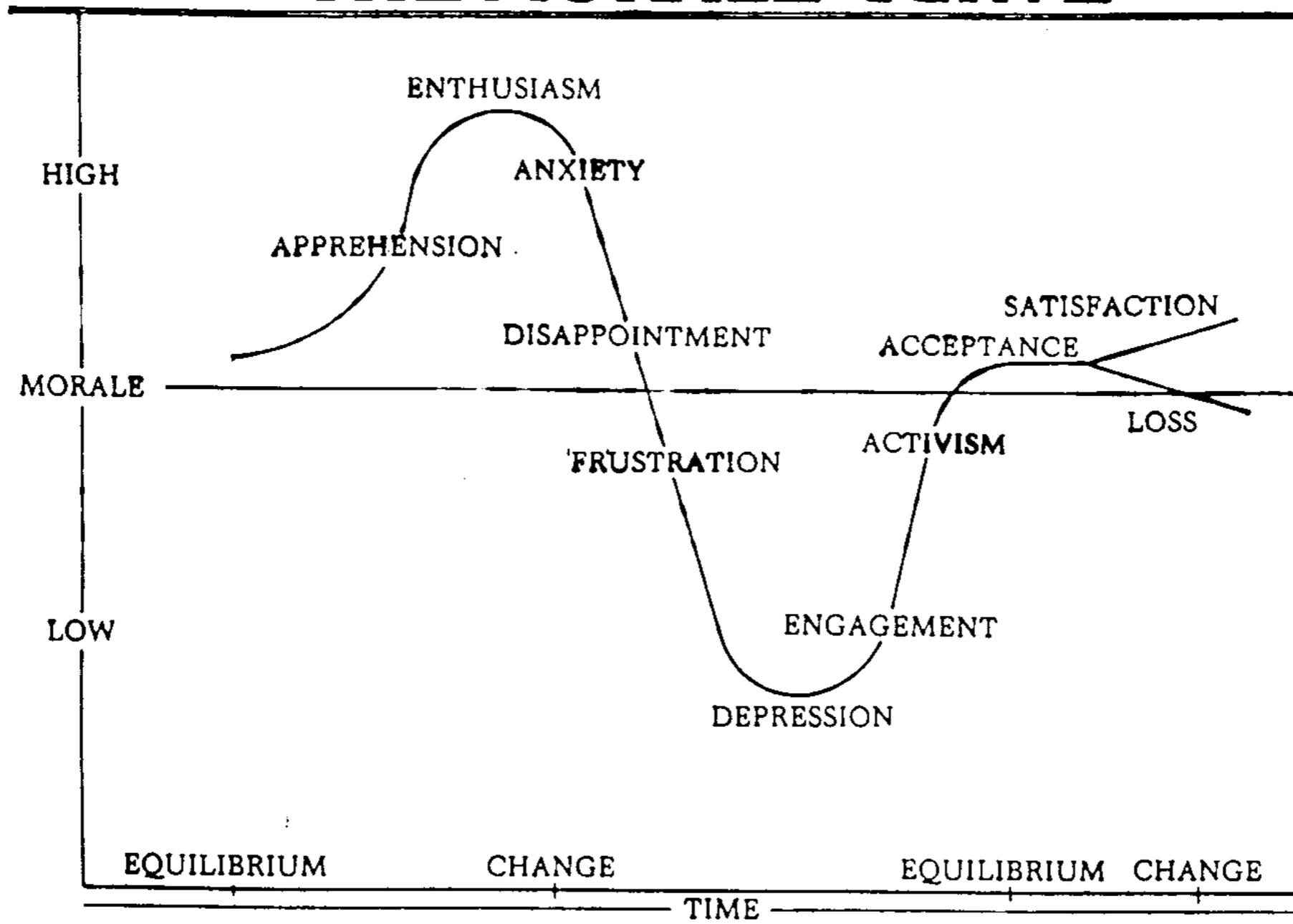
- The more “efficient” we get, the less information we need before making a judgement
- The more deeply rooted our schema, the less likely we are to see alternative patterns or meanings

Problem 5: Emotional Filters

We cannot feel good about an imaginary future when we are busy feeling bad about an actual present.

(Daniel Gilbert, [Stumbling on Happiness](#))

Emotional Filters: THE MORALE CURVE



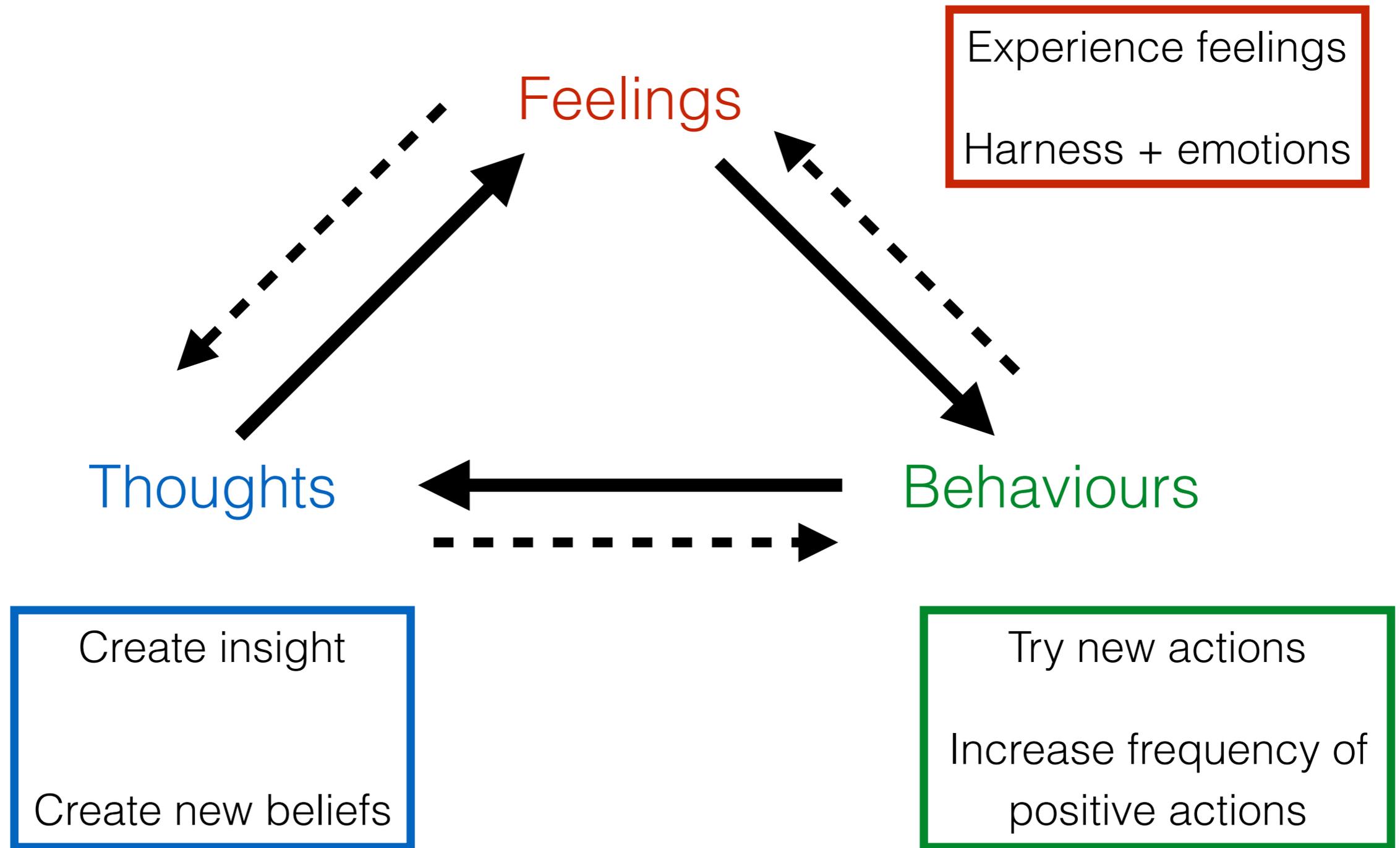
Question: How does the Morale curve resonate with your clients' experiences? With your own?

The Activation Sequence



Emotions filter perceptions,
which alter cognitions,
which impact behaviours,
which create different experiences,
which have emotional consequences,
and the cycle repeats

Creating a Force for Change





Breaking the Chain

Activating new feeling/thinking/doing sequences

Evocative Empathy



Communicated understanding of the other person's intended message.

(David Martin)

Tip #1: Name the Emotion



- Reflect Affect: “I get a sense of frustration when you say that. Is that right?”
 - If you don’t know, ask: “How does that feel?”
- Explore impact of the emotion: “How does your feeling of _____ impact this process for you?”
- Conclusion: “So it would be helpful if you could feel less (or more) _____”.

Tip #2: Acting “as if”

Eliminates the need to “be”
something one is not

Allows one to try behaviours,
and experience different
internal and external
reactions



Tip #3: Strive to enhance the
2 Transformative Emotions

Hope

Confidence

Practice:

Innocent Conversations



- Pair up with someone, preferably that you do not know
- One person act as helper, the other as “client”
- As client, spend a few minutes talking about what you see or plan in the next 5 years of your life (note - no inventions - must be real)
- As helper, focus on the emotional layer in the conversation
 - **Name it** (reflect/ask); **Understand it** (explore); Set an **emotion goal**; Set an **action goal**

Debrief:

- Experience as “client
- Experience as “helper

The 5 P's of Growth- Focused Conversations

Pride

Telling a pride story instantly creates a positive mind set.



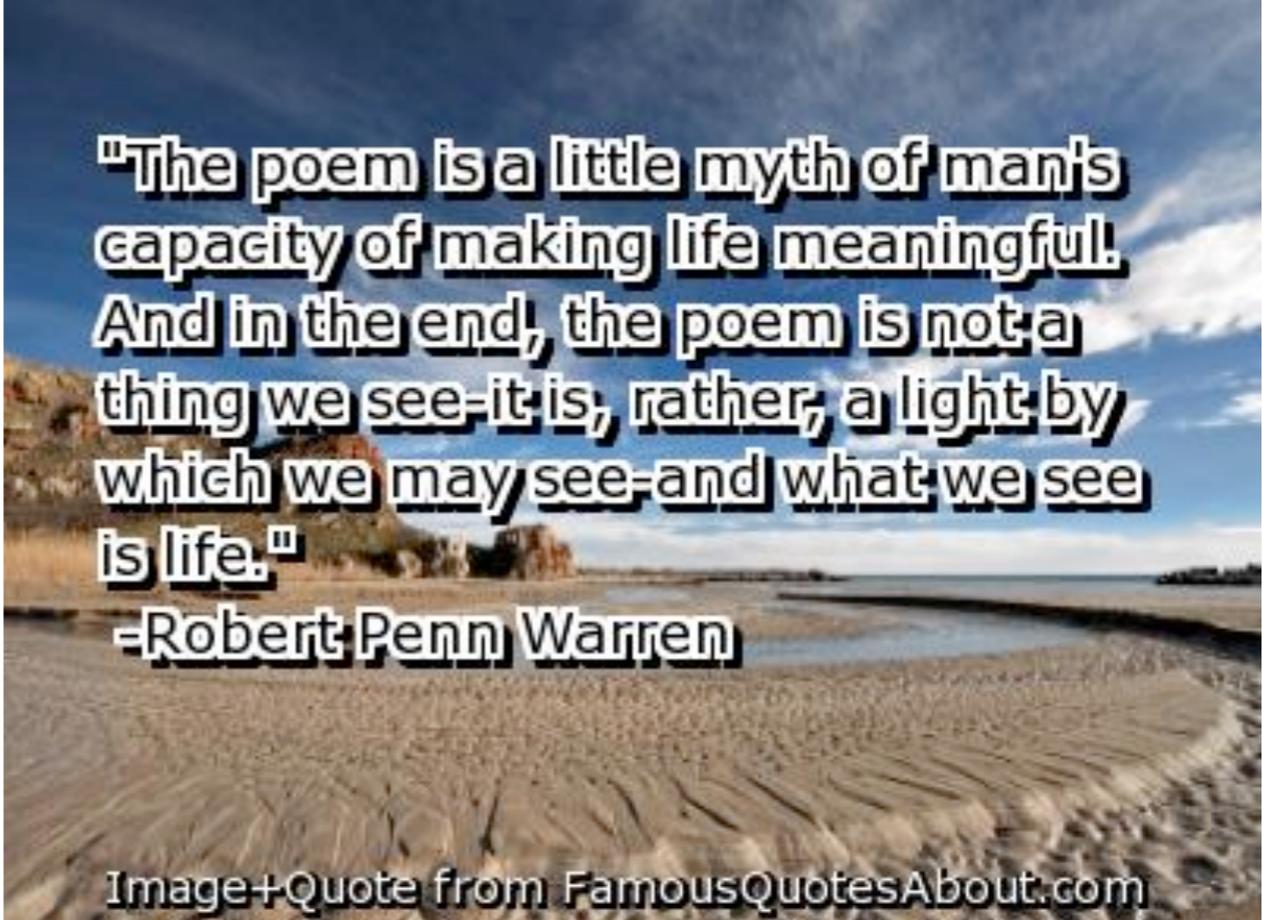
Pride Prompt



Tell me about a recent
 that you were proud
of.

Passion

... is the most important element of energy. It is that which gives us meaning



"The poem is a little myth of man's capacity of making life meaningful. And in the end, the poem is not a thing we see-it is, rather, a light by which we may see-and what we see is life."

-Robert Penn Warren

Image+Quote from FamousQuotesAbout.com

Passion Prompt



Why was that such a meaningful experience for you?

What skills and/or knowledge were associated with that pride experience?

Purpose

- Meets contextual needs
- Leads towards a preferred future
- Best fit, not ideal fit



Purpose Prompts



How might you create a new experience that would fulfil some of the same values and interests for you?

Performance

- Make like Nike: Do it!
- Feedback is essential.
- Small steps better than no steps.



Performance Prompts



What is a next step you can take towards your goal?

Let me know when you are ready to obtain some feedback, and how you would like to set it up.

What sort of feedback would you find most helpful?
How will you obtain that feedback?

How can you use this feedback to [improve] [tweak]
[repeat] what you did?

Poise

Performance with
confidence,
competence and
grace.



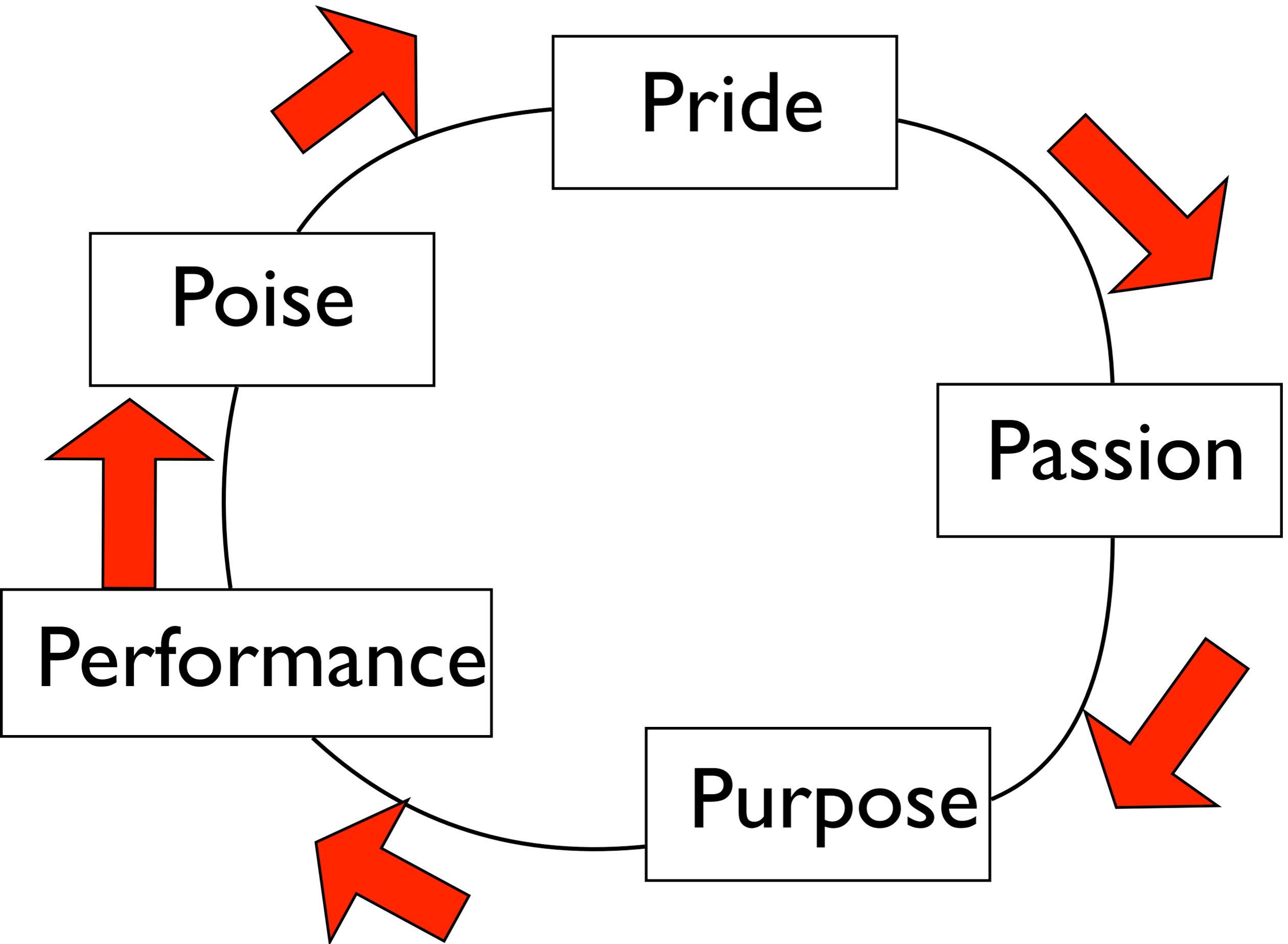
Poise Prompts

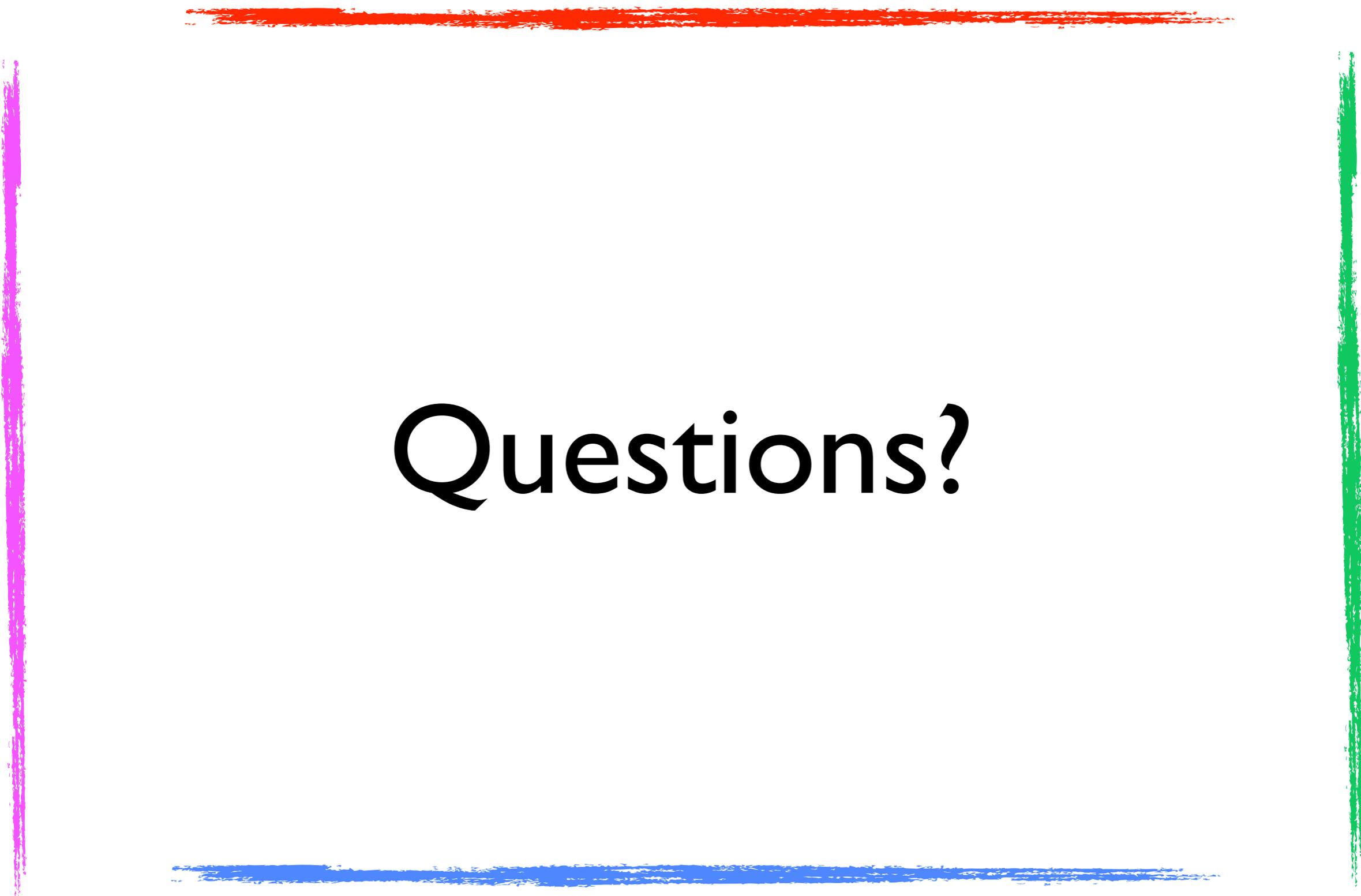


What did you do to create that result?

When you look back on that experience,
how does it make you feel?

Every development or
deepening of poise is a
new pride story.





Questions?

