

Career Direct - Persona Rubric

CRITERIA: Area of Evaluation	Greatly Exceeds Expectations (Excellent) 5 Points	Exceeds Expectations (Good) 4 points	Meets Expectations (Satisfactory) 3 points
A: Introduction			
Interview: asked important and relevant questions; reasonable time spent	X		
Cover page: Confirmed ID; discussion of "self-discovery"	X		
Table of Contents : When to use this report (to encourage future use)	X		
4 Windows page: Explain	X		
Explanation of Scales and Scores, including mid-range, introductory discussion of personality			X
B: Personality			
Personality: Main factor, description, sought client confirmation	X		

Personality: Sub-factors used to explain nuances of main factor; sought client confirmation		X	
Personality: Career Implications (Client ID of the most important ones; any not apply)	X		
Personality: Paragraphs (read paragraphs or had a discussion during the graph review to cover the same ideas); sought client confirmation		X	
Strengths/Non-strengths: clear explanation, markings, summary, "homework"	X		
Money Page Discussion			X
Critical Life Issues: appropriate discussion			X
C: Interests			
Circle graph: good explanations of how the client's interests are distributed; good questions		X	
Explanation of Vocation/Support/LiveStyle interest levels, with examples	X		

Working through Interests appropriately	X		
Appropriate review of Interest Summary Pages (Activity/Occupation/Subject)	X		
Appropriate review of Lowest Interest Groups; red flags noted if applicable	X		
D: Skills			
Skills: appropriate review including any red flags within the Lowest Skills section		X	
E: Values			
Work Environment, Work Outcomes and Life Values Asked for further explanation of how client values them when needed/helpful		X	
WE, WO and LV: Any others needed to be added (top 5?) Any thing low in Values that should be noted/pointed out/asked about?			
F: Interactive Action Plan			
Synthesis Process: Creating the Donut	X		
Synthesis Process: Create a Funnel with client	X		
Next Steps: O*Net navigations			

G: ICF Core Competency Standards			
Cultivates trust & safety for the client	X		
Maintains presence	X		
Listens actively to client	X		
Evokes awareness - ask questions	X		
Facilitates client's growth	X		

Comments

Consultant started with the feedback interview in a very professional manner, introducing herself and explaining the purpose of the interview. Relevant questions were asked throughout the consultation; questions that would prompt to Client to think critically about the assessment results and also herself as Client with specific reference to her future career.

The Consultant confirmed the details of the Client, and very clearly communicated the purpose of the session. She referred the Client to the Cover page and highlighted the very first sentence on the report, i.e. the purpose being self discovery. She also highlighted the fact that this report would offer the opportunity to look at various options, gain more knowledge about herself (i.e. Client) that would eventually assist in making better decisions.

The Consultant proceeded to the Table of Contents and clearly communicated the areas on which they would focus on during the discussion. This was done in a succinct manner.

The 4 Windows page was explained in a very clear manner. Each factor, i.e. Personality, Vocational Interests, Skills and Abilities and Values was briefly explained. She also reflected - albeit briefly - on each of the factors and clearly communicated the need to adopt a holistic look at the 4 factors and reiterated the importance of all 4 factors aligning up with one another in order to 'become a happy' individual; thus, the importance of having a 4/4 fit.

Scales and scores were explained. However, I found it to be a bit scant, leaving me with some uncertainty as to the interpretation of the scales and scores, including the real meaning of mid-range. The introductory part focusing on personality was done well in my view. However, I do think one should spend a little bit more time on an explanation and clarification on the interpretation of the scales and scores so as to avoid any uncertainty on the part of the Client. That could only add value to the report and interpretation of the contents.

The main factors on Personality was explained in sufficient detail. The Consultant would read the Factor and then immediately highlighted the definition of the relevant factor. The Consultant continuously sought confirmation from the Client re. her understanding of the different factors, by asking questions such as:

The Consultant would focus on the script of each factor and would read this verbatim with the Client listening. Although she read the script verbatim, she would continuously also asked for confirmation and solicit some response from the Client by asking questions, such as: "Does this sound like you? Each factor was dealt with in sufficient detail. However, (just my opinion) it could become somewhat overbearing, by reading all the factors definitions and scores verbatim. More impact could be had by maybe highlighting key words in the script whilst not compromising on the core essence of the interpretation of the score in any way.

The Consultant would highlight the section underneath each Personality Factor pair, indicating some examples of possible occupations that would align with the personality factor and subfactors. She would solicit some response from the Client, "forcinc' her to think about possible career options and to have some brief discussion on that. I found this to be quite exciting and a way of engaging with the Client.

Same comment would apply as stated under Personality: Sub-facotrs used to explain nuances of main factor".

The strengths/non-strenghts of each factor were discussed in sufficient detail. As the Consultant would read through the paragraphs underneath each factor, the Consultant would continually seek feedback from the Client. It was also highlighted to the Client that would have strengths and non-strenghts associated with each factor. This was discussed in sufficient detail. The Client was also asked on a number of occasions to think about the contents description of each factor with sub-factors, to think about this and reflect.

I found the "Money Page" discussion somewhat scant. Although some discussion took place on this issue, my opinion is that more value could be derived from this by having a more elaborative discussion.

Although a sensitive matter, some discussion took place with specific reference to the result on "Financial Management". This should be regarded as a personal matter, I think the discussion was good enough.

The Consultant spent sufficient time on the major interest areas with specific reference to the Circle graph on p. 11 of the report. She also explained in sufficient detail the importance of discovering of a person's general interests as a critical step in the career planning process. She also explained the outcome of the assessment in terms of the major interest areas.

The difference between Vocational, Supporting and Lifestyle interests was explained in a very clear manner and I found this to be quite interesting, citing Vocationa interests as an interest(s) that would form a key focus in the Client's work; the Client wanting to spend 40 hours per week doing this kind of activity, Supporting interests as an interest which the Client would like to have as part of work, but not as the main focus of her work; and a Lifestyle interest as something which should form part of work, but not needing to have a direct correlaiton with her work. This was explained in a way that would help the Client to discern between the importance of the three areas of interest.

A sufficient amount of time was spent on a review of interests. The importance of general interests as a critical step in the career planning process was explained thoroughly, i.e. that people tend to excel when they are interested in the work they do and that different people have different interest profiles. It was also highlighted that the more a person can relate to his/her work to areas that are of interest to the person and that would excite such person, the more likely it is that the person would be more successful.

The Consultant conducted an appropriate review of the interest summary pages (i.e. activity, Occupation and Subject). Having listened to the discussion, the general process to be followed during a discussion of the Skills section was very clear; i.e. (1) Provide a general description, (2) View interest levels in terms of as an activity, occupation and subject, (3) Read several of the suggested careers and giving the Client an opportunity to read them, (4) Ask the Client whether it is a vocational interest, supporting interest or a lifestyle interest, (5) record the Client's response and as far as vocational interest, also keep record of responses with particular reference to career possibilities.

An appropriate deeper dive into the major general interest areas was done, with a clear indication and also discussion of the lowest interest group (indicated on p. 12) of the report. What was quite good is the fact that the Consultant continuously - during this process - asked for a response from the Client in this case, seeking confirmation and soliciting response from her. This ensured continued engagement from the Client.

The Consultant spend sufficient time on a proper review of the importance of understanding one's skills for purposes of evaluating and considering potential occupations. She focused the attention of the Client on the criticality of matching one's work to career fields that would utilise one's best skills as that would obviously lead to experiencing personal joy. The importance of working in your natural skills was emphasised. The low-scoring skills (as per the assessment report) was also discussed. It was highlighted that these could be considered as not natural strengths, or that the Client perhaps never had the opportunity to develop them. However, it would be best to not consider occupations that would require a substantial use of the Client's low-scoring skills, unless some development take place in those areas.

The importance of considering one's values and congruency with the work environment and/or occupation/organisations:

The twelve values that relate to a work environment was discussed, from strongest to lowest (i.e. strongest, mid, and lowest). The Client was asked to consider the list of values on p. 26 of the report and to confirm the order thereof as reflected. The Client was also asked to review the order and to confirm the priorities for the 8 outcome values that she expected from her work on p. 27. The same applies to the priorities that related to life purpose as reflected on p. 28.

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The manner in which the Consultant approached the session with the Client clearly demonstrated a high level of rapport with the Client and a climate of trust in which the session could take place.

Throughout the session, the Consultant demonstrated a relevant presence in that she would constantly ask relevant questions, probe for more information, asked the Client whether she had any comments and/or views.

The Consultant asked relevant questions pertaining to the report content and results, linking the assessment results with questions to the Client and would respond in an appropriate manner to comments from the Client. This was done in a manner that would encourage the Client to relax and to become more spontaneous.

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Working through the different sections of the Assessment Report and allowing time for the Client to read through the report herself, to think about the assessment results and to respond to such with comments, and/or to ask questions and to subsequently work through the Interactive action plan, - in my view - would be the appropriate model to facilitate growth of the Client.

sational environment was discussed. It was also stressed that Values is the one aspect that could change the most; the r

Reason being for this, a person's experience(s), circumstances that she might find herself in or encounter and the particu

lar life stage that a person could find himself/herself in.