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Career Development Facilitator
Unit 3, Lesson 1: Helping Skills – Attending
For VA Employees

Course Transcript



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Career Development Facilitator (CDF), Unit 3, Lesson 1: Helping Skills – Attending

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Screen 1 – Title Screen



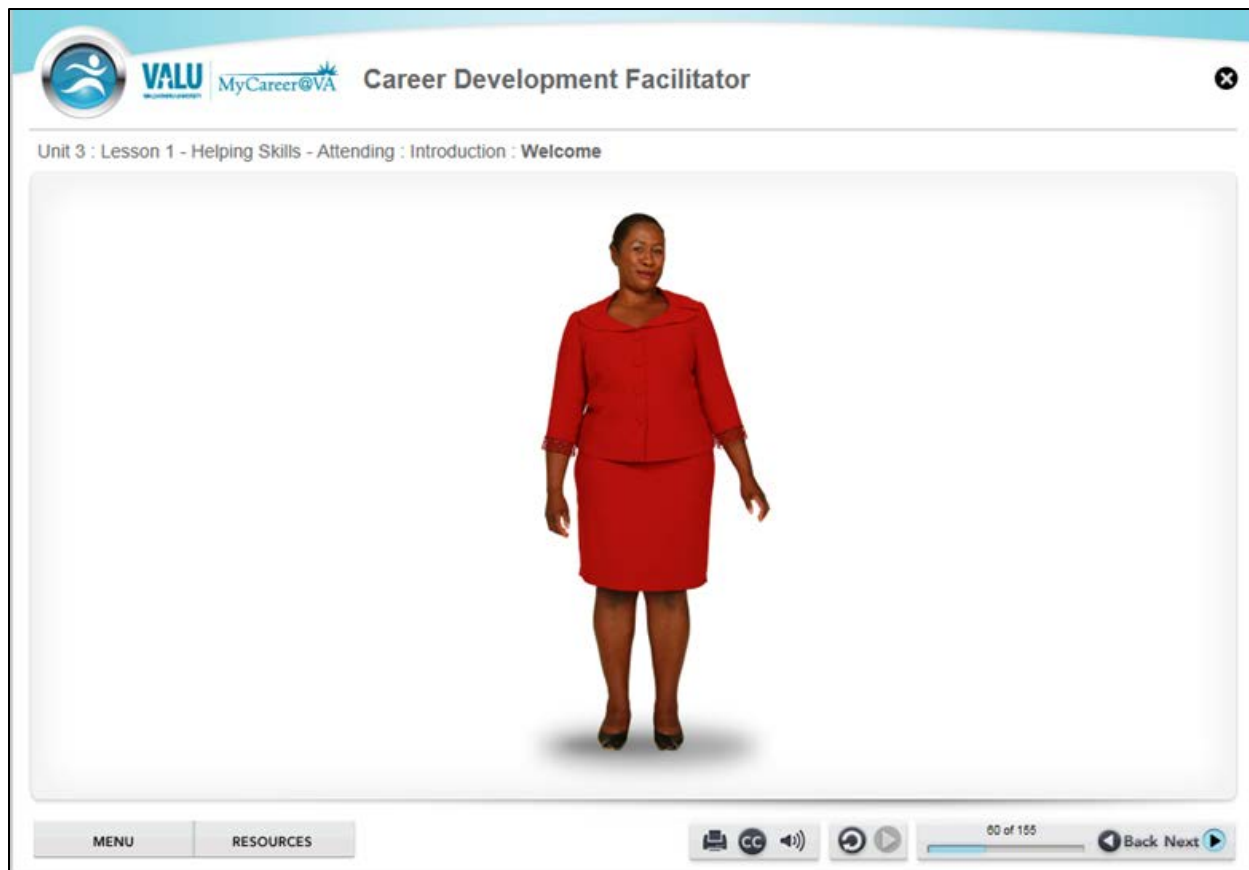
Screen Description	Narration
<p>Centered in the screen is the following text:</p> <p>“Unit 3 Lesson 1 – Helping Skills – Attending</p> <p>This course contains audio. Please turn on your speakers or enable the Closed Captioning (CC) at the bottom of the page. Click Next at the bottom of the page to begin.</p> <p>If you’ve never taken a MyCareer@VA web-based training course, click here to view a brief tutorial before you get started.”</p>	<p>No Narration</p>



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Screen 2 – Welcome



Screen Description	Narration
Centered on the screen is the course mentor smiling.	<p>Welcome to the lesson on attending, one of the most important helping skills you will use in your work as a Career Development Facilitator, or CDF. Attending means listening to someone and making them feel heard and cared for. This lesson will provide you with the knowledge, skills, and tools to demonstrate attending behavior and begin building productive helping relationships with VA employees.</p> <p>Along with the other facilitation skills you build in this unit, this lesson will serve as an important foundation for your work as a CDF.</p> <p>Please select the “Next” button to continue.</p>



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Screen 3 – Lesson Overview & Learning Objectives

Screen Description	Narration
<p>On the left side, the screen displays “Lesson Overview” and on the right side, the screen displays “Learning Objectives” and three bullets.</p> <p>Lesson Overview:</p> <p>“This lesson will discuss how to build an effective helping relationship with VA employees and focuses on the important skill of Attending.”</p> <p>Learning Objectives:</p> <p>“After completing this lesson, you will be</p>	<p>Please take a moment to read the Lesson Overview and Learning Objectives.</p> <p>If you have questions about the content in this lesson, please consult the accompanying resources that are available under the “Resources” button or on the final screen.</p> <p>When you are finished reading, please select the “Next” button to continue.</p>

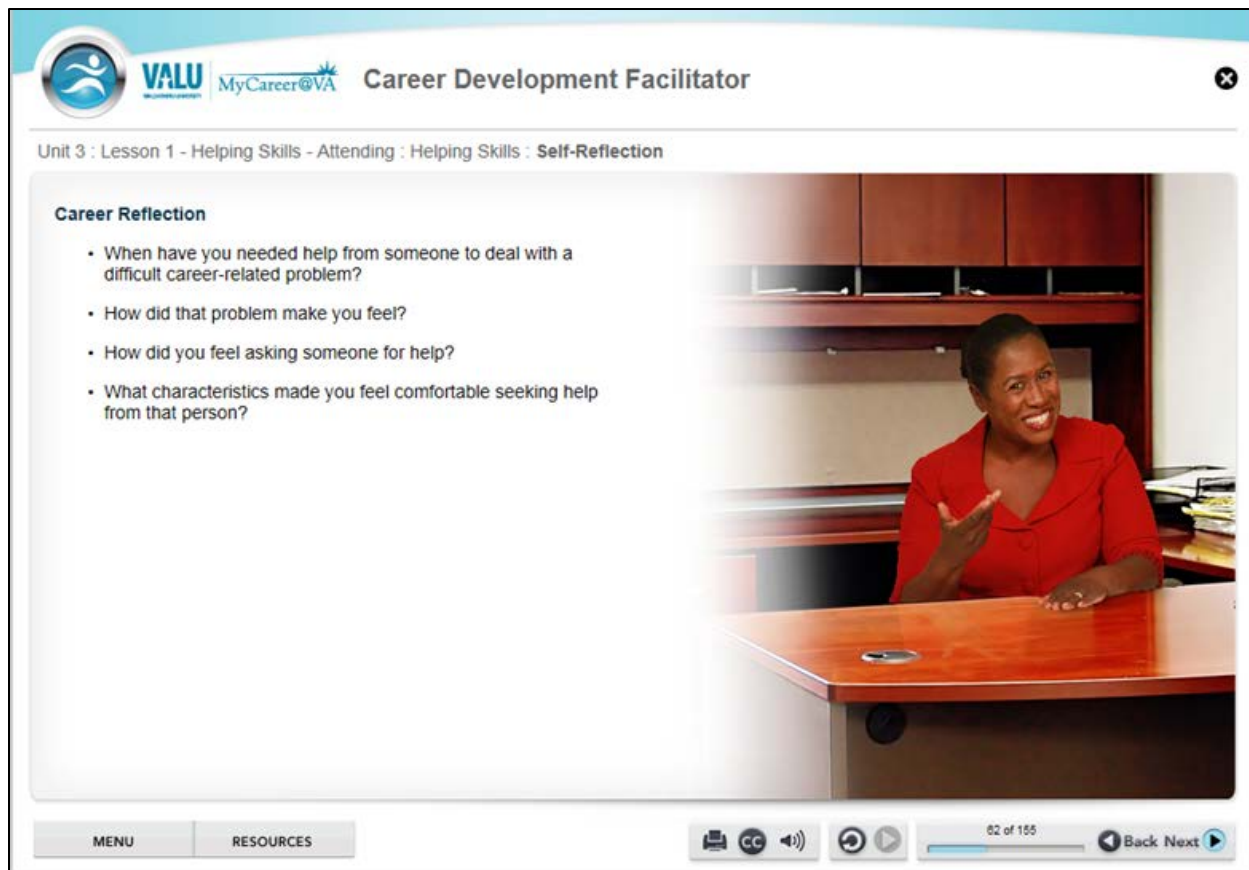


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Screen Description	Narration
able to: <ul style="list-style-type: none">• Define a helping relationship.• Identify the core helping skills.• Define the SOLER method.”	

Screen 4 – Self-Reflection



Career Development Facilitator

Unit 3 : Lesson 1 - Helping Skills - Attending : Helping Skills : **Self-Reflection**

Career Reflection

- When have you needed help from someone to deal with a difficult career-related problem?
- How did that problem make you feel?
- How did you feel asking someone for help?
- What characteristics made you feel comfortable seeking help from that person?

MENU RESOURCES 02 of 155 Back Next

Screen Description	Narration
<p>On the right side, the screen displays the course mentor sitting at her desk. On the left side, the screen displays the following text:</p> <p>“Career Reflection:</p> <ul style="list-style-type: none"> • When have you needed help from someone to deal with a difficult career-related problem? • How did that problem make you feel? • How did you feel asking someone for help? • What characteristics made you 	<p>To begin, please think about a time in your life when you needed help from someone to deal with a difficult career-related problem.</p> <p>Reflecting on a time in your own career when you needed help will allow you to better identify with the needs of those employees seeking your assistance.</p> <p>When you are finished reflecting, please select the “Next” button to continue.</p>



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Screen Description	Narration
feel comfortable seeking help from that person?"	



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Screen 5 – Defining a Helping Relationship

Screen Description	Narration
On the right side, the screen displays the course mentor meeting an employee at her desk.	As a CDF, it is critical for you to recognize and understand how employees feel and how to make them comfortable so you can work together effectively. Attending behavior allows people to feel comfortable and supported, and forms the basis of a helping relationship.
The following text is added to the left side of the screen: “A helping relationship is one in which two or more people work toward finding a solution to a problem or set of problems.	You may be asking yourself, what do you mean by a helping relationship? Helping is first and foremost about the person seeking assistance, and the purpose of a helping relationship is to help this individual find a solution to a problem. Please select the “Next” button to learn about the elements of a helping relationship.

Screen 6 – Elements of a Helping Relationship



The screenshot shows a web-based interface titled "Career Development Facilitator". At the top, there is a navigation bar with the VALU logo and "MyCareer@VA". Below this, a breadcrumb trail reads: "Unit 3 : Lesson 1 - Helping Skills - Attending : Helping Skills : Elements of a Helping Relationship". The main content area contains a blue instruction box that says: "Please select each characteristic of a helping relationship to learn more, then select the 'Next' button to continue." Below the instruction are four light blue buttons stacked vertically, each containing one of the following characteristics: "Acceptance & Respect", "Understanding & Empathy", "Trust", and "Warmth & Genuineness". At the bottom of the interface, there is a footer bar with a "MENU" button, a "RESOURCES" button, a set of media controls (print, CC, volume, refresh, pause), a progress indicator showing "84 of 155", and "Back" and "Next" navigation buttons.

Screen Description	Narration
<p>On the left side, the screen displays the statement "Please select each characteristic of a helping relationship to learn more, then select the 'Next' button to continue." followed by four elements of a helping relationship:</p> <ul style="list-style-type: none"> • Acceptance & Respect • Understanding & Empathy • Trust • Warmth & Genuineness 	<p>Gerard Egan, an expert in counseling, identified four basic elements of a helping relationship. Please select each skill to learn more. When you are finished reading all four, select the "Next" button to continue.</p>
<p>After selecting "Acceptance & Respect," the following text is displayed:</p> <p>"We demonstrate acceptance when we</p>	<p>As a CDF, it is important to accept and respect all employees.</p> <p>You will likely find it easy to accept and respect employees</p>



Screen Description	Narration
<p>relate to another person without judging him or her.</p> <p>We show respect when we treat each individual with dignity.”</p>	<p>if they are polite, engaged, and appreciative. However, because navigating one’s career can be stressful, some individuals may be frustrated and anxious.</p> <p>You can convey acceptance and respect by being consistently open-minded and nonjudgmental.</p>
<p>After selecting “Understanding & Empathy,” the following text is displayed:</p> <p>“We demonstrate understanding when we listen thoughtfully to others and clarify our interpretation of their experiences.</p> <p>We show empathy when we try to experience another person’s life or feelings as they experience them.”</p>	<p>As a CDF, it is critical that you try to understand an employee’s experiences and feelings—put yourself in their shoes. You do not need to agree with each employee, but you do need to make sure each person feels heard, understood, and appreciated.</p>
<p>After selecting “Trust,” the following text is displayed:</p> <p>“We trust others when we feel that we are safe and that they have our best interests in mind.”</p>	<p>When employees trust you, they will be more open and candid, which will help you better understand their experiences and goals. As you know, trust is earned, not given. Earning each individual’s trust by maintaining confidentiality is an essential component of the CDF-employee relationship.</p>
<p>After selecting “Warmth & Genuineness,” the following text is displayed:</p> <p>“We show warmth when we are kind and attend fully to what others are saying.</p> <p>We demonstrate genuineness when we are authentic and sincere.”</p>	<p>At some point in your career, you may have interacted with people who are not warm or genuine. You may have felt uncomfortable or even patronized. Remember that feeling when you work with an employee. Then, try to create productive interactions. Be kind, sincere, and show genuine interest in others.</p>



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Screen 7 – Knowledge Check

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Unit 3 : Lesson 1 - Helping Skills - Attending : Helping Skills : Knowledge Check

Select the option that best answers the question, and then select "Submit."

From the list, please select the term that is NOT one of the basic characteristics of a helping relationship:

- ☐ Understanding & Empathy
- ☐ Acceptance & Respect
- ☐ Warmth & Genuineness
- ☐ Trust
- ☐ Influence

MENU RESOURCES 85 of 155 Back Next

Screen Description	Narration
<p>On the left side, the screen displays instructions, a question, and five possible answers. On the right side, the screen displays the course mentor meeting an employee at her desk.</p> <p>Instructions: "Select the option that best answers the question, and then select 'Submit.'"</p> <p>Question: "From the list, please select the term that is NOT one of the basic elements of a helping relationship:</p> <ul style="list-style-type: none">• Understanding & Empathy• Acceptance & Respect	<p>Let's quickly review some of the information we have discussed so far. From the list, please select the term that is NOT one of the basic elements of a helping relationship, and then select the "Submit" button.</p> <p>When you are finished, please select the "Next" button to continue.</p>



Screen Description	Narration
<ul style="list-style-type: none">• Warmth & Genuineness• Trust• Influence” <p>Correct Answer = “Influence”</p> <p>After selecting the correct answer, the screen displays: “You are correct! Influence is NOT one of the basic ingredients of a helping relationship.”</p> <p>After selecting any other answer, the screen displays: “I’m sorry, that is not correct. All of these answers are basic elements of a helping relationship EXCEPT ‘Influence.’”</p>	



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Screen 8 – Defining Attending



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Unit 3 : Lesson 1 - Helping Skills - Attending : Attending : **Defining Attending**

Career Reflection

Can you think of a time in your life when you felt that someone was not truly paying attention to you?

How did that make you feel?



MENURESOURCES



00 of 155

 Back  Next

Screen Description	Narration
On the right side, the screen displays the course mentor meeting an employee at her desk.	Now that we have reviewed the core elements of a helping relationship, let's focus on one of the most important helping skills: Attending. Good Attending behavior demonstrates that you respect a person and are genuinely interested in them. It involves giving someone your full attention and noticing what they say and how they say it.
The following text is added to the left side of the screen: "Career Reflection Can you think of a time in your life when you felt that someone was not truly paying attention to you?	Please think of a time when you felt that someone was not paying attention to you. How did that make you feel? Chances are, you felt that what you had to say was unimportant. When you demonstrate effective Attending skills, employees will have a different experience. They will feel heard, valued, and supported. Please select the "Next" button to continue.

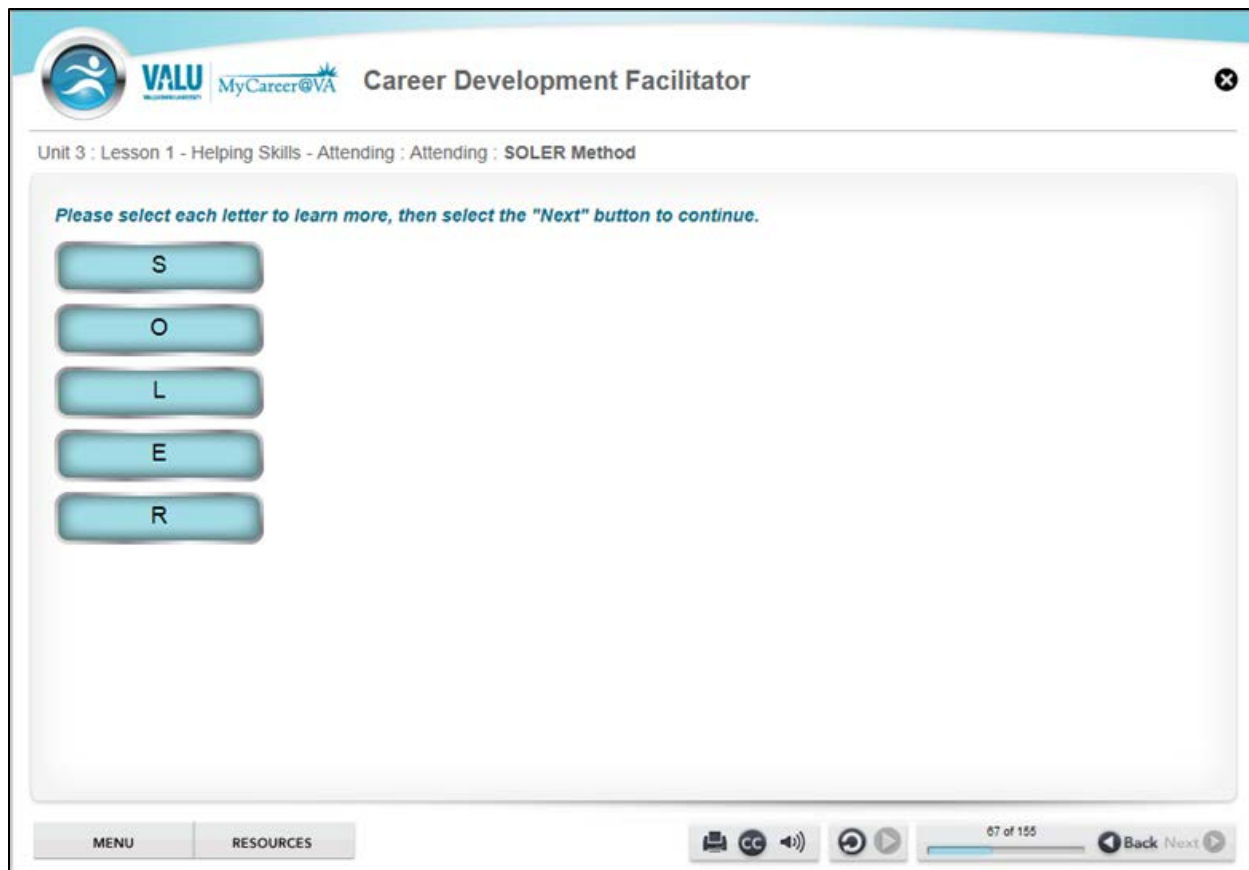


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Screen Description	Narration
How did that make you feel?"	

Screen 9 – SOLER Method



The screenshot shows the 'Career Development Facilitator' interface. At the top, it displays the VALU logo and 'MyCareer@VA'. Below the header, the text reads 'Unit 3 : Lesson 1 - Helping Skills - Attending : Attending : SOLER Method'. The main content area contains the instruction: 'Please select each letter to learn more, then select the "Next" button to continue.' Below this instruction are five blue buttons with the letters 'S', 'O', 'L', 'E', and 'R' stacked vertically. At the bottom of the interface, there is a navigation bar with 'MENU' and 'RESOURCES' buttons on the left, and a set of icons (print, CC, volume, refresh, play) on the right. A progress indicator shows '67 of 155' and 'Back Next' buttons.

Screen Description	Narration
On the left side, the screen displays the statement "Please select each letter to learn more, then select the 'Next' button to continue" followed by the letters "S," "O," "L," "E," and "R."	<p>You demonstrate attending in the way you orient yourself toward another person. Gerald Egan created a model to help counselors attend to their clients. You can remember this model by its mnemonic, SOLER, and use each element to build stronger helping relationship with VA employees!</p> <p>Please select each letter to learn how this model can help you build effective Attending skills. When you are finished reading, please select the "Next" button to continue.</p>
<ul style="list-style-type: none"> After selecting "S," the screen displays the following text: 	No Narration



Screen Description	Narration
<p>"Face the client squarely.</p> <p>Facing an individual directly conveys that you respect what they have to say and that you are focusing on them.</p> <p>Facing away from an individual sends the message that you are not interested in what they have to say."</p> <ul style="list-style-type: none">After selecting "O," the screen displays the following text:<p>"Adopt an Open posture.</p><p>An open posture conveys that you are available and receptive to what an individual has to say.</p><p>Hunching over or crossing your arms and legs sends the message that you are shut off.</p><p>Of course you should be comfortable, but it is important to consider whether your posture communicates openness to others."</p>After selecting "L," the screen displays the following text:<p>"Lean toward the employee.</p><p>Hinging forward a bit while still respecting an individual's personal space conveys that you are interested and engaged.</p><p>Leaning backwards may convey that you are disinterested in what someone has to say."</p>After selecting "E," the screen displays the following text:	



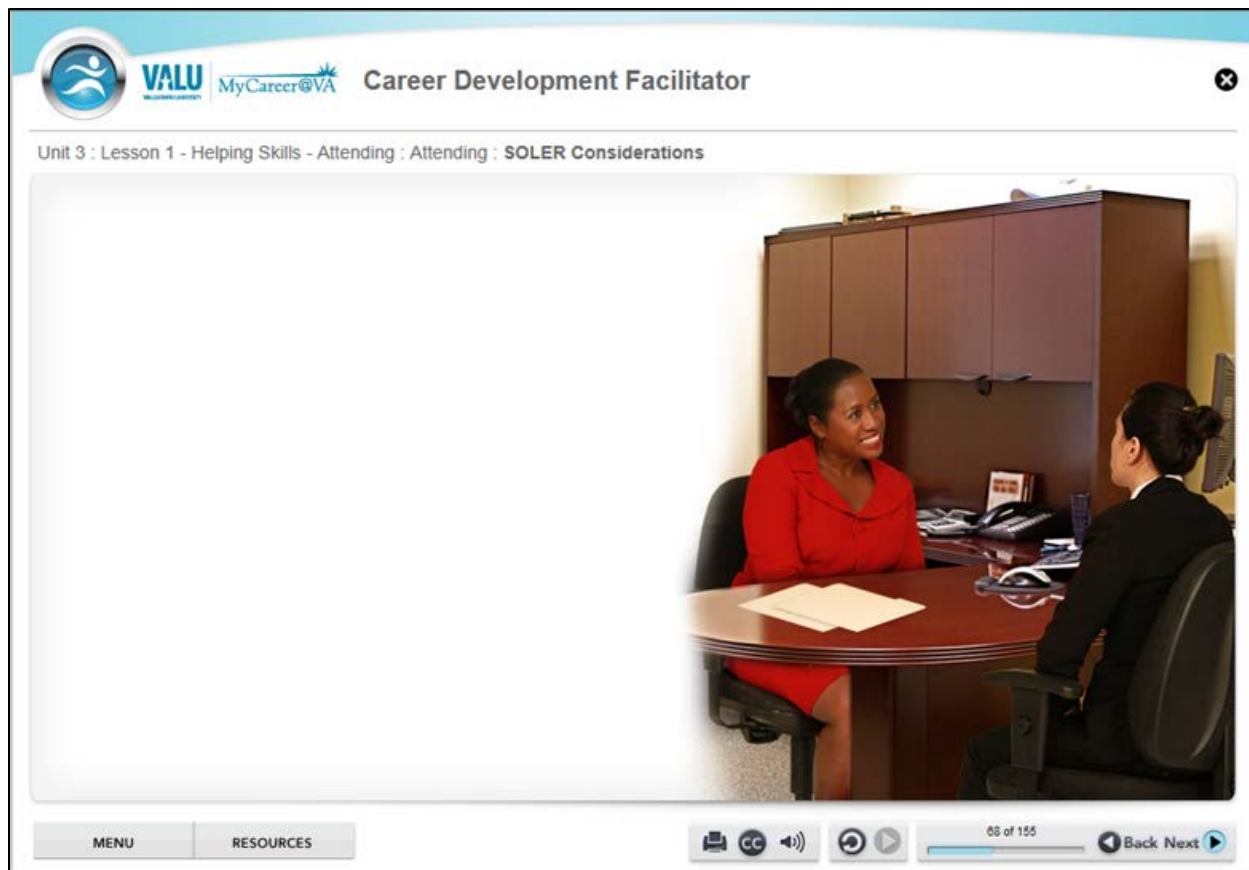
Screen Description	Narration
<p>“Maintain good Eye contact.</p> <p>Holding eye contact sends the message that you are interested in an individual and what they have to say. Your focus is on them, not anything else.</p> <p>Looking around the room, checking electronic devices, or failing to make eye contact conveys that someone does not have your full attention.”</p> <ul style="list-style-type: none">• After selecting “R,” the screen displays the following text: <p>“Try to be Relaxed</p> <p>Set the tone for your sessions by appearing comfortable and relaxed.</p> <p>If you convey a feeling of ease, the employees with whom you work will be more likely to feel comfortable too.”</p>	



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Screen 10 – SOLER Considerations



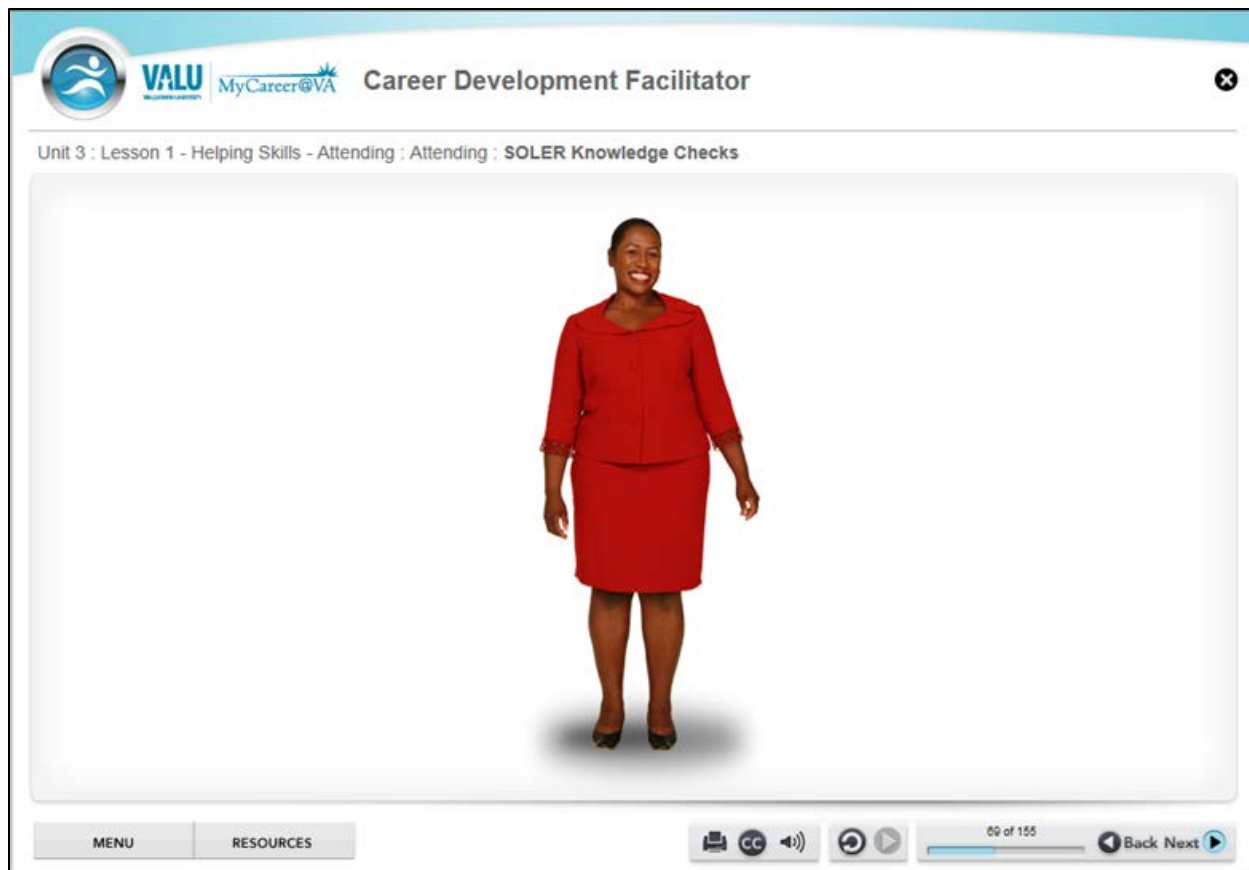
Screen Description	Narration
On the right side, the screen displays the course mentor meeting an employee at her desk.	<p>Keeping the SOLER method in mind will help you build effective helping skills and better attend to employees' career needs. However, it is important to note that this model was designed to align with North American cultural norms, so you should consider whether this will be effective with employees on an individual basis.</p> <p>Please select the "Next" button to continue.</p>



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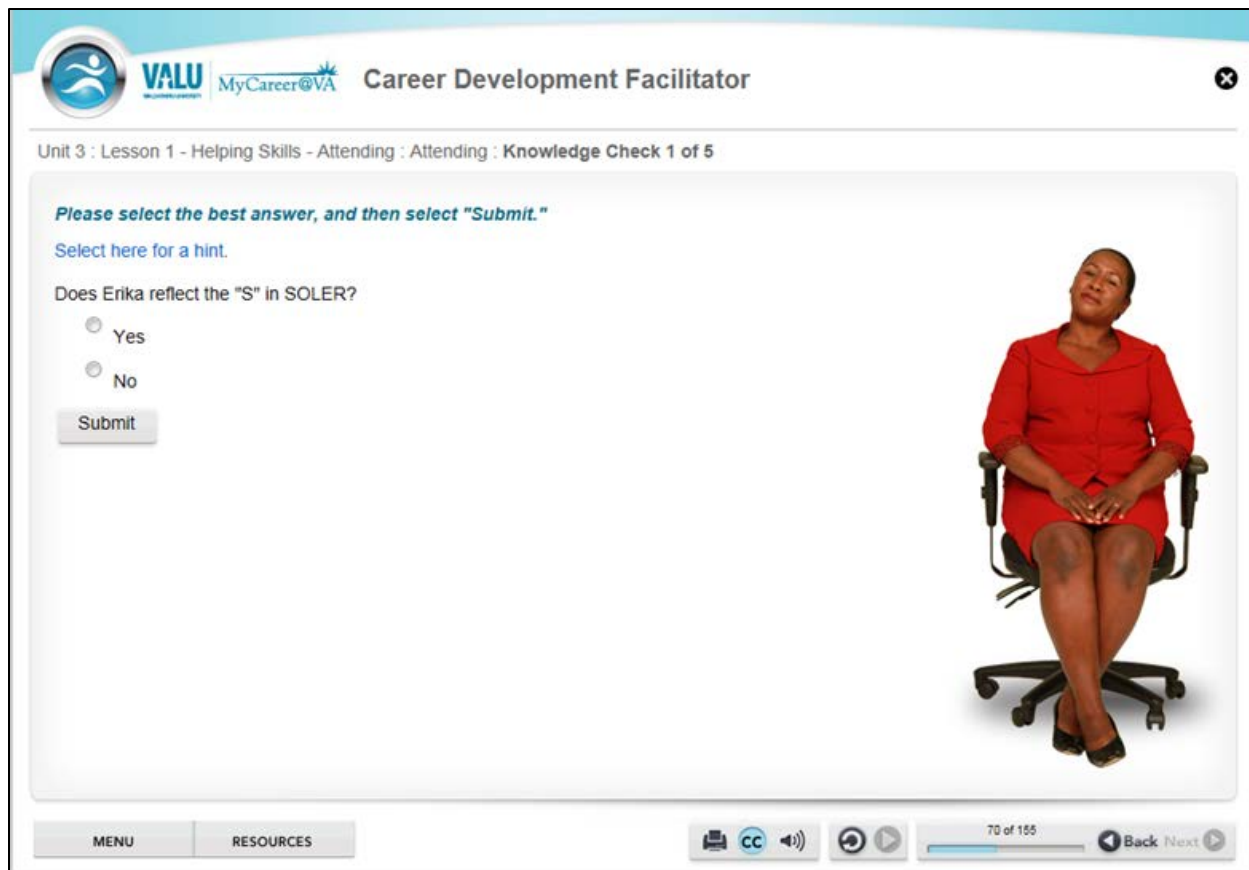
MyCareer@VA

Screen 11 – SOLER Knowledge Checks



Screen Description	Narration
Centered on the screen is Erika smiling.	<p>Let's use the SOLER method to assess whether our CDF Erika is using good attending skills and orienting herself appropriately to employees. On the following screens, please examine each picture of Erika and determine if she is adhering to the specified SOLER skill.</p> <p>Select the "Next" button to get started.</p>

Screen 12 – Knowledge Check 1 of 5



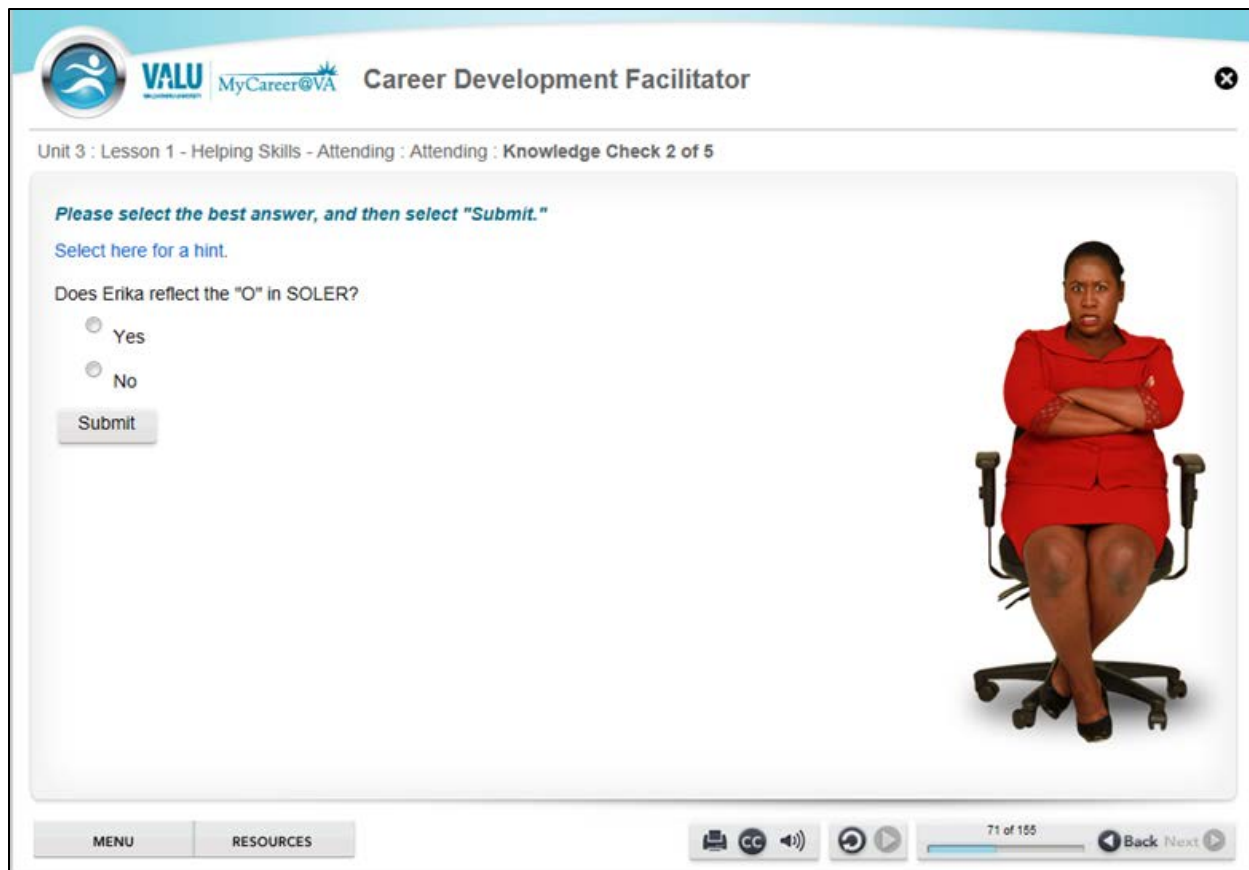
The screenshot shows a web-based interface for a career development facilitator. At the top, there is a header with the VALU logo and the text "MyCareer@VA Career Development Facilitator". Below the header, the unit and lesson information is displayed: "Unit 3 : Lesson 1 - Helping Skills - Attending : Attending : Knowledge Check 1 of 5". The main content area contains a question: "Does Erika reflect the 'S' in SOLER?". There are two radio button options: "Yes" and "No". A "Submit" button is located below the options. To the right of the question, there is a photograph of a woman named Erika sitting in an office chair, leaning back with her hands on her lap. At the bottom of the interface, there is a navigation bar with buttons for "MENU", "RESOURCES", and a progress indicator showing "70 of 155". There are also icons for printing, a speech bubble, and a play button, along with "Back" and "Next" buttons.

Screen Description	Narration
<p>On the left side, the screen displays instructions, a question, and two possible answers. On the right side, the screen displays Erika sitting calmly with her hands placed in her lap.</p> <p>Instructions: "Please select the best answer, and then select 'Submit.'"</p> <p>Select here for a hint."</p> <p>Question:</p> <p>"Does Erika reflect the 'S' in SOLER?"</p>	<p>Does Erika reflect the "S" in SOLER?</p> <p>Select the option that best answers the question, and then select "Submit."</p> <p>When you are finished, select the "Next" button to continue.</p>



Screen Description	Narration
<ul style="list-style-type: none">• Yes• No” <p>After selecting “Select here for a hint,” the screen displays: “S = Sit Squarely”</p> <p>Correct Answer = Yes</p> <p>After selecting “Yes,” the screen displays: “You are correct! If you are the employee with whom she is meeting, Erika is sitting squarely toward you.”</p> <p>After selecting “No,” the screen displays: “I’m sorry, that is incorrect. If you are the employee with whom she is meeting, Erika is sitting squarely toward you.”</p>	

Screen 13 – Knowledge Check 2 of 5



The screenshot shows a web-based interface titled "Career Development Facilitator". At the top left is the VALU logo. Below the title bar, the text "Unit 3 : Lesson 1 - Helping Skills - Attending : Attending : Knowledge Check 2 of 5" is displayed. The main content area contains the following text:

Please select the best answer, and then select "Submit."

[Select here for a hint.](#)

Does Erika reflect the "O" in SOLER?

☐ Yes
☐ No

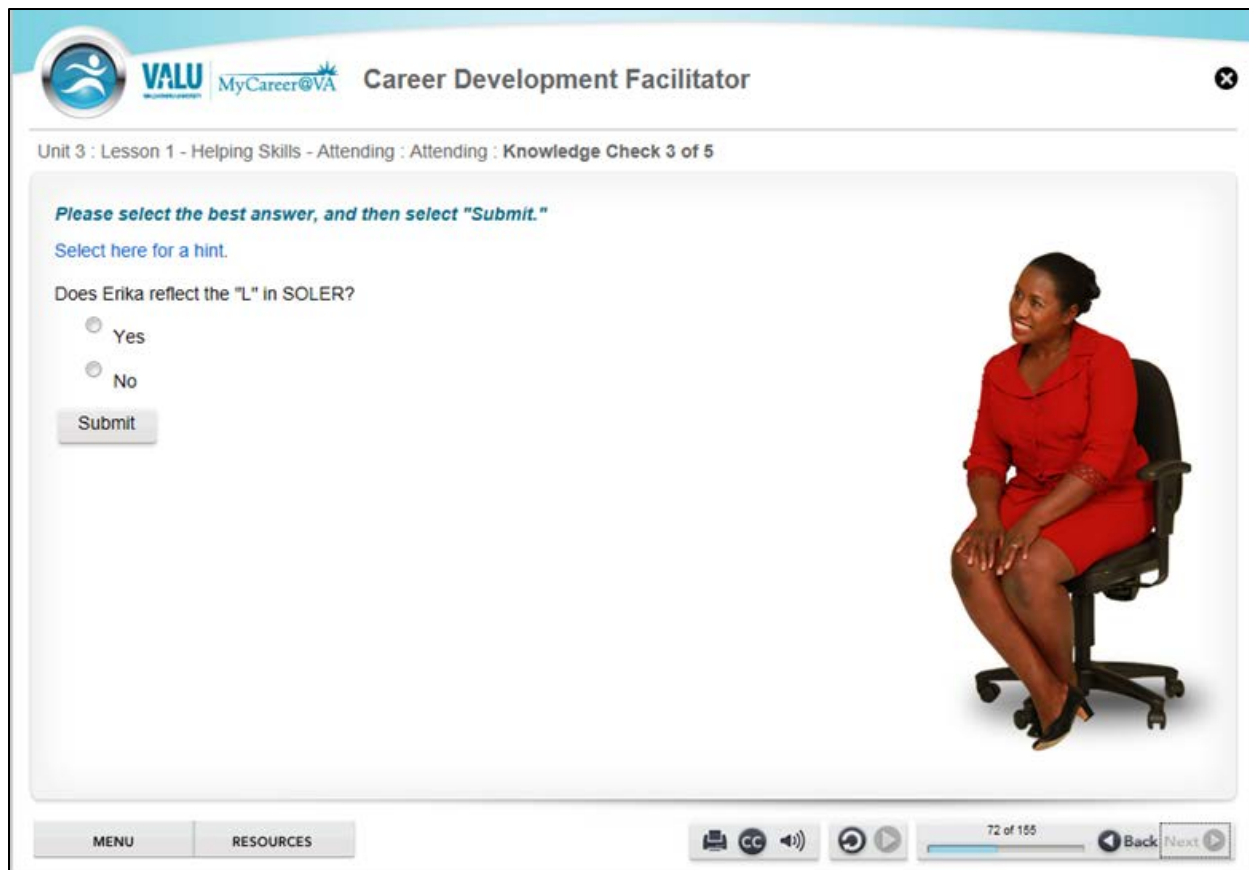
On the right side of the interface, there is a photograph of a woman named Erika, who is sitting in an office chair with her arms crossed and a frustrated expression. At the bottom of the screen, there is a navigation bar with buttons for "MENU", "RESOURCES", and a progress indicator showing "71 of 155". There are also icons for printing, a speech bubble, and a play button, along with "Back" and "Next" buttons.

Screen Description	Narration
<p>On the left side, the screen displays instructions, a question, and two possible answers. On the right side, the screen displays Erika sitting with her arms crossed and a frustrated expression.</p> <p>Instructions: "Please select the best answer, and then select 'Submit.'"</p> <p>Select here for a hint."</p> <p>Question:</p> <p>"Does Erika reflect the 'O' in SOLER?"</p>	<p>Does Erika reflect the "O" in SOLER?</p> <p>Select the option that best answers the question, and then select "Submit."</p> <p>When you are finished, select the "Next" button to continue.</p>



Screen Description	Narration
<ul style="list-style-type: none">• Yes• No” <p>After selecting “Select here for a hint,” the screen displays: “O = Open Posture”</p> <p>Correct Answer = No</p> <p>After selecting “No,” the screen displays: “You are correct! Erika’s posture sends the message that she is shut off or unapproachable, not open.”</p> <p>After selecting “Yes” the screen displays: “I’m sorry, that is not correct. Erika’s posture sends the message that she is shut off or unapproachable, not open.”</p>	

Screen 14 – Knowledge Check 3 of 5



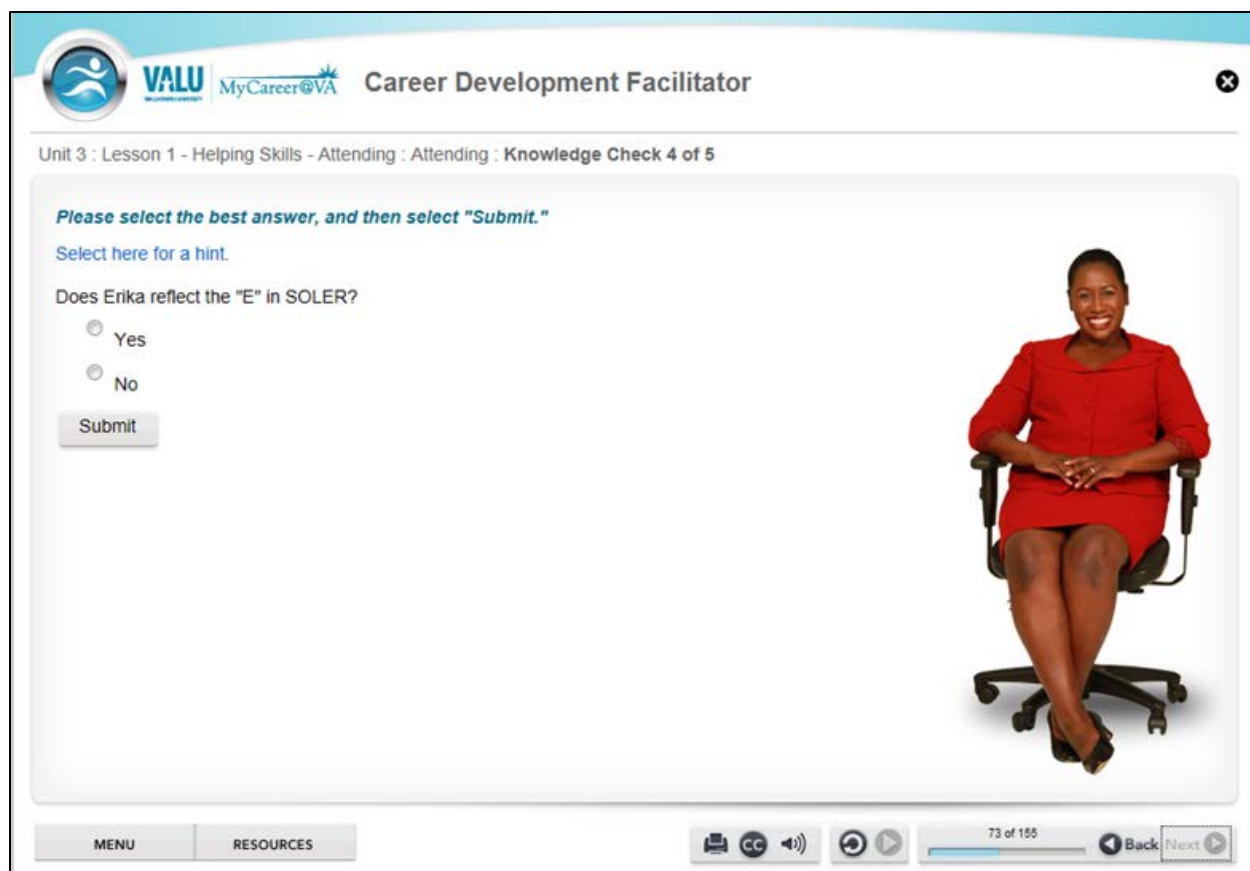
The screenshot shows a web-based interface for a career development facilitator. At the top, there is a header with the VALU logo and the text "MyCareer@VA Career Development Facilitator". Below the header, the unit and lesson information is displayed: "Unit 3 : Lesson 1 - Helping Skills - Attending : Attending : Knowledge Check 3 of 5". The main content area contains a question: "Does Erika reflect the 'L' in SOLER?". There are two radio button options: "Yes" and "No". A "Submit" button is located below the options. To the right of the question, there is a photograph of a woman named Erika, who is sitting upright, smiling, and leaning forward with her hands in her lap. At the bottom of the interface, there is a navigation bar with buttons for "MENU", "RESOURCES", and a progress indicator showing "72 of 155". There are also icons for printing, a speech bubble, and a play button, along with "Back" and "Next" buttons.

Screen Description	Narration
<p>On the left side, the screen displays instructions, a question, and two possible answers. On the right side, the Screen displays Erika sitting upright, smiling, and leaning forward with her hands in her lap.</p> <p>Instructions: "Please select the best answer, and then select 'Submit.'"</p> <p>Select here for a hint."</p> <p>Question:</p> <p>"Does Erika reflect the 'L' in SOLER?"</p>	<p>Does Erika reflect the "L" in SOLER?</p> <p>Select the option that best answers the question, and then select "Submit."</p> <p>When you are finished, select the "Next" button to continue.</p>



Screen Description	Narration
<ul style="list-style-type: none">• Yes• No” <p>After selecting “Select here for a hint,” the screen displays: “L = Lean Toward Employee”</p> <p>Correct Answer = Yes</p> <p>After selecting “Yes,” the screen displays: “You are correct! Erika is leaning in to show that she is interested.”</p> <p>After selecting “No,” the screen displays: “I’m sorry, that is not correct. Erika is leaning in to show that she is interested.”</p>	

Screen 15 – Knowledge Check 4 of 5



The screenshot shows a web-based interface for a 'Career Development Facilitator'. At the top, there is a header with the VALU logo and 'MyCareer@VA'. Below the header, the title 'Career Development Facilitator' is displayed. The main content area contains a question: 'Does Erika reflect the "E" in SOLER?'. There are two radio button options: 'Yes' and 'No'. A 'Submit' button is located below the options. To the right of the question, there is a photograph of a woman named Erika, who is sitting in an office chair, smiling, and wearing a red dress. At the bottom of the interface, there is a navigation bar with 'MENU' and 'RESOURCES' buttons, a progress indicator showing '73 of 155', and 'Back' and 'Next' buttons.

Screen Description	Narration
<p>On the left side, the screen displays instructions, a question, and two possible answers. On the right side, the screen displays Erika sitting calmly with her hands folded in her lap and looking forward with a pleased expression.</p> <p>Instructions: "Please select the best answer, and then select 'Submit.'"</p> <p>Select here for a hint."</p> <p>Question:</p>	<p>Does Erika reflect the "E" in SOLER?</p> <p>Select the option that best answers the question, and then select "Submit."</p> <p>When you are finished, select the "Next" button to continue.</p>




Screen Description	Narration
<p>“Does Erika reflect the ‘E’ in SOLER?</p> <ul style="list-style-type: none">• Yes• No” <p>After selecting “Select here for a hint,” the screen displays: “E = Good Eye Contact”</p> <p>Correct Answer = Yes</p> <p>After selecting “Yes,” the screen displays: “You are correct! If you are the employee with whom she is meeting, Erika is making direct eye contact with you.”</p> <p>After selecting “No,” the screen displays: “I’m sorry, that is not correct. If you are the employee with whom she is meeting, Erika is making direct eye contact with you.”</p>	



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Screen 16 – Knowledge Check 5 of 5



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Unit 3 : Lesson 1 - Helping Skills - Attending : Attending : Knowledge Check 5 of 5

Please select the best answer, and then select "Submit."


Select here for a hint.

Does Erika reflect the "R" in SOLER?

☐ Yes



☐ No


Submit



MENU

RESOURCES





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Back

Next

Screen Description	Narration
<p>On the left side, the screen displays instructions, a question, and two possible answers. On the right side, the screen displays Erika sitting turned to the side, with her arms crossed and an angry expression.</p> <p>Instructions: "Please select the best answer, and then select 'Submit.'"</p> <p>Select here for a hint."</p> <p>Question:</p> <p>"Does Erika reflect the 'R' in SOLER?"</p>	<p>Does Erika reflect the "R" in SOLER?</p> <p>Select the option that best answers the question, and then select "Submit."</p> <p>When you are finished, select the "Next" button to continue.</p>



Screen Description	Narration
<ul style="list-style-type: none">• Yes• No” <p>After selecting “Select here for a hint,” the screen displays: “R = Relaxed”</p> <p>Correct Answer = No</p> <p>After selecting “No,” the screen displays: “You are correct! Erika seems tense and angry, not relaxed.”</p> <p>After selecting “Yes,” the screen displays: “I’m sorry, that is not correct. Erika seems tense and angry, not relaxed.”</p>	



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Screen 17 – Bibliography

Career Development Facilitator

Unit 3 : Lesson 1 - Helping Skills - Attending : Conclusion : **Bibliography**

Bibliography

- Egan, Gerard. *The Skilled Helper: A Problem Management and Opportunity Development Approach to Helping*. Belmont, CA: Brooks Cole, 2009.
- Suddarth, Barbara, and Reile, David. *Facilitating Career Development: An Instructional Program for Career Development Facilitators and Other Career Development Providers*. Broken Arrow, OK: National Career Development Association, 2012.

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Screen Description	Narration
Centered on the screen is a bibliography: <ul style="list-style-type: none">• Egan, Gerard. <i>The Skilled Helper: A Problem Management and Opportunity Development Approach to Helping</i>. Belmont, CA: Brooks Cole, 2009.• Suddarth, Barbara, and Reile, David. <i>Facilitating Career Development: An Instructional Program for Career Development Facilitators and Other Career</i>	No Narration

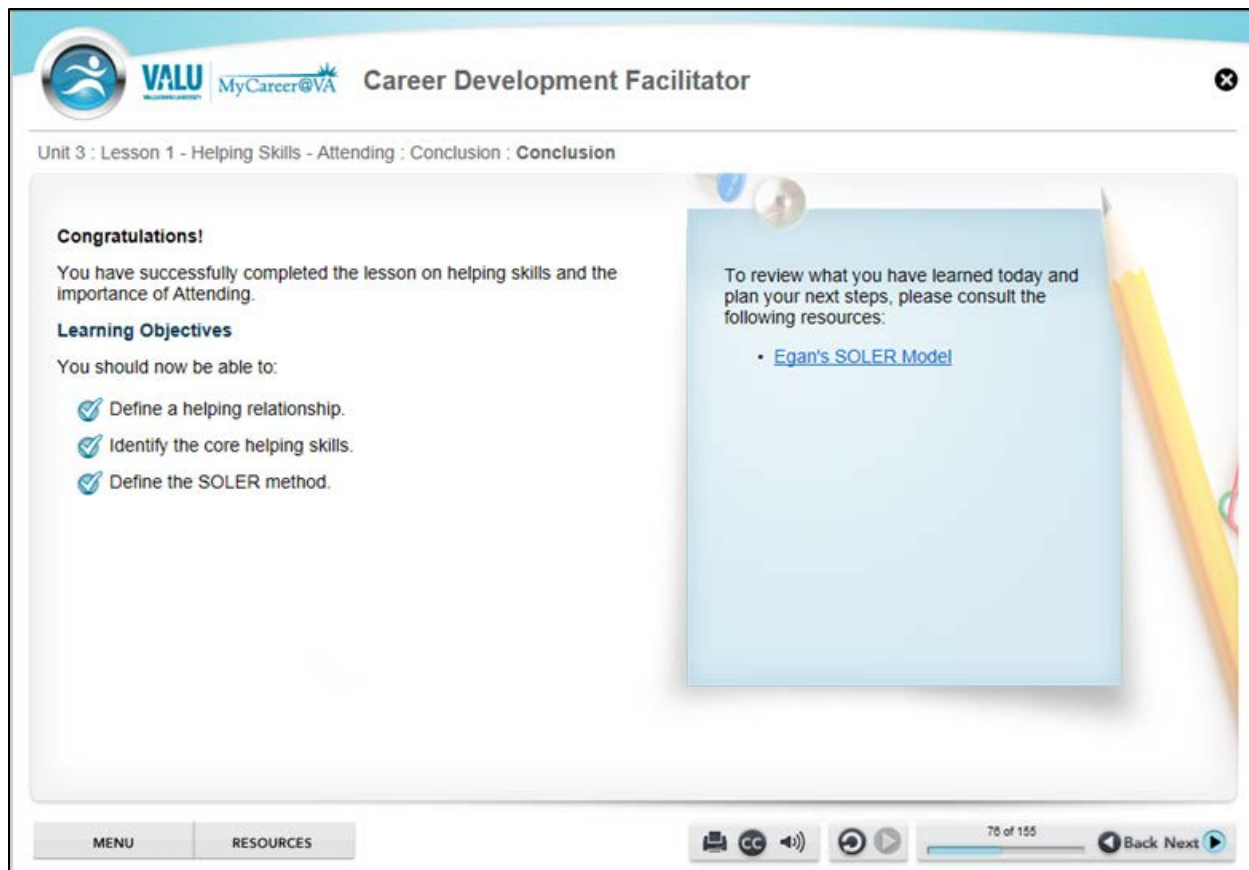


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Screen Description	Narration
Development Providers. Broken Arrow, OK: National Career Development Association, 2012.	

Screen 18 – Conclusion



Screen Description	Narration
<p>On the left side, the screen displays “Congratulations! You have successfully completed the lesson on helping skills and the importance of Attending” and the Learning Objectives.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • “Define a helping relationship. • Identify the core helping skills. • Define the SOLER method.” <p>On the right side, the screen displays</p>	<p>Congratulations! You have successfully completed the lesson on Attending, one of the most important helping skills. Please review the Learning Objectives and access any resources to reinforce the information covered in this lesson.</p> <p>Select the “Next” button to return to the course homepage.</p>



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Screen Description	Narration
<p>Resources:</p> <p>“To review what you have learned today and plan your next steps, please consult the following resources:</p> <ul style="list-style-type: none">• Egan’s SOLER Model”	