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Career Development Facilitator
Unit 3, Lesson 3: Holding Helping Conversations
For VA Employees

Course Transcript



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Career Development Facilitator (CDF), Unit 3, Lesson 3: Holding Helping Conversations

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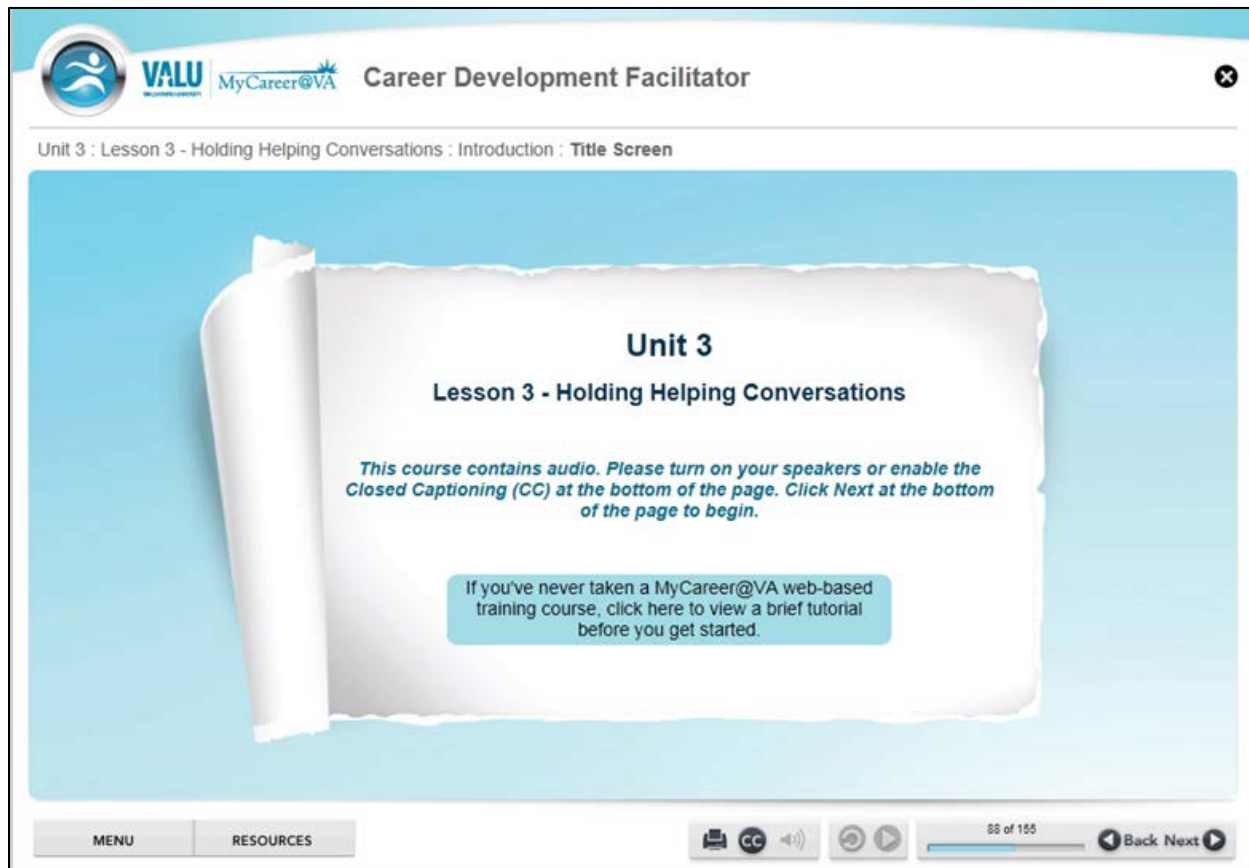
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Screen 1 – Title Screen



Screen Description	Narration
<p>Centered in the Screen is the following text:</p> <p>“Unit 3 Lesson 3 – Holding Helpful Conversations</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 Holding Helping Conversations.</p> <p>The foundation of your work as a CDF will be holding meaningful and productive conversations with VA employees to help them accomplish their career goals.</p> <p>This lesson will focus on Active Listening and Effective Responding, two of the most important skills needed to hold a helping conversation.</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 five bullets.</p> <p>Lesson Overview:</p> <p>“This lesson will build your skills in Active Listening and Effective Responding so you can hold productive and healthy helping conversations with VA employees.”</p> <p>Learning Objectives:</p> <p>“After completing this lesson, you</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
<p>should be able to</p> <ul style="list-style-type: none">• Identify the elements of a productive helping conversation.• Define Active Listening.• Apply Active Listening strategies.• Identify Effective Responding strategies.• Apply Effective Responding strategies.”	



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Screen 4 – Defining Helping Conversations


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Unit 3 : Lesson 3 - Holding Helping Conversations : Helping Conversations : **Defining Helping Conversations**




A **helping conversation** is a discussion between two or more people in which a particular problem or set of problems is addressed.

As a CDF, you should:

- Listen Actively
- Respond Effectively



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Screen Description	Narration
On the right side, the screen displays the course mentor meeting an employee at her desk.	Your role as a CDF is to help employees identify ways to accomplish their career goals, not do the work for them. Therefore, a large part of your work will be performed by holding helping conversations with the individuals who come to you for guidance.
The following text is added to the left side of the screen: “A helping conversation is a discussion between two or more people in which a particular problem or set of problems is addressed.”	So what is a helping conversation? Essentially, a helping conversation is any discussion that seeks to resolve a problem or issue.
The following text is added to the left	To facilitate effective helping conversations, CDFs must engage



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Screen Description	Narration
side of the screen: “As a CDF, you should: <ul style="list-style-type: none">• Listen Actively• Respond Effectively”	in Active Listening and Effective Responding. You likely already apply these skills in your daily work at VA, but this lesson will help you further build these abilities in the context of career development. Please select the “Next” button to continue.



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Screen 5 – Introduction



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Unit 3 : Lesson 3 - Holding Helping Conversations : Active Listening : **Introduction**

People remember only **25%–50%** of what they hear.


What do **YOU** remember when listening to others?

What do people remember when listening to **YOU**?




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Screen Description	Narration
On the right side, the screen displays the course mentor meeting an employee at her desk.	Active Listening is an essential component of effective communication.



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Screen Description	Narration
<p>The following text is added to the left side of the screen:</p> <p>“People remember only 25%–50% of what they hear.</p> <p>What do you remember when listening to others?</p> <p>What do people remember when listening to you?”</p>	<p>Research indicates that most of us remember only about half of what we hear, sometimes less.</p> <p>Think about a recent conversation you had—how much time did you spend listening rather than talking?</p> <p>What new information did you learn?</p> <p>As a CDF, be prepared to tailor career advice based upon what you know about each employee's unique situation.</p> <p>Please select the “Next” button to continue.</p>



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Screen 6 – Defining Active Listening

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Unit 3 : Lesson 3 - Holding Helping Conversations : Active Listening : **Defining Active Listening**

Active Listening is a technique that involves not only listening to the words someone uses but also taking into account their tone of voice, their body language, and other non-verbal signs in order to gain a fuller understanding of what they are actually communicating.

Active Listening:

- A thorough understanding for the CDF
- A feeling of trust, support, and ease for the employee



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Screen Description	Narration
On the right side, the screen displays the course mentor meeting an employee at her desk.	<p>In today's increasingly connected world, we communicate with others more than ever.</p> <p>However, effective listening is much more complex than it may seem.</p> <p>It requires that you verbally engage with others while also sensing, interpreting, and responding to their non-verbal cues.</p>
<p>The following text is added to the left side of the screen:</p> <p>“Active Listening is a technique that involves not only listening to the words someone uses but also taking</p>	<p>As a CDF, Active Listening helps you gain the fullest possible understanding of an employee’s career experiences and goals.</p>



Screen Description	Narration
into account their tone of voice, their body language, and other non-verbal signs in order to gain a fuller understanding of what they are actually communicating.”	
<p>The following text is added to the left side of the screen:</p> <p>“Active Listening:</p> <ul style="list-style-type: none">• Thorough understanding for the CDF”• A feeling of trust, support, and ease for the employee	<p>For employees who seek your guidance, Active Listening builds trust and creates an environment in which they feel heard, supported, and at ease.</p> <p>All of these factors help build productive working relationships with employees.</p> <p>Please select the “Next” button to learn about the core elements of Active Listening.</p>



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Screen 7 – Elements of Active Listening

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Unit 3 : Lesson 3 - Holding Helping Conversations : Active Listening : Elements of Active Listening

Please select each Active Listening skill to learn more, then select the "Next" button to continue.

Self-Awareness

Attention to Verbal Communication

Attention to Non-Verbal Communication

Non-Judgment

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Screen Description	Narration
<p>On the left side the screen displays the following text:</p> <p>"Please select each Active Listening skill to learn more, then select the 'Next' button to continue.</p> <ul style="list-style-type: none">• Self-Awareness• Attention to Verbal Communication• Attention to Non-Verbal Communication• Non-Judgment"	<p>Active Listening is much more than just hearing what someone has to say.</p> <p>It includes a few critical elements that should be used to develop your listening skills, allowing you to be a more impactful CDF.</p> <p>Please select each skill to learn more. When you are finished reading, please select the "Next" button to continue.</p>
<p>After selecting "Self-Awareness," the</p>	<p>To be an effective CDF, you need to listen not only to VA</p>



Screen Description	Narration
<p>screen displays:</p> <ul style="list-style-type: none">• “Listen to how you respond: the tone of your voice, the language you use, etc.• Take note of your thoughts and how you feel about what the employee is saying.”	<p>employees but also to yourself.</p> <p>Paying attention to your own thoughts and responses can help you identify how you feel about the individual and what they are saying.</p> <p>This self-awareness will allow you to provide better support to all VA employees.</p>
<p>After selecting “Attention to Verbal Communication,” the screen displays:</p> <p>“Listen for:</p> <ul style="list-style-type: none">• Explicit meaning (what someone says)• Implicit meaning (what someone implies) <p>Identify:</p> <ul style="list-style-type: none">• Experiences• Thoughts• Behaviors• Tone”	<p>Listening to what an employee has to say is a critical way to gather information and gain clarity about an individual.</p> <p>You should listen to what someone says directly, or the explicit meaning of their words.</p> <p>You should also pay attention to their implicit meaning, which means how they feel about or interpret a situation.</p> <p>Whether listening for explicit or implicit meaning, you should seek to identify: a person's experiences, or what actually happened to them; an individual's thoughts, or what they think about their experiences; a person's behaviors, namely, what they do or don't do; and an individual's tone, or the emotions in their voice.</p>
<p>After selecting “Attention to Non-Verbal Communication,” the screen displays:</p> <p>“Pay attention to:</p> <ul style="list-style-type: none">• Body positioning or movement• Facial expressions• Attitude• Conflicting messages”	<p>Individuals also convey important messages through non-verbal communication.</p> <p>Body language, facial expressions, and attitudes can all convey feelings just as powerfully as spoken words.</p> <p>Non-verbal communication may also convey a message that conflicts with what an individual says; in such cases, it is important to clarify how that employee actually feels.</p>
<p>After selecting “Non-Judgment,” the screen displays:</p> <ul style="list-style-type: none">• “Do not interrupt with suggestions or counter-	<p>Active Listening requires an open mind. Your purpose as a CDF is to create an environment that allows individuals to develop their own careers; avoid being critical of an individual or inserting your personal judgments on their career</p>



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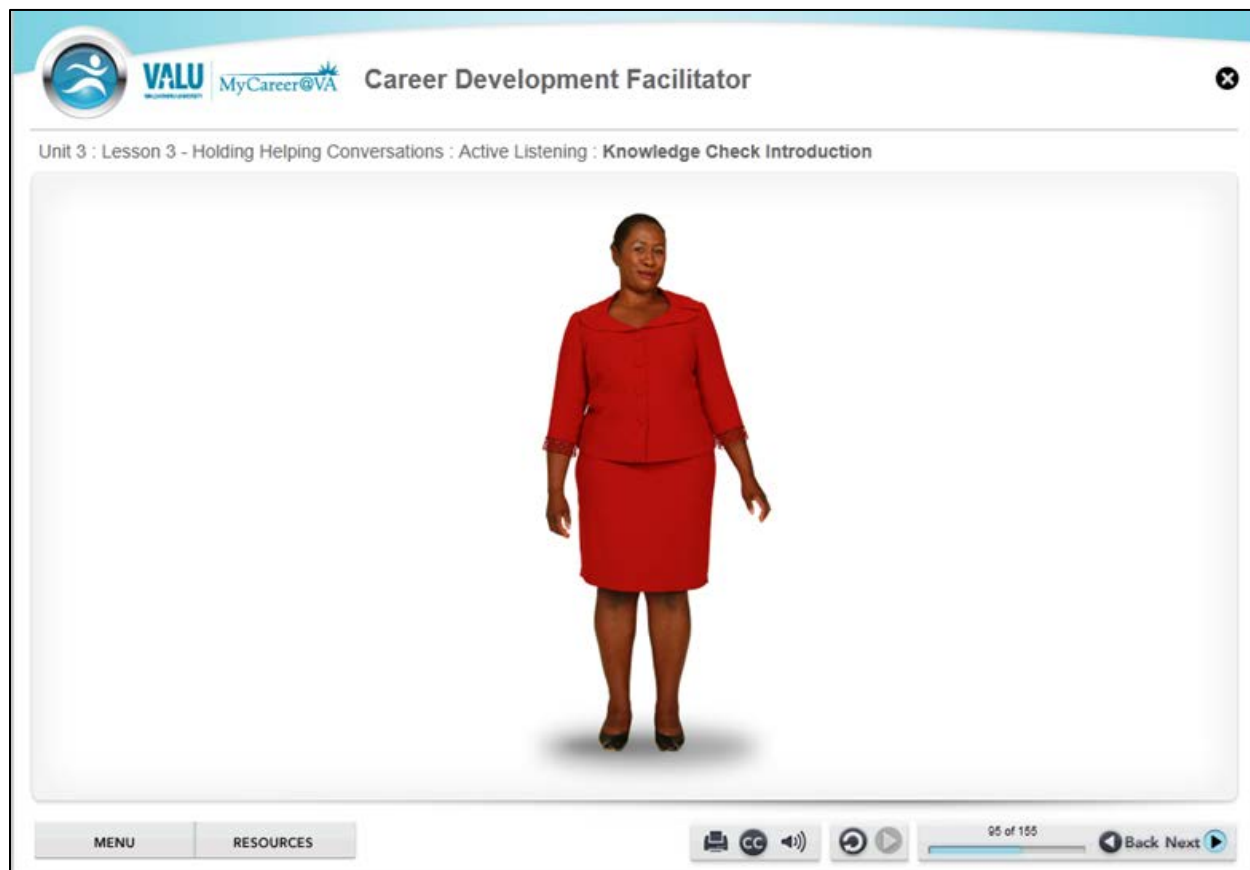
Screen Description	Narration
<p>arguments.</p> <ul style="list-style-type: none">• Set aside your judgment and focus on the messages conveyed.• Assert your opinions and guidance respectfully.”	<p>progression.</p> <p>Even if you disagree with an individual or have strong opinions, you should defer judgment and be open to different perspectives.</p> <p>Whenever you offer an opinion, do so with respect. Always treat an individual the way you would want to be treated.</p>



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Screen 8 – Knowledge Check Introduction




Screen Description	Narration
Centered on the screen is the course mentor smiling.	Let's apply some Active Listening skills to a scenario you might face while working with VA employees. On the following screens, please read the description of an interaction with an employee, and then answer the question that follows. Select the "Next" button when you're ready to begin.



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Screen 9 – Knowledge Check 1 of 2



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Unit 3 : Lesson 3 - Holding Helping Conversations : Active Listening : **Knowledge Check 1 of 2**


Anthony comes to speak with you and slumps down in his chair, crosses his arms, and sighs loudly. He says: "Two weeks ago I took an online training course about how to format my resume. I then updated my resume and applied for a job but have not been invited for an interview. Things never work out for me—I should just give up."

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


What behaviors can you identify in Anthony's statement?

- ☐ A) He took an online training course
- ☐ B) He updated his resume
- ☐ C) He applied for a job
- ☐ D) He did not get the job
- ☐ E) A, B, and C
- ☐ F) All of the above

Submit



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Screen Description	Narration
<p>On the left side, the screen displays a scenario, instructions, a question, and six possible answers. On the right side, the screen displays Anthony sitting slumped in his chair with his arms crossed.</p> <p>Scenario: "Anthony comes to speak with you and slumps down in his chair, crosses his arms, and sighs loudly. He says: 'Two weeks ago I took an online training course about how to format my resume. I then updated my resume and applied for a job but have not been invited for an interview. Things never work out for me—I should just give up.'"</p> <p>Instructions: "Select the option that best</p>	<p>Select the option that best answers the question, and then select the "Submit" button.</p> <p>When you're finished, select the "Next" button to continue.</p>




Screen Description	Narration
<p>answers the question, and then select 'Submit.'"</p> <p>Question: "What behaviors can you identify in Anthony's statement?</p> <ul style="list-style-type: none">• A) He took an online training course• B) He updated his resume• C) He applied for a job• D) He did not get the job• E) A, B, and C• F) All of the above" <p>Correct Answer: E</p> <p>After selecting "E," the screen displays: "You are correct!"</p> <p>After selecting the incorrect answer, the screen displays: "I'm sorry, that is incorrect. The behaviors evident in Anthony's response are that he took a course, updated his resume, and applied for a job."</p>	



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Screen 10 – Knowledge Check 2 of 2



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Unit 3 : Lesson 3 - Holding Helping Conversations : Active Listening : Knowledge Check 2 of 2

Anthony comes to speak with you and slumps down in his chair, crosses his arms, and sighs loudly. He says: "Two weeks ago I took an online training course about how to format my resume. I then updated my resume and applied for a job but have not been invited for an interview. Things never work out for me—I should just give up."

Select the option or options that best answer the question, and then select "Submit."

What thoughts or feelings can you identify in Anthony's statement and body language?

☐

A) Anthony is optimistic he will get the job

☐

B) Anthony feels he often encounters obstacles

☐

C) Anthony feels frustrated

☐

D) B and C

Submit



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Screen Description	Narration
<p>On the left side, the screen displays the scenario from the previous screen, instructions, a question, and four possible answers. On the right side, the screen displays Anthony sitting slumped in his chair with his arms crossed.</p> <p>Scenario: "Anthony comes to speak with you and slumps down in his chair, crosses his arms, and sighs loudly. He says: 'Two weeks ago I took an online training course about how to format my resume. I then updated my resume and applied for a job but have not been invited for an interview. Things</p>	<p>Please read to the scenario one more time and answer another question. Select the option that best answers the question, and then select the "Submit" button. When you're finished, select the "Next" button to continue.</p>



Screen Description	Narration
<p>never work out for me—I should just give up.”</p> <p>Instructions: “Select the option that best answers the question, and then select ‘Submit.’”</p> <p>Question: “What thoughts or feelings can you identify in Anthony’s statement and body language?</p> <ul style="list-style-type: none">• A) Anthony is optimistic he will get the job• B) Anthony feels he often encounters obstacles• C) Anthony feels frustrated• D) B and C” <p>Correct Answer: D</p> <p>After selecting C, the screen displays: “You are correct! Anthony’s language and body language convey that he feels he often encounters obstacles and is frustrated.”</p> <p>After selecting the incorrect answer, the screen displays: “Incorrect. I’m sorry that is not correct. Anthony’s language and body language convey that he often encounters obstacles and is frustrated”</p>	



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Screen 11 – Defining Responding

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Unit 3 : Lesson 3 - Holding Helping Conversations : Responding : **Defining Responding**

Effective Responding increases and clarifies your understanding of an individual. It also makes that person feel heard and supported.



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Screen Description	Narration
<p>On the right, the screen displays the course mentor meeting an employee at her desk. On the left side, the screen displays the following text:</p> <p>“Effective Responding increases and clarifies your understanding of an individual. It also makes that person feel heard and supported.”</p>	<p>The second component of having productive helping conversations is Effective Responding.</p> <p>Responding is the act of clarifying, communicating, and confirming a clear understanding of what someone else says. It also makes that person feel heard and supported</p> <p>Please select the “Next” button to learn about the core elements of Effective Responding.</p>



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Screen 12 – Elements of Effective Responding

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Unit 3 : Lesson 3 - Holding Helping Conversations : Responding : **Elements of Effective Responding**

Please select each Effective Responding skill to learn more, then select the "Next" button to continue.

Ask Powerful Questions

Reflect

Restate

Summarize

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Screen Description	Narration
<p>On the left side, the screen displays the following text"</p> <p>"Please select each Effective Responding skill to learn more, then select the "Next" button to continue.</p> <ul style="list-style-type: none">• Ask Powerful Questions• Reflect• Restate• Summarize"	<p>Effective Responding entails a few critical skills that should be used during helping conversations, allowing you to be a more impactful CDF.</p> <p>Please select each skill to learn more. When you are finished reading, please select the "Next" button to continue.</p>
<p>After selecting "Ask Powerful Questions," the screen displays:</p> <ul style="list-style-type: none">• "Wait until the individual	<p>Asking powerful questions increases your understanding of an individual and helps you provide them with more effective career development support.</p>




Screen Description	Narration
<p>pauses; do not interrupt!</p> <ul style="list-style-type: none">• Ask close-ended questions to test your understanding.• Ask open-ended questions to gather more detail and insight into experiences or feelings."	<p>Close-ended questions usually generate brief, factual answers such as "yes" and "no."</p> <p>Open-ended questions are thought provoking and require more in-depth reflection. They tend to address an individual's knowledge, opinions, or feelings.</p> <p>For a list of questions you can use in career development conversations, please consult the handout on the final screen of this lesson.</p>
<p>After selecting "Reflect," the screen displays:</p> <ul style="list-style-type: none">• "Mirror an individual's message and emotions.• Share your understanding of what an individual thinks and feels."	<p>Reflecting both the content and feeling conveyed by employees shows them that you are paying attention to their words and emotions.</p> <p>It also helps you build empathy and makes them feel supported.</p>
<p>After selecting "Restate," the screen displays:</p> <ul style="list-style-type: none">• "Confirm your understanding.• Allow an individual to hear and assess your reiteration of what they have said."	<p>Restating an individual's main thought or feeling both confirms and enhances your understanding of what they have said.</p> <p>It also gives them an opportunity to validate or re-consider their comments.</p>
<p>After selecting "Summarize," the screen displays:</p> <ul style="list-style-type: none">• "Share your interpretation of an individual's thoughts and feelings.• Allow an individual to correct misunderstandings.• Clarify mutual responsibilities and next steps."	<p>In your own words, summarize the main thoughts or feelings an individual has expressed.</p> <p>This allows you to process, not just recite, what an individual has said, which increases your understanding of their point of view.</p> <p>Hearing your interpretation of their experiences encourages an individual to consider what they have said and correct misunderstandings.</p> <p>Summarizing also gives you the opportunity to clarify next steps and what each individual should do before your next meeting.</p>



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Screen 13 – Knowledge Check 1 of 3



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Unit 3 : Lesson 3 - Holding Helping Conversations : Responding : Knowledge Check 1 of 3

Read the employee's statement and the CDF's response. Then, select the method of Responding that best describes the CDF's reply and select "Submit."

Employee: "Everyone around me is successful at work and makes a lot of money. I want to get there too."

CDF: "So, you feel that you are surrounded by successful people who earn a lot of money, and you would like to get there too."


What method of responding did the CDF use?

☐ Asking Powerful Questions

☐ Reflecting




☐ Restating



☐ Summarizing




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Screen Description	Narration
<p>On the left side, the screen displays instructions, a conversation, a question, and four possible answers. On the right side, the screen displays an employee sitting in a chair.</p> <p>Instructions: "Read the employee's statement and the CDF's response. Then, select the method of Responding that best describes the CDF's reply and select 'Submit.'"</p> <p>Conversation:</p> <ul style="list-style-type: none">"Employee: 'Everyone around me is successful at work and	<p>Let's take a moment to apply what we have discussed about Effective Responding to scenarios you might face in your work as a CDF.</p> <p>Read the employee's statement and the CDF's response. Then, select the method of Responding that best describes the CDF's reply and select "Submit."</p> <p>When you are finished, please select the "Next" button to continue.</p>





Screen Description	Narration
<p>makes a lot of money. I want to get there too.'</p> <ul style="list-style-type: none">• CDF: 'So, you feel that you are surrounded by successful people who earn a lot of money, and you would like to get there too.'" <p>Question: "What method of responding did the CDF use?</p> <ul style="list-style-type: none">• Asking Powerful Questions• Reflecting• Restating• Summarizing" <p>Correct Answer: C</p> <p>After selecting C, the screen displays: "You are correct! The CDF's response is an example of Restating."</p> <p>After selecting the incorrect answer, the screen displays: "I'm sorry, that is incorrect. The CDF's response is an example of Restating."</p>	



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Screen 14 – Knowledge Check 2 of 3

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Unit 3 : Lesson 3 - Holding Helping Conversations : Responding : Knowledge Check 2 of 3


Read the employee's statement and the CDF's response. Then, select the method of Responding that best describes the CDF's reply and select "Submit."






Employee: "Since the accident, I seem to have lost a lot of my self-confidence. I'm really scared that I won't be able to succeed now that I have returned to work. My supervisor has provided me with reasonable accommodations to do my job, but I am nervous that I am going to mess up and get fired."

CDF: "What I hear you saying is that you're feeling some self-doubt lately, and you are scared the accident will have an impact on your ability to perform your job duties."

What method of responding did the CDF use?

- ☐ Asking Powerful Questions
- ☐ Reflecting
- ☐ Restating
- ☐ Summarizing





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Screen Description	Narration
<p>On the left side, the screen displays instructions, a conversation, a question, and four answers. On the right side, the screen displays an employee standing with arm crutches.</p> <p>Instructions: "Read the employee's statement and the CDF's response. Then select the method of Responding that best describes the CDF's reply and select "Submit."</p> <p>Conversation:</p> <ul style="list-style-type: none">"Employee: Since the accident, I seem to have lost a lot of my	<p>Please select the method that best describes this CDF's response.</p> <p>When you are finished, please select the "Next" button to continue.</p>





Screen Description	Narration
<p>self-confidence. I'm really scared that I won't be able to succeed now that I have returned to work. My supervisor has provided me with reasonable accommodations to do my job, but I am nervous that I am going to mess up and get fired.</p> <ul style="list-style-type: none">• CDF: What I hear you saying is that you're feeling some self-doubt lately, and you are scared the accident will have an impact on your ability to perform your job duties." <p>Question: "What method of responding did the CDF use?</p> <ul style="list-style-type: none">• Asking Powerful Questions• Reflecting• Restating• Summarizing" <p>Correct Answer: D</p> <p>After selecting D, the screen displays: "You are correct! The CDF's response is an example of Summarizing."</p> <p>After selecting the incorrect answer, the screen displays: "I'm sorry, that is incorrect. The CDF's response is an example of Summarizing."</p>	



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Screen 15 – Knowledge Check 3 of 3

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Unit 3 : Lesson 3 - Holding Helping Conversations : Responding : **Knowledge Check 3 of 3**

Please read the employee's statement and the list of possible questions you could ask in response. Select the checkbox next to each question that can be considered open ended, and then select "Submit."






Employee: "I can't decide whether to go back to school to finish my bachelor's degree in electrical engineering. I completed two years of college but had to drop out to take care of my family when my mother got sick. I have worked as an electrician for five years, but I am starting to think about my long-term career. I want to be able to provide for my family, and I think I could be a good manager."

Which of the following questions would be considered open ended?


- ☐ 1. Where did you attend college?
- ☐ 2. What do you like most about being an electrician and why?
- ☐ 3. How do you contribute to your current team?
- ☐ 4. How big is your family?
- ☐ 5. What would make you feel like you had a successful long-term career?
- ☐ 6. Why do you think you would be a good manager?
- ☐ 7. How can you develop the skills you need to accomplish your goals?



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Screen Description	Narration
<p>On the left side, the screen displays instructions, a statement, a question, and seven possible checkbox answers. On the right side, the screen displays an employee sitting with his arms open and bent at the elbow, palms face up.</p> <p>Instructions: "Please read the employee's statement and the list of possible questions you could ask in response. Select the checkbox next to each question that can be considered open ended, and then select 'Submit.'"</p> <p>Statement:</p>	<p>Now let's identify some powerful questions you can ask employees.</p> <p>Please read the employee's statement followed by the list of possible questions you could ask in response.</p> <p>Select the checkbox next to each question that can be considered open-ended, and then select "Submit".</p> <p>When you are finished, please select the "Next" button to continue.</p>





Screen Description	Narration
<ul style="list-style-type: none"> • “Employee: I can't decide whether to go back to school to finish my bachelor's degree in electrical engineering. I completed two years of college but had to drop out to take care of my family when my mother got sick. I have worked as an electrician for five years, but I am starting to think about my long-term career. I want to be able to provide for my family, and I think I could be a good manager.” <p>Question: “Which of the following questions would be considered open ended?</p> <ul style="list-style-type: none"> • 1. Where did you attend college? • 2. What do you like most about being an electrician and why? • 3. How do you contribute to your current team? • 4. How big is your family? • 5. What would make you feel like you had a successful long-term career? • 6. Why do you think you would be a good manager? • 7. How can you develop the skills you need to accomplish your goals?” <p>Correct Answers: 2,3,5,6,7</p> <p>After selecting 2, 3,5,6,7 the screen displays “You are correct! Questions 1 and 4 are NOT open ended.”</p> <p>After selecting an incorrect answer, the screen displays “I’m sorry, that is incorrect. Only questions 1 and 4 are NOT open ended.”</p>	



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Screen 16 – Bibliography








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Unit 3 : Lesson 3 - Holding Helping Conversations : Conclusion : **Bibliography**

Bibliography

- Agile Coach (2010). *Building Trust on Agile Teams*. Retrieved from <http://agilecoach.typepad.com/agile-coaching/2010/08/building-trust.html>
- Egan, Gerard. *The Skilled Helper: A Problem Management and Opportunity Development Approach to Helping*. Belmont, CA: Brooks Cole, 2009.
- Mindtools. *Building Rapport: Establishing bonds*. Retrieved from <http://www.mindtools.com/pages/article/building- rapport.htm>
- Niles, Spencer and Harris-Bowlsbey, JoAnn. *Career Development Interventions in the 21st Century*. Upper Saddle River, NJ: Pearson, 2009.

MENU RESOURCES

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Screen Description	Narration
<p>Centered on the screen is a bibliography:</p> <ul style="list-style-type: none">• Agile Coach (2010). Building Trust on Agile Teams. Retrieved from http://agilecoach.typepad.com/agile-coaching/2010/08/building-trust.html• “Egan, Gerard. The Skilled Helper: A Problem Management and Opportunity Development Approach to Helping. Belmont, CA: Brooks Cole, 2009.• Mindtools. Building Rapport: Establishing bonds. Retrieved from http://www.mindtools.com/pages/article/building- rapport.htm	<p>No Narration</p>



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Screen Description	Narration
<ul style="list-style-type: none">Niles, Spencer and Harris-Bowlsbey, JoAnn. Career Development Interventions in the 21st Century. Upper Saddle River, NJ: Pearson, 2009."	No Narration



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Screen 17 – Conclusion

Career Development Facilitator

Unit 3 : Lesson 3 - Holding Helping Conversations : Conclusion : Conclusion

Congratulations!

You have successfully completed the Holding Helping Conversations lesson.

Learning Objectives

You should now be able to:

- ✓ Identify the elements of a productive helping conversation.
- ✓ Define active listening.
- ✓ Apply active listening strategies.
- ✓ Identify effective responding strategies.
- ✓ Apply effective responding strategies.

To review what you have learned today and plan your next steps, please consult the following resources:

- [Questioning Techniques](#)
- [Asking Powerful Questions](#)
- [George Washington University Active Listening Inventory](#)
- [MyCareer@VA Tips for Talking with Employees about Career Development](#)
- Recommended TMS Courses:
 - Listening Essentials: The Basics of Listening
 - Interpersonal Communication: Listening Essentials

MENU RESOURCES 104 of 155 Back Next

Screen Description	Narration
<p>On the left side, the screen displays “Congratulations! You have successfully completed the Holding Helping Conversations lesson” and the Learning Objectives.</p> <p>Learning Objectives:</p> <p>“You should now be able to:</p> <ul style="list-style-type: none">• Identify the elements of a productive helping conversation.• Define active listening.• Apply active listening strategies.• Identify effective responding strategies.	<p>Congratulations! You have successfully completed the lesson on Holding Helping Conversations that focuses on Active Listening and Effective Responding.</p> <p>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
<ul style="list-style-type: none">• Apply effective responding strategies.” <p>On the right side, the screen displays 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">• Questioning Techniques• Asking Powerful Questions• George Washington University Active Listening Inventory• MyCareer@VA Tips for Talking with Employees about Career Development• Recommended TMS Courses:<ul style="list-style-type: none">○ Listening Essentials: The Basics of Listening○ Interpersonal Communication: Listening Essentials”	