



**VALU**  
VA LEARNING UNIVERSITY

| MyCareer@VA

## **Career Development Facilitator**

### **Unit 1, Lesson 1: Introduction**

For VA Employees

Course Transcript



**VALU**  
VA LEARNING UNIVERSITY

**MyCareer@VA**

## **Career Development Facilitator (CDF), Unit 1, Lesson 1: Introduction**

### **Table of Contents**

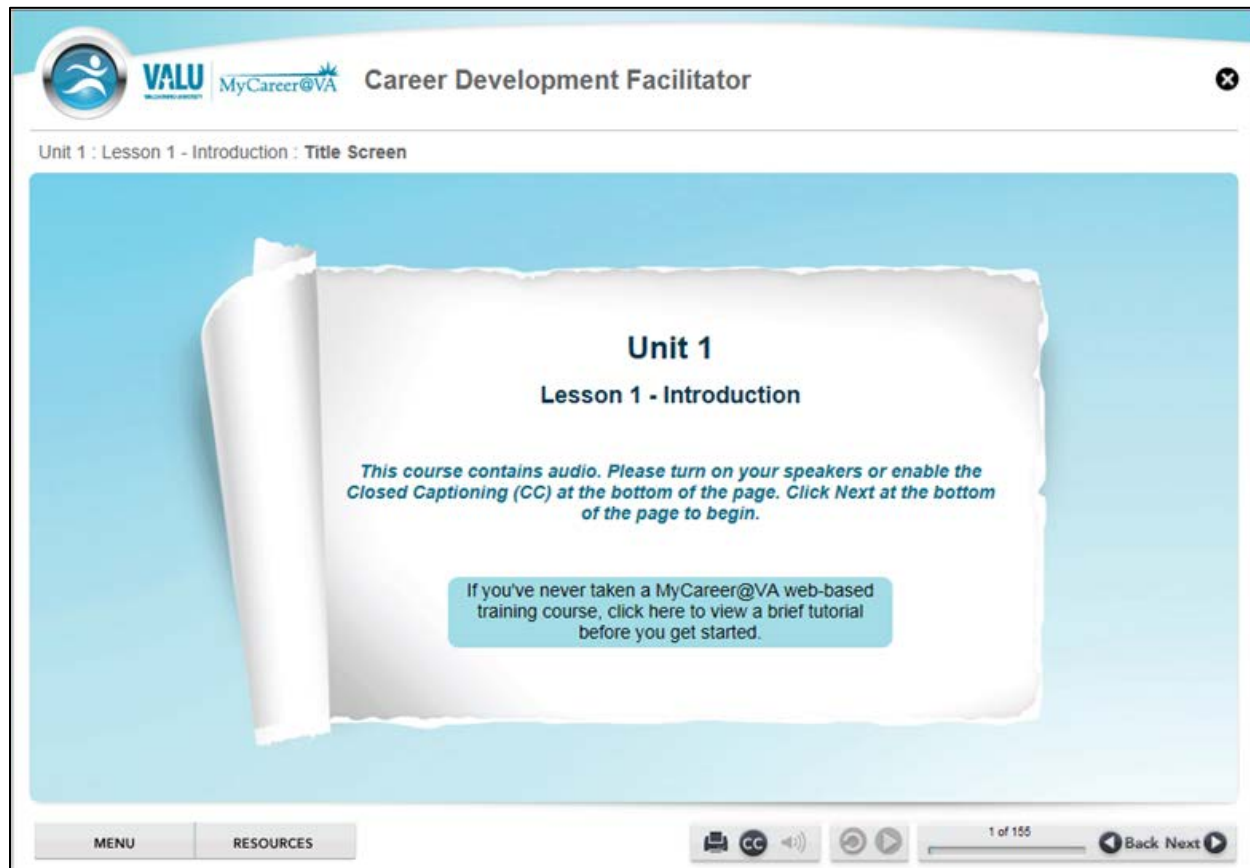
Screen 1 – Title Screen .....	3
Screen 2 – Welcome .....	4
Screen 3 – Course Functionality .....	6
Screen 4 – Course Overview & Learning Objectives .....	9
Screen 5 – Role of CDFs at VA .....	11
Screen 6 – Importance of Career Development at VA .....	13
Screen 7 – Conclusion .....	15



**VALU**  
VA LEARNING UNIVERSITY

**MyCareer@VA**

### Screen 1 – Title Screen



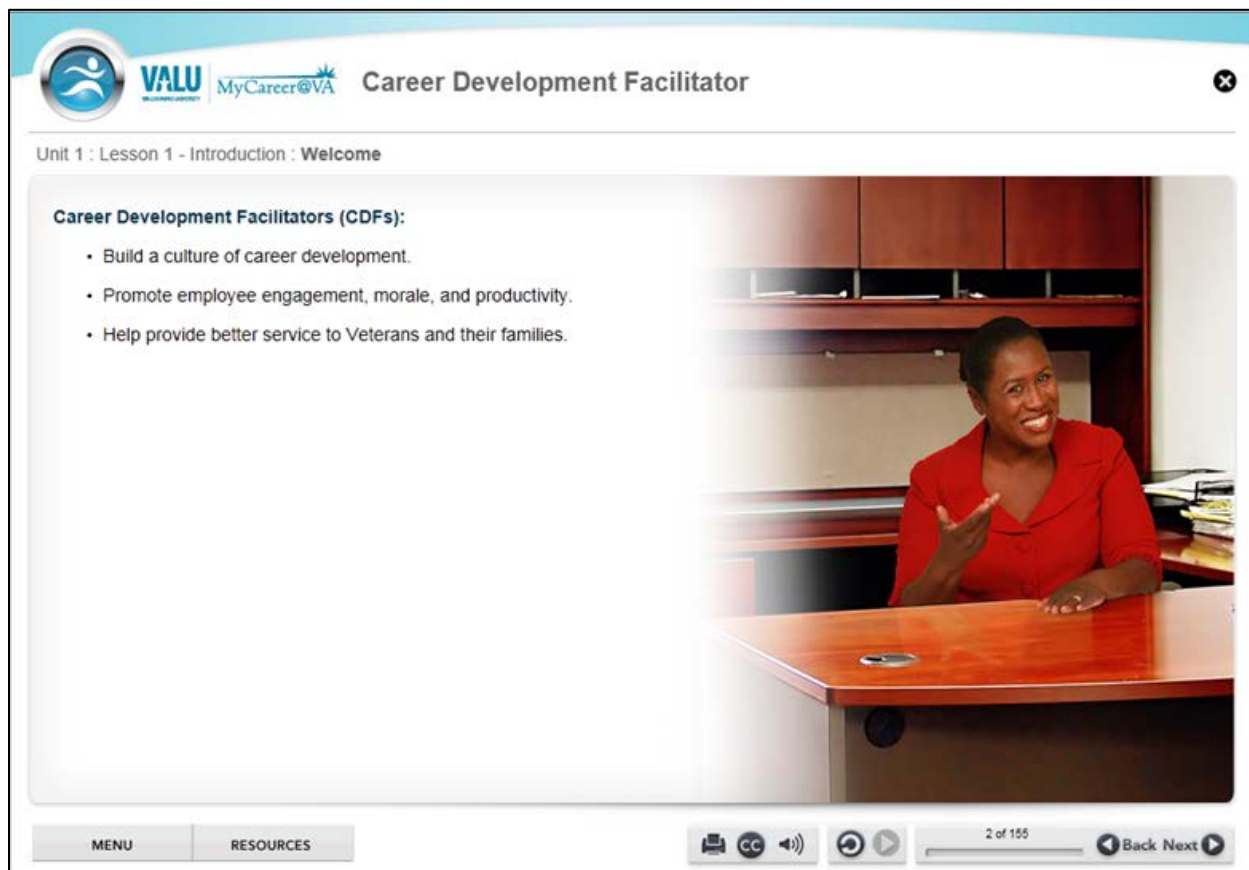
Screen Description	Narration
<p>Centered in the screen is the following text:</p> <p>“Unit 1 Lesson 1 – Introduction</p> <p>This course contains audio. Please turn on your speakers or enable the Closed Captioning (CC) at the bottom of the page. Click Next at the bottom of the page to begin.</p> <p>If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



**VALU**  
VA LEARNING UNIVERSITY

**MyCareer@VA**

## Screen 2 – Welcome



Screen Description	Narration
<p>On the left side, the screen displays the following list:</p> <p>“Career Development Facilitators (CDFs):</p> <ul style="list-style-type: none"><li>• Build a culture of career development.</li><li>• Promote employee engagement, morale, and productivity.</li><li>• Help provide better service to Veterans and their families.”</li></ul> <p>On the right side, the screen displays an image of the course mentor</p>	<p>Thank you for your interest in becoming a Career Development Facilitator, or CDF, at the Department of Veterans Affairs, or VA!</p> <p>As a CDF, you will personally help build a culture of career development at VA that improves engagement, morale, productivity, and motivation across the organization.</p> <p>All of these are critical because they help VA employees provide better service to Veterans and their families.</p> <p>This course was designed to build your career development knowledge and facilitation skills so you can provide personalized support to help VA employees accomplish their career goals.</p> <p>In this lesson, we will review the course objectives and the</p>



**VALU**  
VA LEARNING UNIVERSITY

| MyCareer@VA

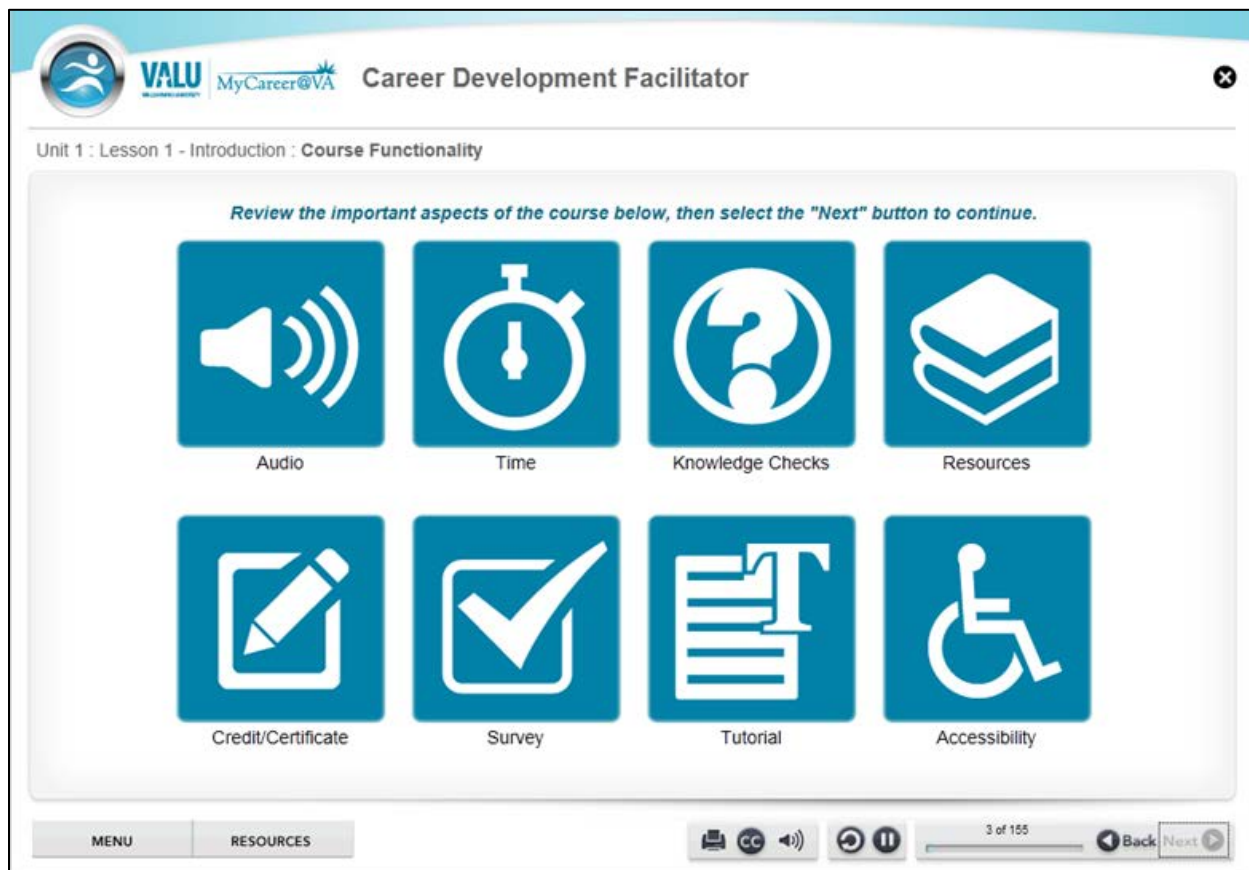
Screen Description	Narration
sitting at her desk.”	basics of navigating this Web-based training.  Please select the “Next” button to continue.



**VALU**  
VA LEARNING UNIVERSITY

**MyCareer@VA**

### Screen 3 – Course Functionality



Screen Description	Narration
<p>Centered in the screen are eight images that are related to course aspects:</p> <ul style="list-style-type: none"><li>• “Audio” with an image of a speaker</li><li>• “Time” with an image of a clock</li><li>• “Knowledge Checks” with an image of a question mark</li><li>• “Resources” with an image of books</li><li>• “Credit/Certificate” with an image of a pencil</li><li>• “Survey” with an image of a checkbox</li><li>• “Tutorial” with an image of a document</li></ul>	<p>Before we get started, please take a moment to review some important information about course functionality.</p> <p>Select each image to learn more.</p> <p>When you are finished reading, please select the “Next” button to continue.</p>



Screen Description	Narration
<ul style="list-style-type: none"><li>• “Accessibility” with an image of the handicap symbol</li></ul>	
<p>When user clicks each image, the information listed below appears on the screen.</p> <ul style="list-style-type: none"><li>• Audio: “You can manage this lesson’s narration by selecting the “Audio” button in the Play Bar. Please turn your speakers on and adjust the volume on your computer as necessary, or listen through headphones for the comfort of others.”</li><li>• Time: “The CDF course is made up of multiple lessons. Each lesson will take approximately 10–15 minutes to complete.”</li><li>• Tutorial: “The Tutorial provides a brief walkthrough of the functionality of this course as well as some important accessibility information. Please select the “Tutorial” button in the Navigation Bar to access this information.”</li><li>• Resources: “Each lesson contains additional resources that you can download and print during or after the lesson. The Resources will be listed on the final screen of the lesson, or you can select the “Resources” button in the Navigation Bar to access resources relevant to this lesson.”</li><li>• Survey: “We value your feedback! Once you have finished all of the lessons in the course, you will be asked to complete a survey. Please complete this training survey to promote high quality training.”</li><li>• Credit/Certificate: “You will receive credit after finishing each lesson,</li></ul>	No Narration



Screen Description	Narration
<p>and upon completing all lessons, you will receive a certificate of completion for the course.”</p> <ul style="list-style-type: none"><li>• Knowledge Checks: “Each lesson contains opportunities to apply what you have learned. You need to complete all Knowledge Checks to receive credit for each lesson.”</li><li>• Accessibility:<ul style="list-style-type: none"><li>○ “Course Transcript: This course includes a transcript that you can use to review the text of the lesson at your own pace or keep for your personal reference.</li><li>○ Closed Captions: This course contains a synchronized text version of the audio narration. Select the “CC” button to manage closed captions.</li><li>○ Screen Readers: For slides that may require additional information to be used accessibly, instructions readable only to screen readers are included. These instructions are intended to provide additional context for animation or specific activities that the user may be called upon to do.”</li></ul></li></ul>	





**VALU**  
VA LEARNING UNIVERSITY

**MyCareer@VA**

#### Screen 4 – Course Overview & Learning Objectives

**Career Development Facilitator**

Unit 1 : Lesson 1 - Introduction : Course Overview & Learning Objectives

**Course Overview:**

In this course, you will learn how to provide personalized career development support to VA employees as they pursue their career goals. Each unit will focus on developing your proficiency in a core competency area and prepare you to act as a MyCareer@VA Career Development Facilitator at VA.

To help build these skills, this course is broken into the following units:

- Unit 1: Career Development Theory & Practice
- Unit 2: Facilitation Skills
- Unit 3: Ethical Behavior in Career Development

Each unit is composed of lessons that address related concepts and competencies.

**Learning Objectives**

After completing all of the units in this course, you should be able to:

- ✓ Define the role of Career Development Facilitators at VA.
- ✓ Define important career development theories.
- ✓ Apply core career development best practices.
- ✓ Identify facilitation skills necessary to provide career development support.
- ✓ Identify ethical behaviors for a CDF.

MENU RESOURCES 4 of 155 Back Next

Screen Description	Narration
<p>On the left side, the screen displays the Lesson Overview:</p> <p>“In this course, you will learn how to provide personalized career development support to VA employees as they pursue their career goals. Each lesson will focus on developing your proficiency in a core competency area and prepare you to act as a MyCareer@VA Career Development Facilitator at VA.</p> <p>To help build these skills, this course is broken into the following units:</p>	<p>Before we get started, please take a moment to read the Course 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 of the lesson.</p> <p>When you are finished reading, please select the “Next” button to start learning more about the important role you will play as a CDF at VA.</p>



Screen Description	Narration
<ul style="list-style-type: none"><li>• Unit 1: Career Development Theory &amp; Practice</li><li>• Unit 2: Facilitation Skills</li><li>• Unit 3: Ethical Behavior in Career Development</li></ul> <p>Each unit is composed of lessons that address related concepts and competencies.”</p> <p>On the right side, the screen displays the Learning Objectives:</p> <p>“After completing all of the lessons in this course, you should be able to:</p> <ul style="list-style-type: none"><li>• Define the role of Career Development Facilitators at VA.</li><li>• Define important career development theories.</li><li>• Apply core career development best practices.</li><li>• Identify facilitation skills necessary to provide career development support.</li><li>• Identify ethical behaviors for a CDF.”</li></ul>	



**VALU**  
VA LEARNING UNIVERSITY

**MyCareer@VA**

## Screen 5 – Role of CDFs at VA

**VALU** MyCareer@VA **Career Development Facilitator**✕

Unit 1 : Lesson 1 - Introduction : Role of CDFs at VA

Career Development Facilitators (CDFs) provide one-on-one support to VA employees to help them accomplish their career goals.

**Some possible CDF activities:**

- Holding conversations to help employees identify their career goals.
- Helping employees develop plans to achieve their goals.
- Identifying and encouraging the use of available career resources.
- Providing feedback on employee career actions, such as goals, resumes, and interviews.



MENURESOURCES



5 of 155

 Back Next 

Screen Description	Narration
<p>On the left side, the screen displays the following text: “Career Development Facilitators provide one-on-one support to VA employees to help them accomplish their career goals.”</p> <p>On the right side, the screen displays the course mentor meeting an employee at her desk.</p>	<p>Since you are interested in becoming a CDF, you are likely already passionate about helping others and promoting employee development at VA.</p> <p>As a CDF, you will continue to provide such valuable support, but now in the important area of career development.</p> <p>The goal of the CDF program is to provide one-on-one support to VA employees to help them accomplish their career goals.</p>
<p>On the left side the following text appears:</p> <p>“Some possible CDF activities:</p>	<p>As a CDF, you will empower employees to take charge of their careers, not do the work for them.</p> <p>Please read the list of possible career activities you might</p>



**VALU**  
VA LEARNING UNIVERSITY

**MyCareer@VA**

Screen Description	Narration
<ul style="list-style-type: none"><li>• Holding conversations to help employees identify their career goals.</li><li>• Helping employees develop plans to achieve their goals.</li><li>• Identifying and encouraging the use of available career resources.</li><li>• Providing feedback on employee career actions, such as goals, resumes, and interviews.”</li></ul>	<p>engage in with employees.</p> <p>By helping VA employees grow and develop in their careers, you are helping them do their jobs better. This in turn allows them to provide even better service to Veterans and their families.</p> <p>Please select the “Next” button to continue.</p>



**VALU**  
VA LEARNING UNIVERSITY

**MyCareer@VA**

## Screen 6 – Importance of Career Development at VA



**VALU** MyCareer@VA

### Career Development Facilitator

Unit 1 : Lesson 1 - Introduction : Importance of Career Development at VA

**Organizations that provide career development opportunities & support:**

- Are **6X** more likely to engage employees than those that don't.
- Are **2.5X** more productive.
- Are **4X** less likely to lose employees in the next year.



MENU RESOURCES

     8 of 155 Back Next 

Screen Description	Narration
<p>On the left side, the screen displays the following text:</p> <p>“Organizations that provide career development opportunities &amp; support:</p> <ul style="list-style-type: none"><li>• Are 6X more likely to engage employees than those that don't.</li><li>• Are 2.5X more productive.</li><li>• Are 4X less likely to lose employees in the next year.”</li></ul> <p>On the right side, the screen displays the course mentor meeting an</p>	<p>Review these facts about the impact career development programs can have on any organization.</p>

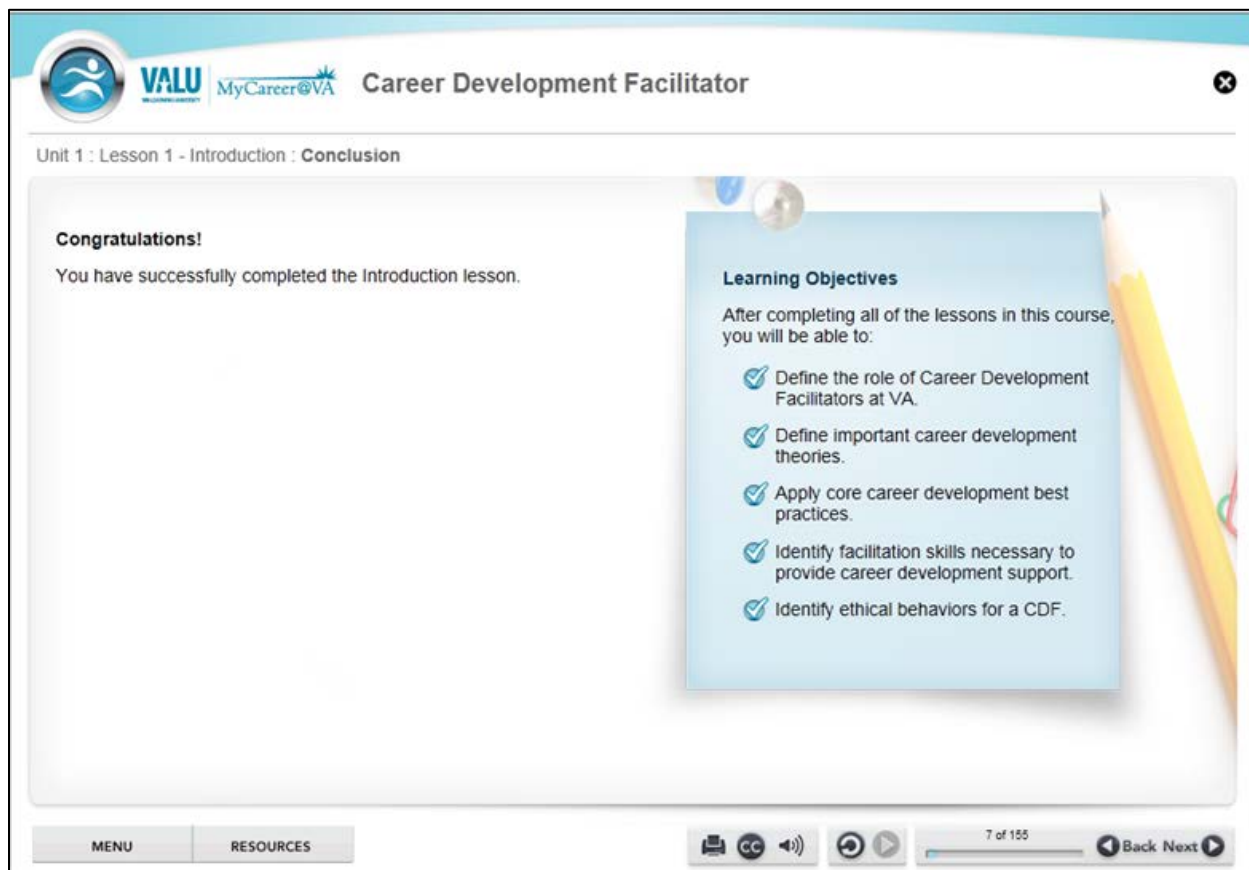


**VALU**  
VA LEARNING UNIVERSITY

**MyCareer@VA**

Screen Description	Narration
employee at her desk.	
No change in screen display.	<p>As a CDF, you will help employees find their right career path, which in turn promotes engagement, productivity, and retention. By building a stronger workforce, you are directly helping VA provide the highest quality services and support to Veterans and their families.</p> <p>Please select the “Next” button to continue.</p>

## Screen 7 – Conclusion



Screen Description	Narration
<p>On the left side, the screen displays the following text: “Congratulations! You have successfully completed the Introduction lesson.”</p> <p>On the right side, the screen displays the Learning Objectives:</p> <p>“After completing all of the lessons in this course, you will be able to:</p> <ul style="list-style-type: none"> <li>• Define the role of Career Development Facilitators at VA.</li> <li>• Define important career development theories.</li> </ul>	<p>Congratulations! You have successfully completed the Introduction lesson.</p> <p>All of the lessons in this course will give you the knowledge and skills to help VA employees develop themselves and accomplish their career goals.</p> <p>Please review the learning objectives covered in this lesson.</p> <p>Select the “Next” button to return to the course home page.</p>





**VALU**  
VA LEARNING UNIVERSITY

| MyCareer@VA

Screen Description	Narration
<ul style="list-style-type: none"><li>• Apply core career development best practices.</li><li>• Identify facilitation skills necessary to provide career development support.</li><li>• Identify ethical behaviors for a CDF.”</li></ul>	