Career Development Facilitator

Unit 4, Lesson 1: Career Development Ethics

For VA Employees

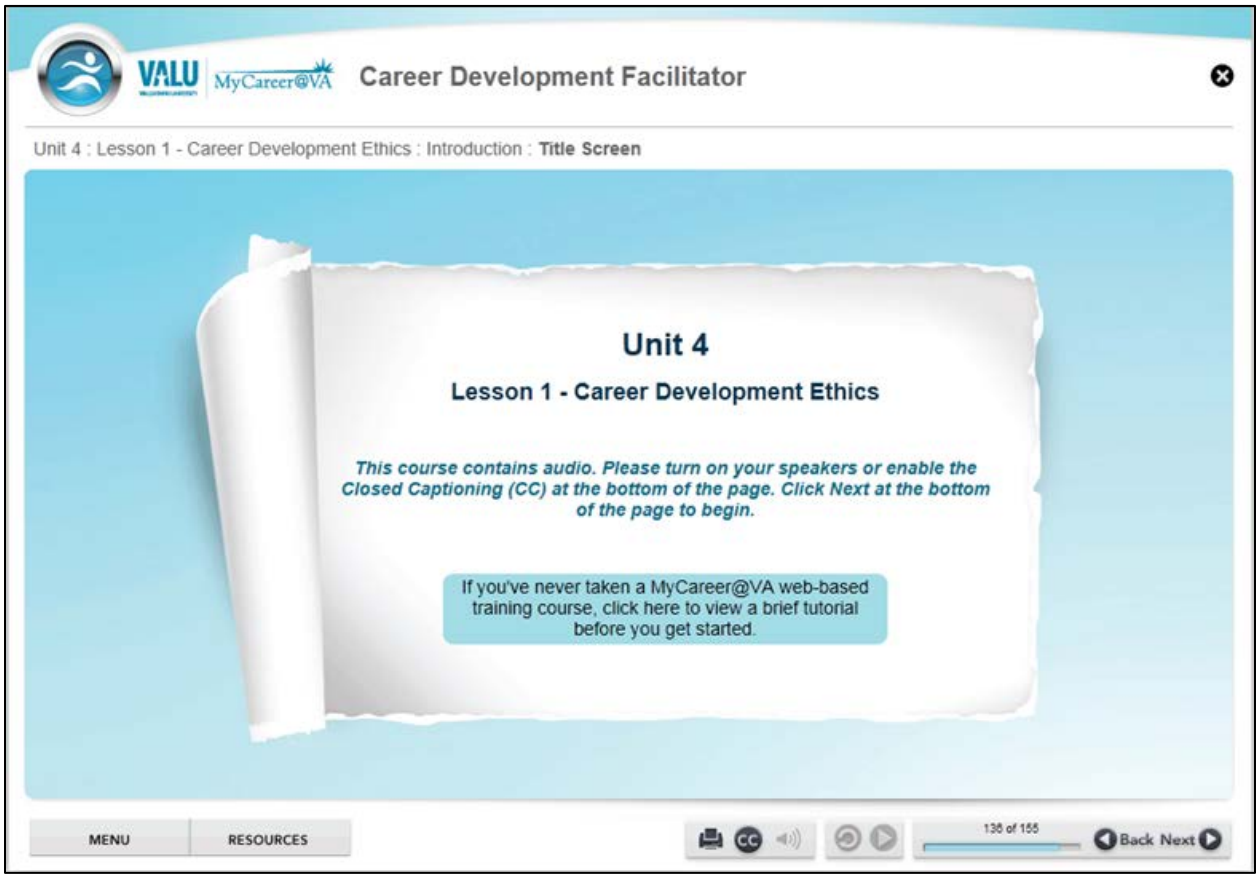
Course Transcript

Career Development Facilitator (CDF), Unit 4, Lesson 1: Career Development Ethics

Table of Contents

Screen 1 – Title Screen 3
Screen 2 – Welcome 4
Screen 3 – Lesson Overview & Learning Objectives 5
Screen 4 – Possible Scenarios 7
Screen 5 – Importance of Ethical Behavior 10
Screen 6 – I CARE 11
Screen 7 – Intro to NCDA Code of Ethics 14
Screen 8 – NCDA Guiding Principles 15
Screen 9 – Knowledge Check 19
Screen 10 – NCDA Decision-Making Process 21
Screen 11 – Knowledge Check 1 25
Screen 12 – Knowledge Check 2 27
Screen 13 – Knowledge Check 3 29
Screen 14 – Knowledge Check 4 31
Screen 15 – Knowledge Check 5 33
Screen 16 – Bibliography 35
Screen 17 – Conclusion 37

Screen 1 – Title Screen



Screen Description	Narration
Centered in the screen is the following text: "Unit 4 Lesson 1 – Career Development Ethics 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. If you've never taken a MyCareer@VA web-based training course, click here to view a brief tutorial before you get started."	No Narration

Screen 2 – Welcome

Screen Description	Narration
Centered on the screen is the course mentor smiling.	Welcome to the Career Development Ethics lesson that highlights ethical guidelines that you should follow in your work as a Career Development Facilitator, or CDF. This lesson will provide you with an understanding of the ethical considerations in career development facilitation, and it will give you strategies for dealing with ethical dilemmas that may arise in your work with VA employees. Please select the “Next” button to continue.

Screen 3 – Lesson Overview & Learning Objectives

Screen Description	Narration
On the left side, the screen displays "Lesson Overview" and on the right side, the screen displays "Learning Objectives" and four bullets. Lesson Overview: "This lesson will increase your awareness of ethical issues related to career development, and it will provide you with tools and resources to help you respond to ethical issues you may encounter."	Please take a moment to read the Lesson Overview and Learning Objectives. 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. When you are finished reading, please select the "Next" button to continue.

Screen Description	Narration
Learning Objectives: "After completing this lesson, you should be able to: • Define the importance of ethics for a CDF. • Identify the I CARE core values. • Define the major points of the NCDA Code of Ethics. • Identify strategies for solving ethical questions."	No Narration

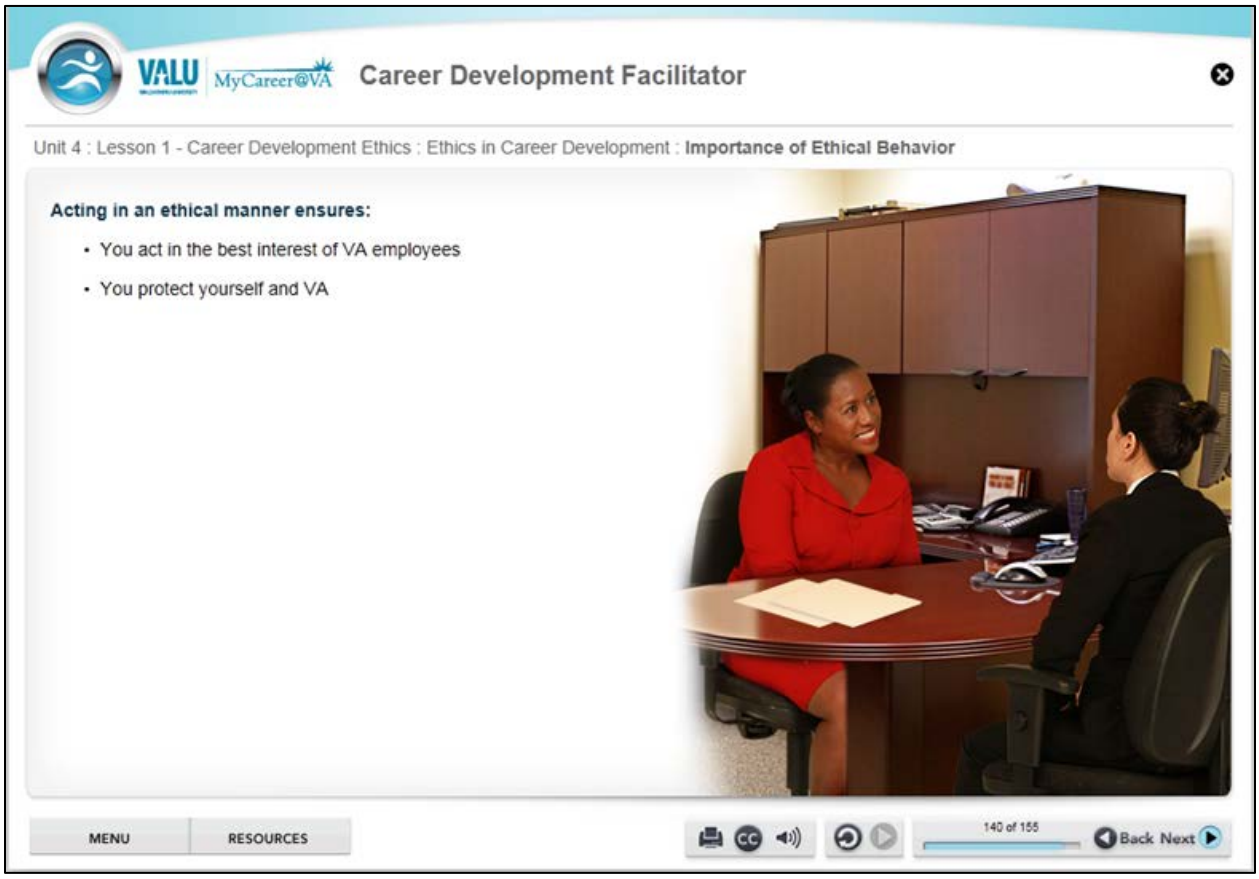
Screen 4 – Possible Scenarios

Screen Description	Narration
Centered on the screen is the course mentor smiling.	As you know, VA is committed to building and maintaining an ethical workforce, and offers a wide-range of trainings and programs on this topic. However, ethical behavior in the area of career development is a unique issue that deserves consideration in its own right. It may seem obvious that you should always act ethically in your work as a CDF. However, these issues can be complicated, and the right solution is not always clear.

Screen Description	Narration
Centered on the screen is the following text "Please select each employee to read about a situation that involves an ethical decision. When you are finished, select the 'Next' button to continue," and three employees: a woman with a frustrated expression, a man speaking and gesturing, and a man standing with his arms at his sides. After selecting the woman with the frustrated expression, the screen displays: "You are working with an employee who happens to be a supervisor. In one conversation, she mentions that she is in the middle of hiring a new employee. She expresses frustration at having to take the time to review resumes and conduct interviews because she plans on hiring her friend's husband for the position. They are having a hard time and need the money. What would you do?" After selecting the man who is speaking and gesturing, the screen displays: "A supervisor in your division tells you that he has heard about the great work you are doing as a CDF. He then mentions that everyone in the group seems a bit stressed lately and asks you to provide general counseling services to help reduce stress. What would you do?"	Let's examine some ethical issues you may come across in your work as a CDF. Please select each employee to read about a situation that involves an ethical decision. As you read each scenario, consider what you would do in that situation. The rest of this lesson will focus on strategies for handling such ethical questions. When you are finished reading, please select the "Next" button to continue.

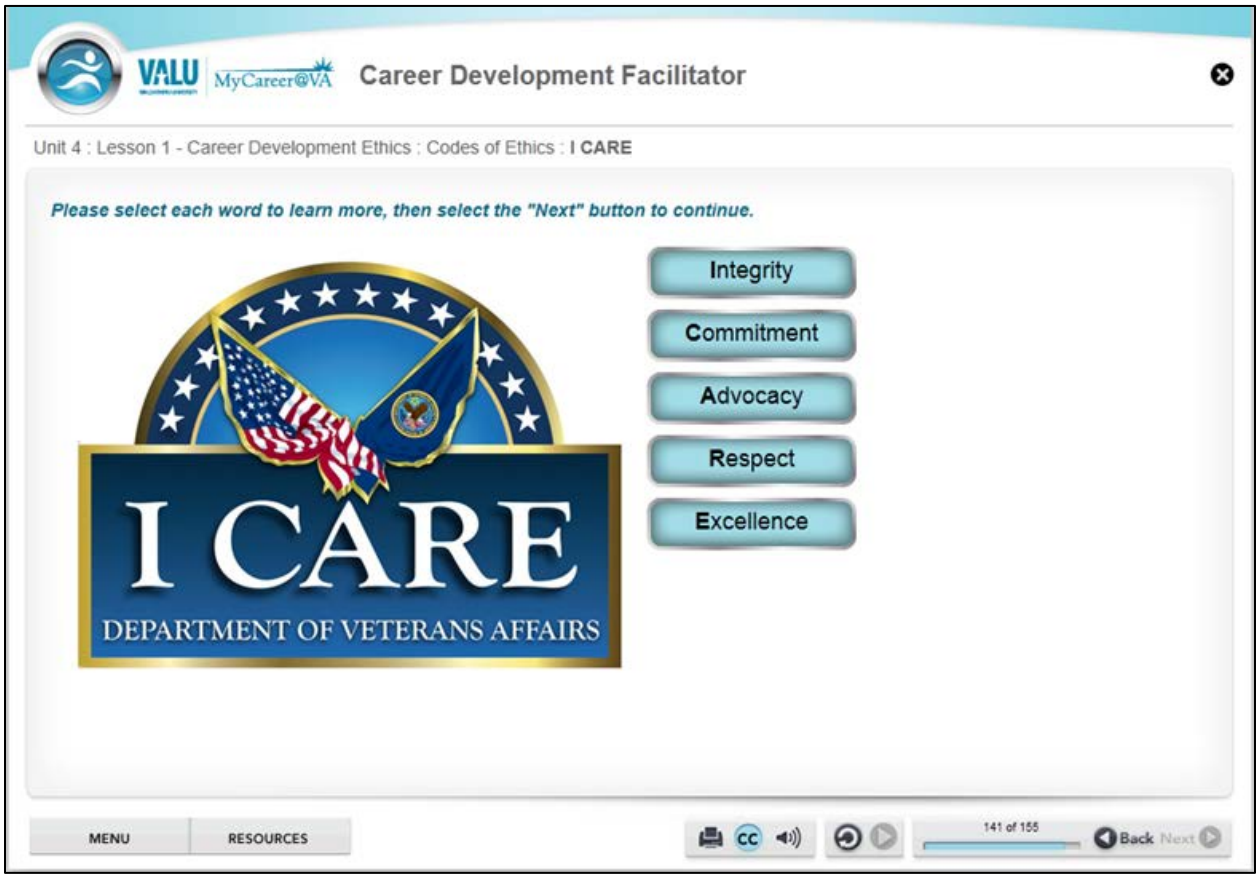
Screen Description	Narration
After selecting the man who is standing with his arms at his sides, the screen displays: "A CDF you know has started a home renovation business with an employee who came to him for career development guidance. The CDF seems to work harder to support that employee than all the other individuals with whom he works. What would you do?"	No Narration

Screen 5 – Importance of Ethical Behavior



Screen Description	Narration
On the right side, the screen displays the course mentor meeting an employee at her desk. On the left side, the screen displays the following text: "Acting in an ethical manner ensures: • You act in the best interest of VA employees • You protect yourself and VA"	These scenarios demonstrate some of the ethical questions you may encounter as a CDF. They also highlight the importance of understanding the ethical codes that apply to your work as a CDF and how you can apply these guidelines to find the best solutions. When you do, you protect yourself and VA from involvement in ethical disputes. Please select the "Next" button to begin learning about the ethical codes that apply to your work at VA.

Screen 6 – I CARE



Screen Description	Narration
On the left side, the screen displays "Please select each word to learn more, then select the 'Next' button to continue," and VA's I CARE logo. On the right side, the screen displays: • "Integrity • Commitment • Advocacy • Respect • Excellence"	As we mentioned earlier, ethical questions are often complicated. There are multiple codes of ethical behavior that can help you make the most appropriate decision in complex CDF situations. As a CDF at VA, the first code that should guide your behavior is I CARE. As you may already know, I CARE is an acronym for the attributes that VA promotes.

Screen Description	Narration
[no change to screen]	I CARE helps guide the execution of VA's mission, shapes its strategy, and impacts key decisions made within the Department. These core values should serve as the basis for your work as a CDF. They should shape your behavior and decision-making whenever working with employees on their career development. Please select each word to learn more about that attributes of I CARE. When you are finished, please select the "Next" button to continue.
After selecting "Integrity," the screen displays: • "Act with high moral principle. • Adhere to the highest professional standards. • Maintain the trust and confidence of those whom you engage."	As a CDF, acting with integrity means earning and maintaining the trust and confidence of all employees who seek your support. It requires that you act according to ethical and organizational standards when providing career development support.
After selecting "Commitment," the screen displays: • "Work diligently to serve Veterans and other beneficiaries. • Be driven by an earnest belief in VA's mission. • Fulfill both your individual and organizational responsibilities."	By supporting VA employees as they develop their careers, you are helping to build a stronger VA workforce. A stronger workforce provides better services to Veterans and their families.

Screen Description	Narration
After selecting "Advocacy," the screen displays: • "Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries."	In helping VA employees reach their career goals, you are also serving as their advocate. This also helps build a stronger workforce, which helps VA accomplish its mission.
After selecting "Respect," the screen displays: • "Treat all those you serve with respect. Show respect to earn it."	As a CDF, you should respect the backgrounds, goals, and choices of all employees who seek your assistance. By respecting employees and helping them accomplish their goals, you will earn their respect in turn.
After selecting "Excellence," the screen displays: • "Strive for the highest quality performance as well as continuous improvement. Be thoughtful and decisive in leadership, accountable for your own actions, willing to admit mistakes, and rigorous in correcting them."	By expressing interest in becoming a CDF and taking this course, you are already demonstrating that you strive for continuous improvement. As a CDF, you also play a crucial role in promoting development and improvement in VA employees.

Screen 7 – Intro to NCDA Code of Ethics

Screen Description	Narration
On the right side, the screen displays the course mentor meeting an employee at her desk. On the left side, the screen displays the following text: "'The primary responsibility of career professionals is to respect the dignity and to promote the welfare of the individuals to whom they provide service.' —NCDA Code of Ethics"	As a CDF at VA, I CARE serves as a critical guide for your work with employees. As with every profession, though, there are organizing principles that help inform decision-making. For CDFs, the National Career Development Association, or NCDA, has created a Code of Ethics. The NCDA Code of Ethics should complement the I CARE values and provide you further guidance for your work with VA employees. We encourage you to read the entire NCDA Code of Ethics, which you can access on the last page of this lesson. Please select the "Next" button to learn more about the NCDA Code of Ethics.

Screen 8 – NCDA Guiding Principles

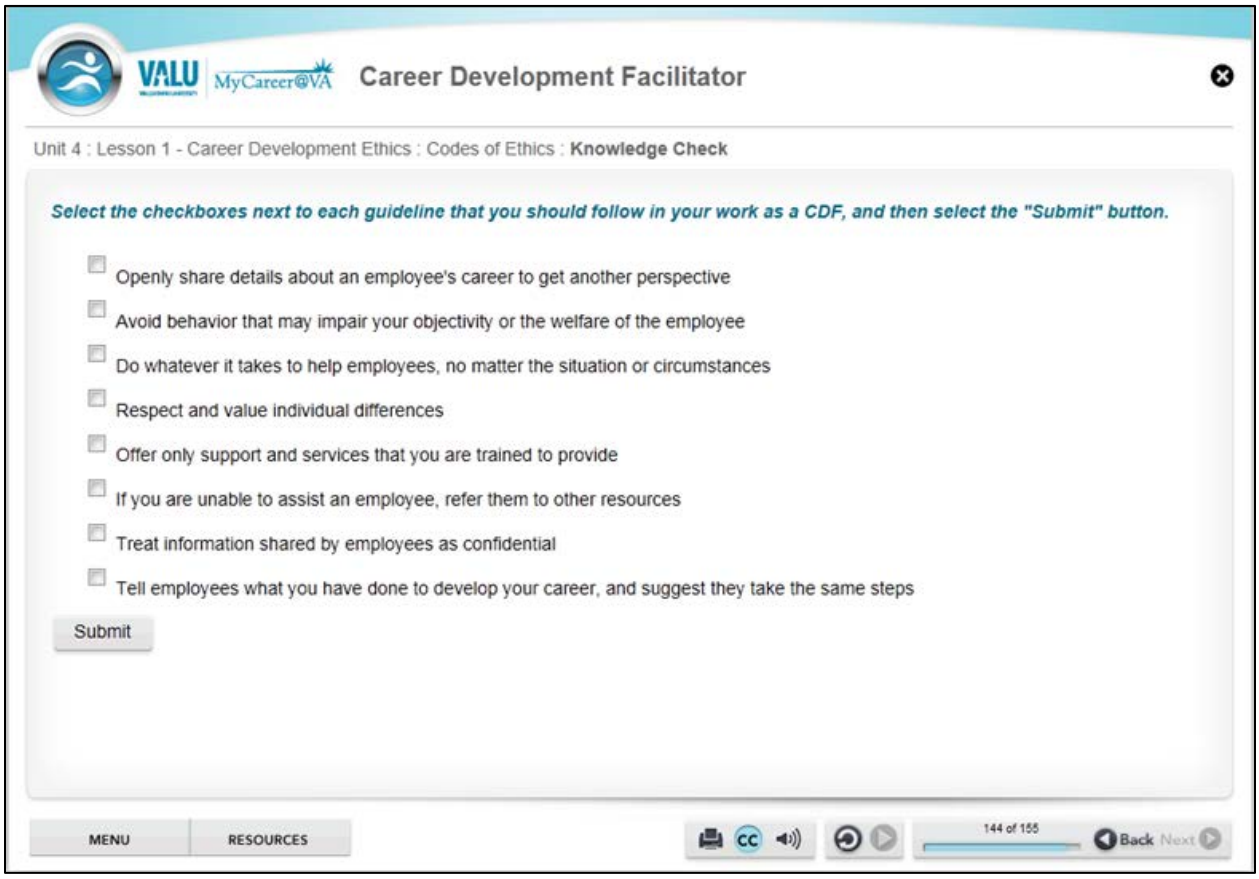
Screen Description	Narration
On the right side, the screen displays the course mentor meeting an employee at her desk. On the left side, the screen displays "Please select each guideline to learn more, then select the 'Next' button to continue" and the following text: • "Offer only support and services that you are trained to provide • If you are unable to assist an employee, refer them to other resources • Respect and value individual differences	Abiding by the NCDA Code of Ethics will help you act in an ethical way and protect the welfare of VA employees. Spencer Niles and JoAnn Harris-Bowlsbey developed a succinct summary of these standards that should guide your CDF practice. Please select each guideline to read more. When you are finished, select the "Next" button to continue.

Screen Description	Narration
• Treat information shared by employees as confidential • Do not engage in any behavior that may impair your objectivity or the welfare of the employee Adapted from Spencer Niles and JoAnn Harris-Bowlsbey's Career Development Interventions in the 21st Century."	No Narration
After selecting "Offer only support and services that you are trained to provide," the screen displays: "Only offer what you are trained to provide • In your work with employees, you may be asked to provide support that you are not trained or certified to provide. o For example, an employee may ask you to interpret the results of their performance review. • You also may determine that an employee needs counseling that you are not trained or certified to provide. o For example, an employee may demonstrate behaviors that make you think they need professional, psychological, or behavioral counseling. • Acting ethically means you only offer the career development support and services you are competent to provide."	No Narration
After selecting "If you are unable to assist an employee, refer them to other resources," the screen displays: "Refer to other resources	No Narration

Screen Description	Narration
• If you are not trained to provide the support that an employee needs, there are a range of resources available to both you and the individual. • Consider the information covered in both the Referral Acumen and Career Development Practice lessons to identify potential career development resources. • You should also be aware of the different support services across VA to which you can refer an employee. In referring employees to the services they need, you are being an ethical CDF."	No Narration
After selecting "Respect and value individual differences," the screen displays: "Respect and value individual differences • Respecting the background, values, and choices of each individual who seeks your assistance is critical to maintaining a productive and ethical CDF relationship. • Please review the information covered in the Diverse Populations lesson to reinforce your understanding of the importance of respecting differences in your work as a CDF. • You are acting ethically when you recognize and appreciate the diverse backgrounds of the employees with whom you work."	No Narration

Screen Description	Narration
After selecting “Treat information shared by employees as confidential,” the screen displays: “Treat information shared by employees as confidential • Trust forms the basis of a productive helping relationship, so it is critical that you treat employee-shared information as confidential. • You should not share any information without an employee’s permission unless it is required by law. • Please consult with VA’s legal department if you have any questions about whether you are obligated to disclose information. • By keeping the information employees share with you confidential, you are acting in an ethical manner. • Please review the ‘Building Trust and Rapport’ lesson if you have any questions about this issue.”	No Narration
After selecting “Do not engage in any behavior that may impair your objectivity or the welfare of the employee,” the screen displays: “Do not impair your objectivity • Because your first priority is to protect the welfare of VA employees, you should not do anything to impair your objectivity. • This includes but is not limited to personal, emotional, physical, and financial relationships. • An ethical CDF engages only in activities that help VA employees accomplish their career goals within the boundaries of a productive and healthy helping relationship.”	No Narration

Screen 9 – Knowledge Check



Screen Description	Narration
Centered on the screen are instructions and eight statements. Instructions: “Select the checkboxes next to each guideline that you should follow in your work as a CDF, and then select the ‘Submit’ button.” Statements: • “Openly share details about an employee's career to get another perspective” o Correct Answer: Not selected	Now let’s review the I CARE and NCDA standards for ethical behavior. Select the checkbox next to each guideline that you should follow, and then select the “Submit” button. When you are finished, select the “Next” button to continue.

Screen Description	Narration

• "Avoid behavior that may impair your objectivity or the welfare of the employee"
  o Correct Answer: Selected
• "Do whatever it takes to help employees, no matter the situation or circumstances"
  o Correct Answer: Not selected
• "Respect and value individual differences"
  o Correct Answer: Selected
• "Offer only support and services that you are trained to provide"
  o Correct Answer: Selected
• "If you are unable to assist an employee, refer them to other resources"
  o Correct Answer: Selected
• "Treat information shared by employees as confidential"
  o Correct Answer: Selected
• "Tell employees what you have done to develop your career, and suggest they take the same steps"
  o Correct Answer: Not selected
 	
After checking the correct feedback, the screen displays: "Correct! As a CDF you should avoid behavior that may impair your objectivity or the welfare of the employee, respect and value individual differences, only offer support and services that you are trained to provide, treat information shared by employees as confidential, and refer employees to other resources if you are unable to assist them. Select "Next" to continue."
 	
After checking the incorrect feedback, the screen displays: "Incorrect. Please try again.
	No narration

Screen 10 – NCDA Decision-Making Process

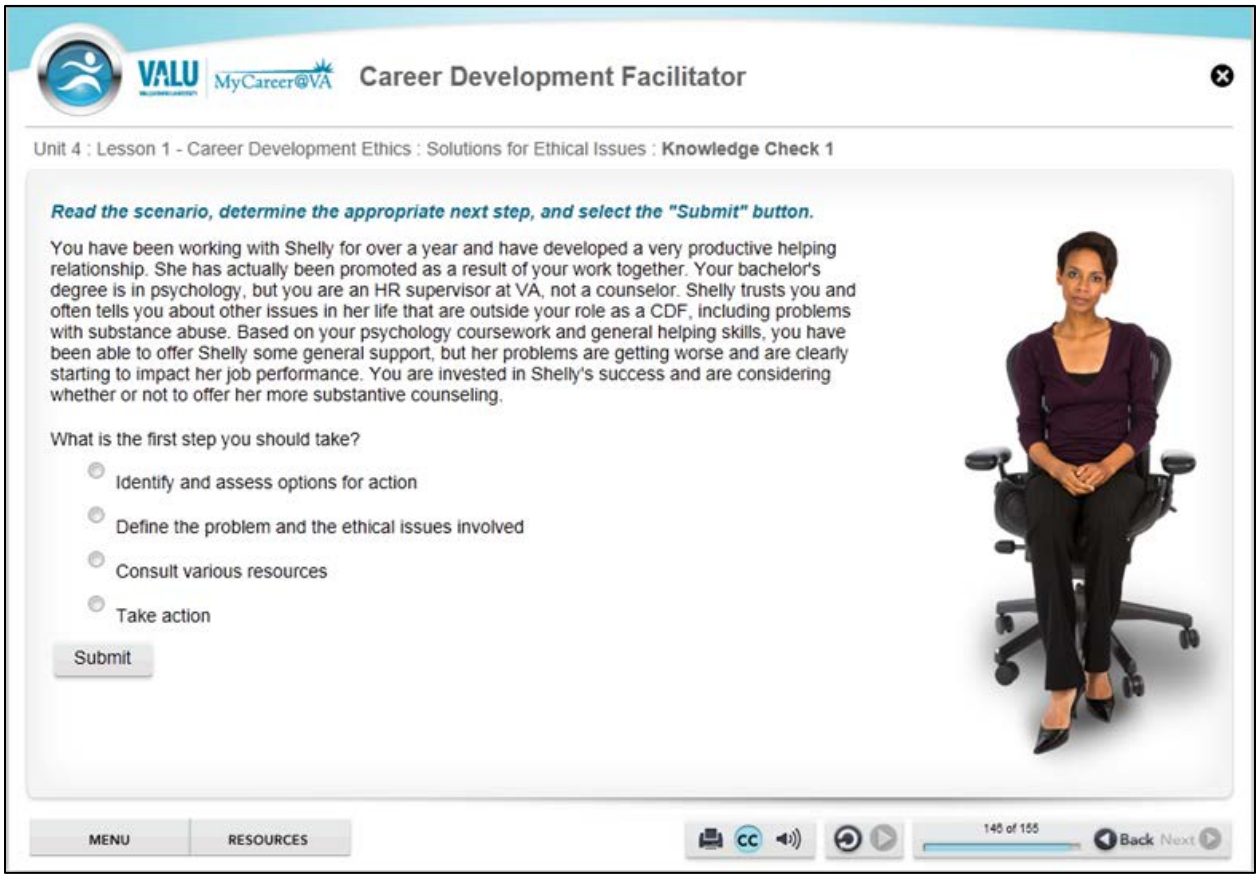
Screen Description	Narration
On the right side, the screen displays the course mentor meeting an employee at her desk. On the left side the screen displays the following text: "A Decision-Making Process for Solving Ethical Issues Please select each step to learn more, then select the 'Next' button to continue. • Define the problem and ethical issues involved • Consult various resources	Adhering to the guiding principles we just reviewed will help you act in an ethical way. However, what should you do if more questions or issues arise? NCDA has developed a decision-making process to help you make the right choices when faced with ethical situations. Please select each step to learn more. When you are finished reading, please select the "Next" button to continue.

Screen Description	Narration
• Identify and assess options for action • Consider your feelings and emotions • Take action"	No Narration
After selecting "Define the problem and ethical issues involved" the screen displays: • "The first step in addressing ethical issues is to understand as much as possible about the situation. • If an ethical dilemma arises, ask yourself the following questions: o What is going on? o Who is involved? o Who is impacted by the situation? o What are the ethical issues involved? o What resources are available to resolve this situation? • Note that these questions probably can't be answered immediately—solving ethical issues takes time."	No Narration
After selecting "Consult various resources," the screen displays: • "The second step is to continue gathering information to help you make an informed decision. • Review relevant ethical codes and standards o When questions arise, refer to the I CARE values or NCDA Code of Ethics to determine exactly what ethical issues are involved. o You also may need to meet with someone from VA's legal department to identify relevant legal or policy guidelines.	No Narration

Screen Description	Narration
• Seek Consultation o In addition to reviewing relevant codes, you can also reach out to the CDF network or a trusted advisor to ask how other people have handled similar issues. o You are not alone—seek guidance before acting."	No Narration
After selecting "Identify and assess options for action," the screen displays: • "Once you have a complete understanding of the situation and have considered relevant codes, you should detail possible options for action and predict the outcome of each. • You should also consider the risks associated with each option and determine if they are worth the outcome."	No Narration
After selecting "Consider your feelings and emotions," the screen displays: • "In complex situations such as ethical dilemmas, it is important to not act solely on emotions. • CDFs should consider the practical elements of a situation and the reality of an action's consequences. • You should not ignore your emotions, but you should seek to balance them with your practical assessment."	No Narration

Screen Description	Narration
After selecting “Take action,” the screen displays: • “Once you have thoroughly assessed the situation by completing all of the previously listed steps, you will be ready to make an informed decision and take action!”	No Narration

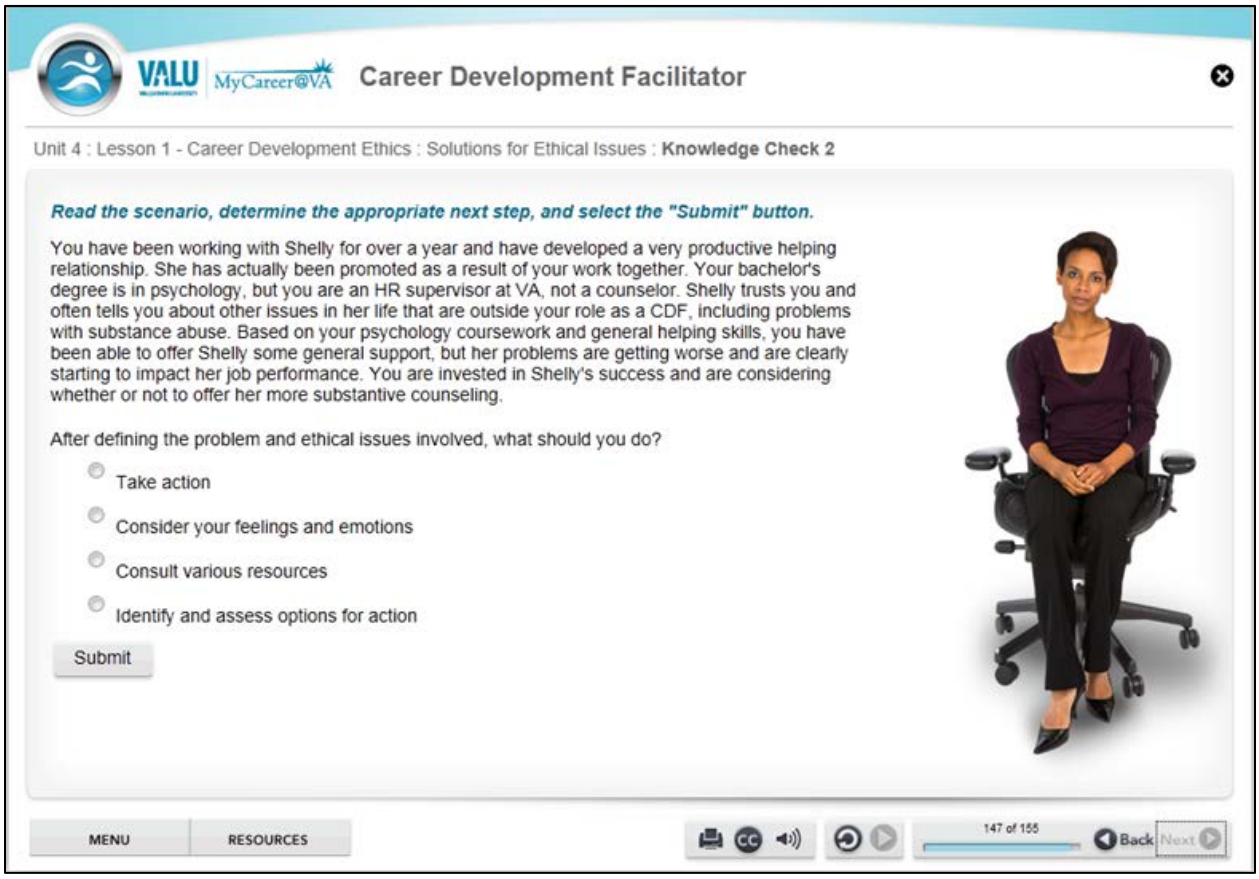
Screen 11 – Knowledge Check 1



Screen Description	Narration
On the left side, the screen displays instructions, a scenario, a question, and four possible answers. On the right side, the screen displays a female employee sitting in a chair. Instructions: “Read the scenario, determine the appropriate next step, and then select the ‘Submit’ button.” Scenario: “You have been working with Shelly for over a year and have developed a very productive helping relationship. She has actually been promoted as a result of your work together.	Let’s apply the decision-making process we just reviewed to a scenario you may encounter as a CDF. Please read the scenario, determine the appropriate next step, and select the “Submit” button. When you are finished, select “Next” to continue.

Screen Description	Narration
Your bachelor's degree is in psychology, but you are an HR supervisor at VA, not a counselor. Shelly trusts you and often tells you about other issues in her life that are outside your role as a CDF, including problems with substance abuse. Based on your psychology coursework and general helping skills, you have been able to offer Shelly some general support, but her problems are getting worse and are clearly starting to impact her job performance. You are invested in Shelly's success and are considering whether or not to offer her more substantive counseling." Question: "What is the first step you should take? • Identify and assess options for action • Define the problem and the ethical issues involved • Consult various resources • Take action" Correct Answer: "Define the problem and the ethical issues involved" After selecting the correct answer, the screen displays: "You are correct! The first thing you should always do is define the problem and ethical issues involved. This scenario involves support that you are not trained to provide." After selecting the wrong answer, the screen displays: "I'm sorry, the first step you should take is to define the problem and ethical issues involved. This scenario involves support that you are not trained to provide."	No narration

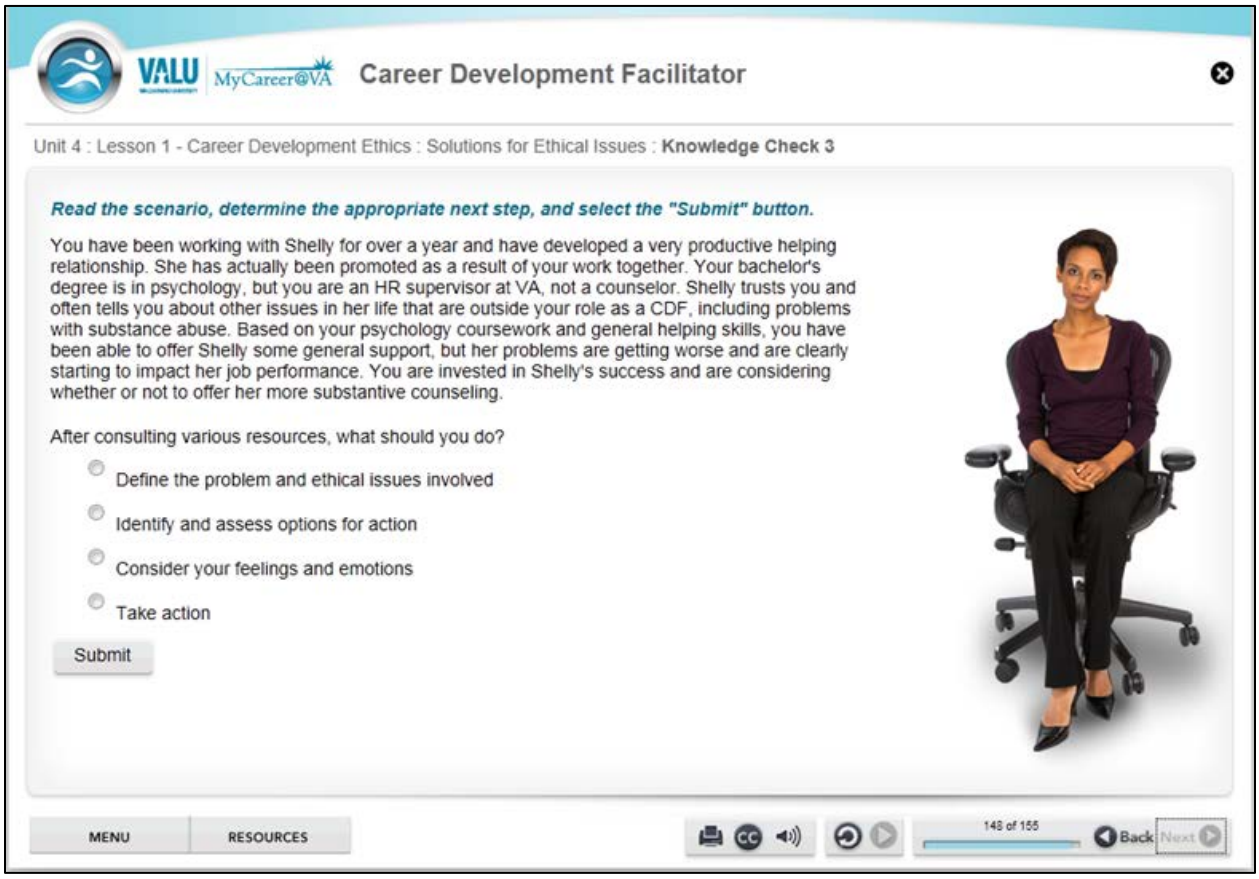
Screen 12 – Knowledge Check 2



Screen Description	Narration
On the left side, the screen displays instructions, the scenario from the previous screen, a question, and four possible answers. On the right side, the screen displays a female employee sitting in a chair. Instructions: “Read the scenario, determine the appropriate next step, and select the ‘Submit’ button.” Scenario: “You have been working with Shelly for over a year and have developed a very productive helping relationship.	Please determine the appropriate next step and select the “Submit” button. When you are finished, select “Next” to continue.

Screen Description	Narration
She has actually been promoted as a result of your work together. Your bachelor's degree is in psychology, but you are an HR supervisor at VA, not a counselor. Shelly trusts you and often tells you about other issues in her life that are outside your role as a CDF, including problems with substance abuse. Based on your psychology coursework and general helping skills, you have been able to offer Shelly some general support, but her problems are getting worse and are clearly starting to impact her job performance. You are invested in Shelly's success and are considering whether or not to offer her more substantive counseling." Question: "After defining the problem and ethical issues involved, what should you do? • Take action • Consider your feelings and emotions • Consult various resources • Identify and asses options for action" Correct Answer: "Consult various resources" After selecting the correct answer, the screen displays: "You are correct! The second step is to consult various resources such as relevant ethical codes, other standards, and your network." After selecting the incorrect answer, the screen displays: "I'm sorry, the second step is to consult various resources such as relevant ethical codes, other standards, and your network."	No narration

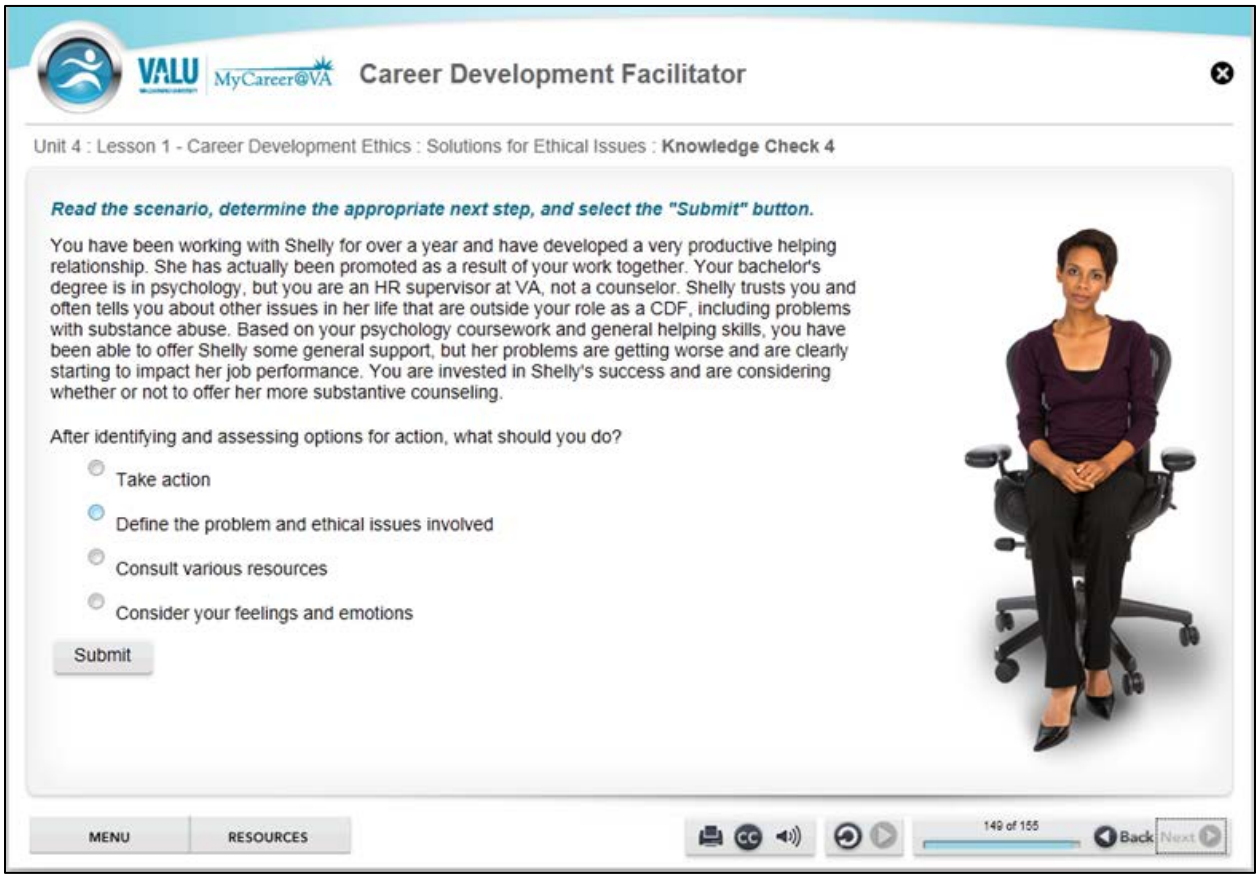
Screen 13 – Knowledge Check 3



Screen Description	Narration
On the left side, the screen displays instructions, the scenario from the previous screen, a question, and four possible answers. On the right side, the screen displays a female employee sitting in a chair. Instructions: “Read the scenario, determine the appropriate next step, and select the ‘Submit’ button.” Scenario: “You have been working with Shelly for over a year and have developed a very productive helping relationship.	Please determine the appropriate next step and select the “Submit” button. When you are finished, select “Next” to continue.

Screen Description	Narration
She has actually been promoted as a result of your work together. Your bachelor's degree is in psychology, but you are an HR supervisor at VA, not a counselor. Shelly trusts you and often tells you about other issues in her life that are outside your role as a CDF, including problems with substance abuse. Based on your psychology coursework and general helping skills, you have been able to offer Shelly some general support, but her problems are getting worse and are clearly starting to impact her job performance. You are invested in Shelly's success and are considering whether or not to offer her more substantive counseling." Question: "After consulting various resources, what should you do? • Define the problem and ethical issues involved • Identify and assess options for action • Consider your feelings and emotions • Take action" Correct Answer: "Identify and assess options for action" After selecting the correct answer, the screen displays: "You are correct! The next step is to identify and assess options for action. It is important to think about possible actions and consequences before moving forward." After selecting the incorrect answer, the screen displays: "I'm sorry, the next step is to identify and assess options for action. It is important to think about possible actions and consequences before moving forward."	No narration

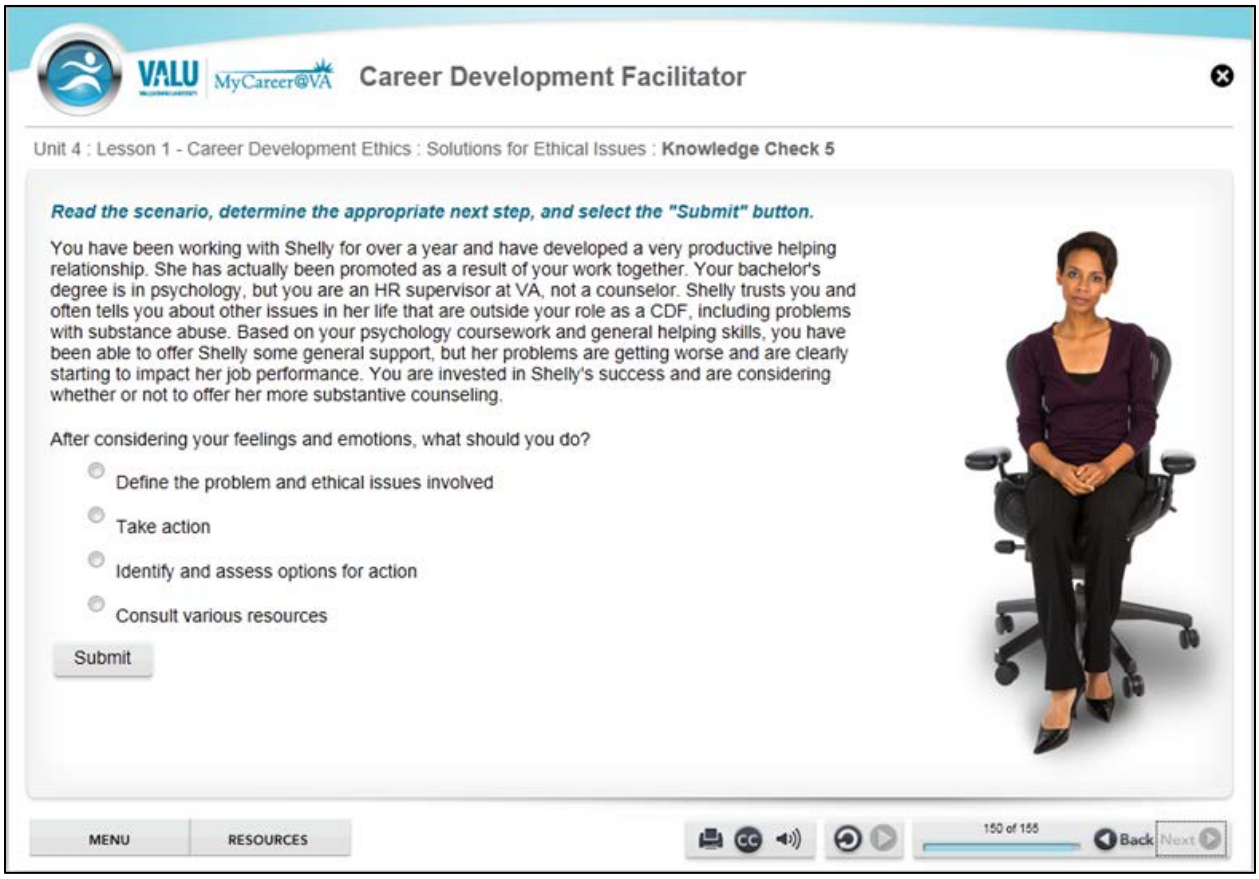
Screen 14 – Knowledge Check 4



Screen Description	Narration
On the left side, the screen displays instructions, the scenario from the previous screen, a question, and four possible answers. On the right side, the screen displays a female employee sitting in a chair. Instructions: “Read the scenario, determine the appropriate next step, and select the ‘Submit’ button.” Scenario: “You have been working with Shelly for over a year and have developed a very productive helping relationship.	Please determine the appropriate next step and select the “Submit” button. When you are finished, select “Next” to continue.

Screen Description	Narration
She has actually been promoted as a result of your work together. Your bachelor's degree is in psychology, but you are an HR supervisor at VA, not a counselor. Shelly trusts you and often tells you about other issues in her life that are outside your role as a CDF, including problems with substance abuse. Based on your psychology coursework and general helping skills, you have been able to offer Shelly some general support, but her problems are getting worse and are clearly starting to impact her job performance. You are invested in Shelly's success and are considering whether or not to offer her more substantive counseling." Question: "After identifying and assessing options for action, what should you do? • Take action • Define the problem and ethical issues involved • Consult various resources • Consider your feelings and emotions" Correct Answer: "Consider your feelings and emotions" After selecting the correct answer, the screen displays: "You are correct! After identifying options, you should consider your feelings about the issue. You need to make sure you are considering realistic facts and consequences as well as how you will react emotionally." After selecting the incorrect answer, the screen displays: "I'm sorry, the next step is to consider your feelings and emotions. You need to make sure you are considering realistic facts and consequences as well as how you will react emotionally."	No Narration

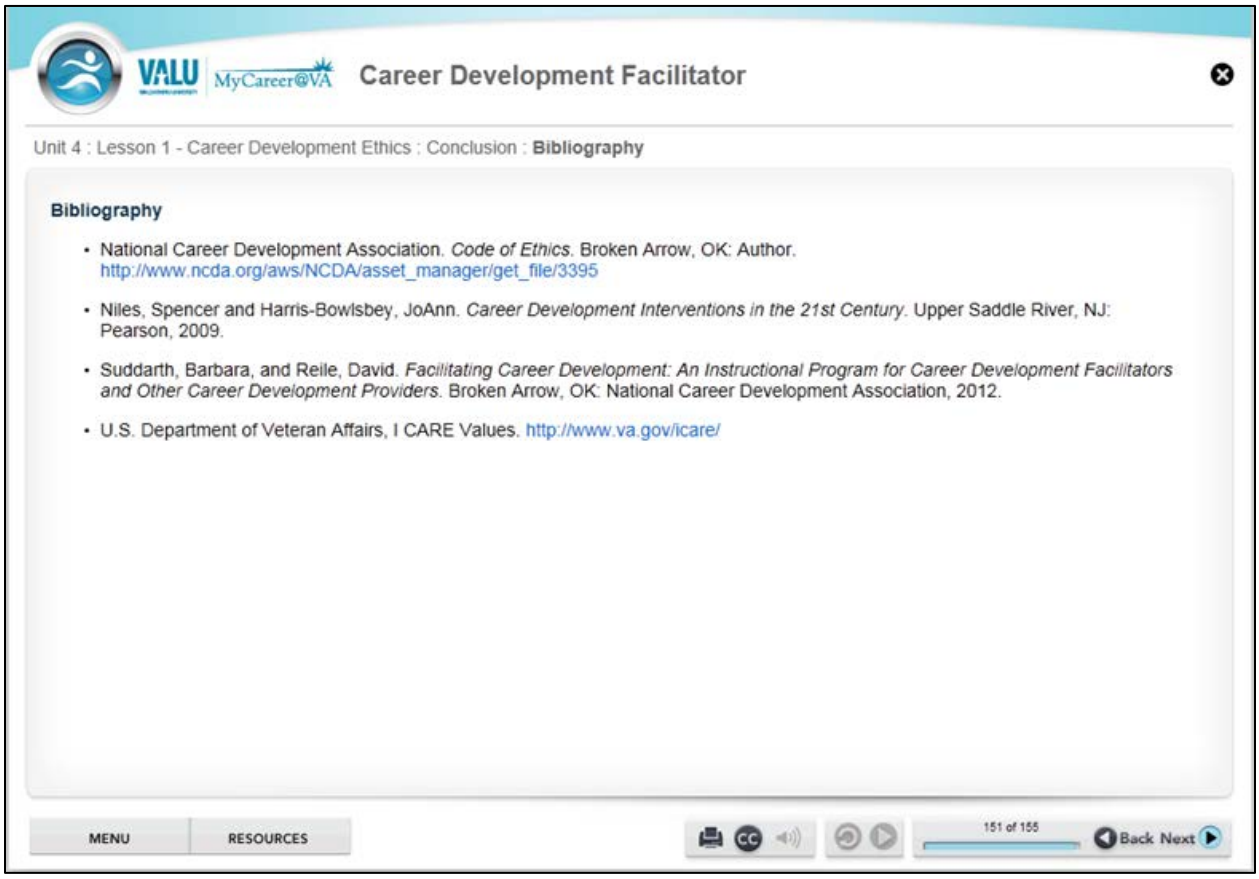
Screen 15 – Knowledge Check 5



Screen Description	Narration
On the left side, the screen displays instructions, the scenario from the previous screen, a question, and four possible answers. On the right side, the screen displays a female employee sitting in a chair. Instructions: “Read the scenario, determine the appropriate next step, and select the “Submit” button.” Scenario: “You have been working with Shelly for over a year and have developed a very productive helping relationship.	Please determine the appropriate next step and select the “Submit” button. When you are finished, select “Next” to continue.

Screen Description	Narration
She has actually been promoted as a result of your work together. Your bachelor's degree is in psychology, but you are an HR supervisor at VA, not a counselor. Shelly trusts you and often tells you about other issues in her life that are outside your role as a CDF, including problems with substance abuse. Based on your psychology coursework and general helping skills, you have been able to offer Shelly some general support, but her problems are getting worse and are clearly starting to impact her job performance. You are invested in Shelly's success and are considering whether or not to offer her more substantive counseling." Question: "After considering your feelings and emotions, what should you do? • Define the problem and ethical issues involved • Take action • Identify and assess options for action • Consult various resources" Correct Answer: "Take action" After selecting the correct answer, the screen displays: "You are correct! Having completed all of the previous steps, you are ready to take action." After selecting the incorrect answer, the screen displays: "I'm sorry, the next step is to take action. Having completed all of the previous steps, you are ready to make a decision and act."	No narration

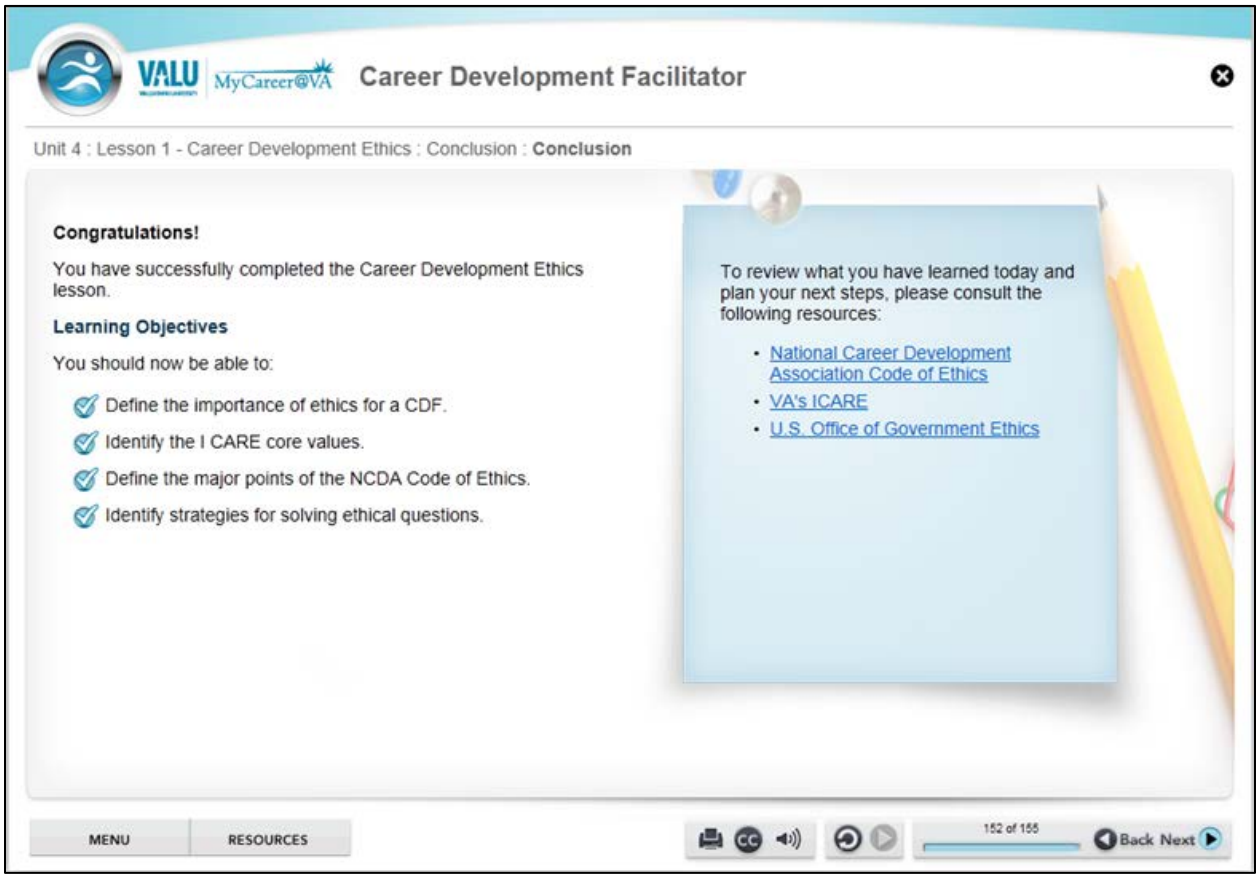
Screen 16 – Bibliography



Screen Description	Narration
Centered on the screen is a bibliography: • "National Career Development Association. Code of Ethics. Broken Arrow, OK: Author. http://www.ncda.org/aws/NCDA/asset_manager/get_file/3395 • Niles, Spencer and Harris-Bowlsbey, JoAnn. Career Development Interventions in the 21st Century. Upper Saddle River, NJ: Pearson, 2009.	No Narration

Screen Description	Narration
• 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. • U.S. Department of Veteran Affairs, I CARE Values. http://www.va.gov/icare/"	No narration

Screen 17 – Conclusion



Screen Description	Narration
On the left side, the screen displays "Congratulations! You have successfully completed the Career Development Ethics lesson" and the Learning Objectives. Learning Objectives: "You should now be able to: • Define the importance of ethics for a CDF. • Identify the I CARE core values. • Define the major points of the NCDA Code of Ethics.	Congratulations! You have successfully completed the lesson on Career Development Ethics, which highlights ethical guidelines that you should follow in your work as a CDF. Please review the Learning Objectives and access any resources to reinforce the information covered in this lesson. Select the "Next" button to return to the course homepage.

Screen Description	Narration
• Identify strategies for solving ethical questions." On the right side, the screen displays Resources: "To review what you have learned today and plan your next steps, please consult the following resources: • National Career Development Association Code of Ethics • VA's ICARE • U.S. Office of Government Ethics"	No narration