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| MyCareer@VA

Career Development Facilitator
Unit 3, Lesson 4: Referral Acumen
For VA Employees

Course Transcript



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Career Development Facilitator (CDF), Unit 3, Lesson 4: Referral Acumen

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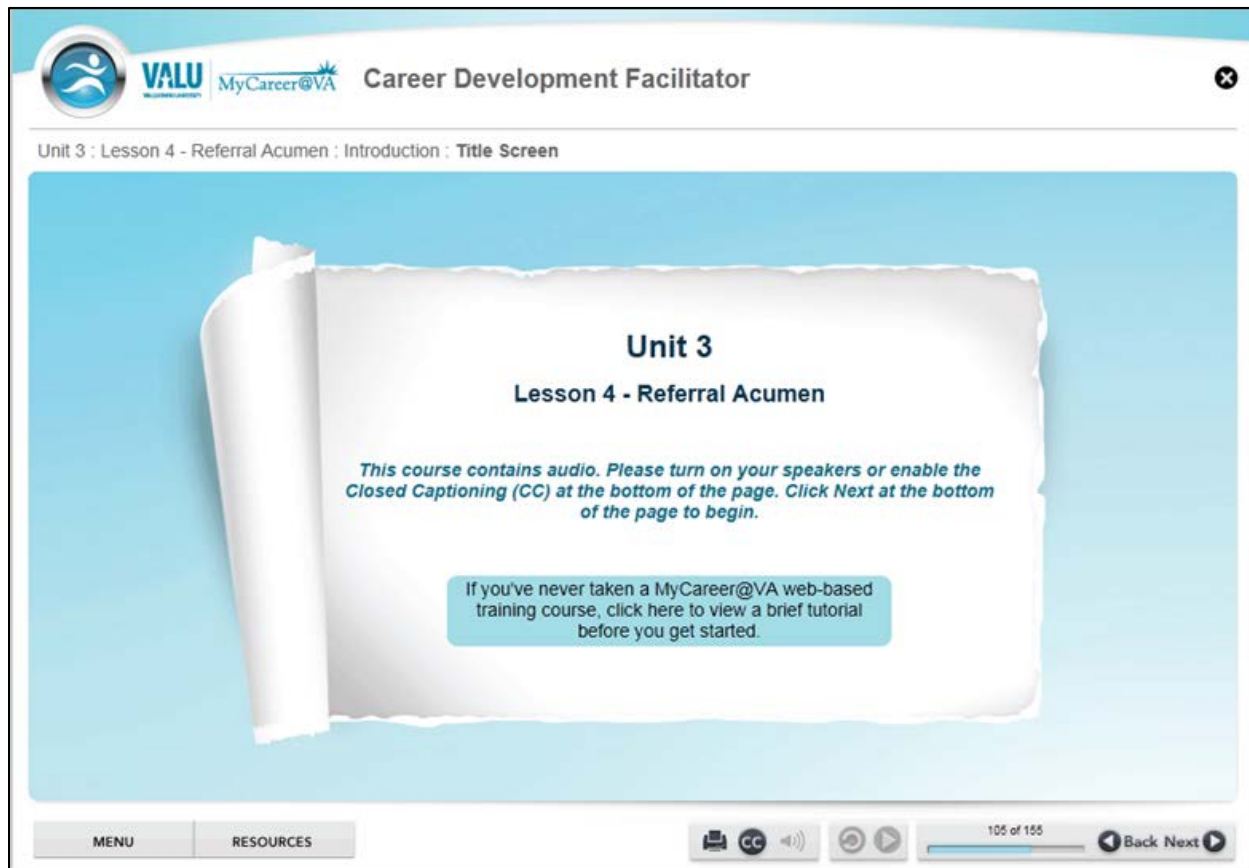
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Screen 1 – Title Screen



Screen Description	Narration
<p>Centered in the screen is the following text:</p> <p>“Unit 3 Lesson 4 – Referral Acumen</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 Referral Acumen, which brings together all of the skills covered in previous lessons.</p> <p>This lesson will provide you with the knowledge, skills, and tools to effectively connect VA employees to the career development resources that best meet their needs.</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 help you leverage your career development knowledge and helping skills to effectively connect employees to the tools and resources that meet their needs.”</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">• Define the process of referring.• Discuss the key components of employee commitment to career development.• Practice referring employees at any career development phase.”	



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Screen 4 – Introduction

Screen Description	Narration
<p>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:</p> <p>“Career Development Theory and Practice + Helping Skills = Referral Acumen”</p>	<p>You are well on your way to making a difference in employee development.</p> <p>In other lessons, you applied the building blocks of career development theory in real-world scenarios and learned how to expand helping skills to better connect and mentor others.</p> <p>Now, you will learn how to develop your referral acumen so you can match each MyCareer@VA tool and resource to an employee's specific career development need.</p> <p>Please select the “Next” button to learn about the referral process.</p>



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Screen 5 – Referral Process

Screen Description	Narration
On the left side, the screen displays the following text: “Select each step to read more about the different stages of the referral process, then select the ‘Next’ button to continue. Step 1. Discuss the employee’s current situation and career goals with him/her. Step 2. Brainstorm potential tools and resources that could benefit the employee. Step 3. Empower the employee to use the appropriate tools and	As a Career Development Facilitator, you will actively work with employees to connect them to career development tools and resources. As employees become better connected to the right tools and resources, they can make more and better informed choices about their own careers. Select each step to read more about the different stages of the referral process. When you are finished, select the "Next" button to continue.



Screen Description	Narration
resources.”	
<p>After selecting “Discuss the employee’s current situation and career goals with him/her” the following text is displayed:</p> <p>“Think about:</p> <ul style="list-style-type: none">• In which phase of the career development process is the employee currently in?• What is the employee’s current situation?• What are the employee’s goals?• How will you know if these goals are reached?”	<p>Before you make any referral recommendation, seek first to understand the employee's current work situation and future goals.</p> <p>Exercise your helping skills by asking open-ended questions and actively listening during the conversations.</p>
<p>After selecting “Brainstorm potential tools and resources that could benefit the employee,” the following text is displayed:</p> <p>“Think about:</p> <ul style="list-style-type: none">• What tools and resources on MyCareer@VA could help the employee meet his/her goals?• What tools and resources on VA’s Talent Management System (TMS) could help the employee reach these goals?• Are there any barriers or obstacles that could stand in the way?”	<p>Now that you understand the employee’s current situation, it is time to start brainstorming. Think of as many tools and resources as possible to help an employee reach his or her goals.</p> <p>Here is where your knowledge of career development theory and practice will be put to use.</p>
<p>After selecting “Empower the employee to use the appropriate tools and resources,” the following text is displayed:</p> <p>“Think about:</p>	<p>Finally, empower the employee to use those tools and resources to achieve his or her career goals.</p> <p>Select the “Resources” button to view tools and resources that can support your referral acumen.</p>



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Screen Description	Narration
<ul style="list-style-type: none">• What career development actions should the employee take?• Have they used MyCareer@VA before?• Do they work with a mentor or meet regularly with their supervisor?• What goals can the employee set to maintain commitment?"	



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Screen 6 – Employee Commitment

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Career Development Facilitator

Unit 3 : Lesson 4 - Referral Acumen : Referral Acumen : **Employee Commitment**

Empowering Questions:

- What will you do starting now?
- When will you do it?
- What could stop you from moving forward? How will you overcome this?
- How can you keep yourself motivated?
- What will you do one day from now, one week from now, one month from now?



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Screen Description	Narration
<p>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:</p> <p>“Empowering Questions:</p> <ul style="list-style-type: none">• What will you do starting now?• When will you do it?• What could stop you from moving forward? How will you overcome this?• How can you keep yourself motivated?• What will you do one day from	<p>As you grow your referral acumen, you may also see employee commitment and excitement grow.</p> <p>We'll use Alex, the medical administrator's case study, to show you how this referral process can work.</p> <p>Let's first review the four phases of the career development process.</p> <p>Select the "Next" button to continue.</p>



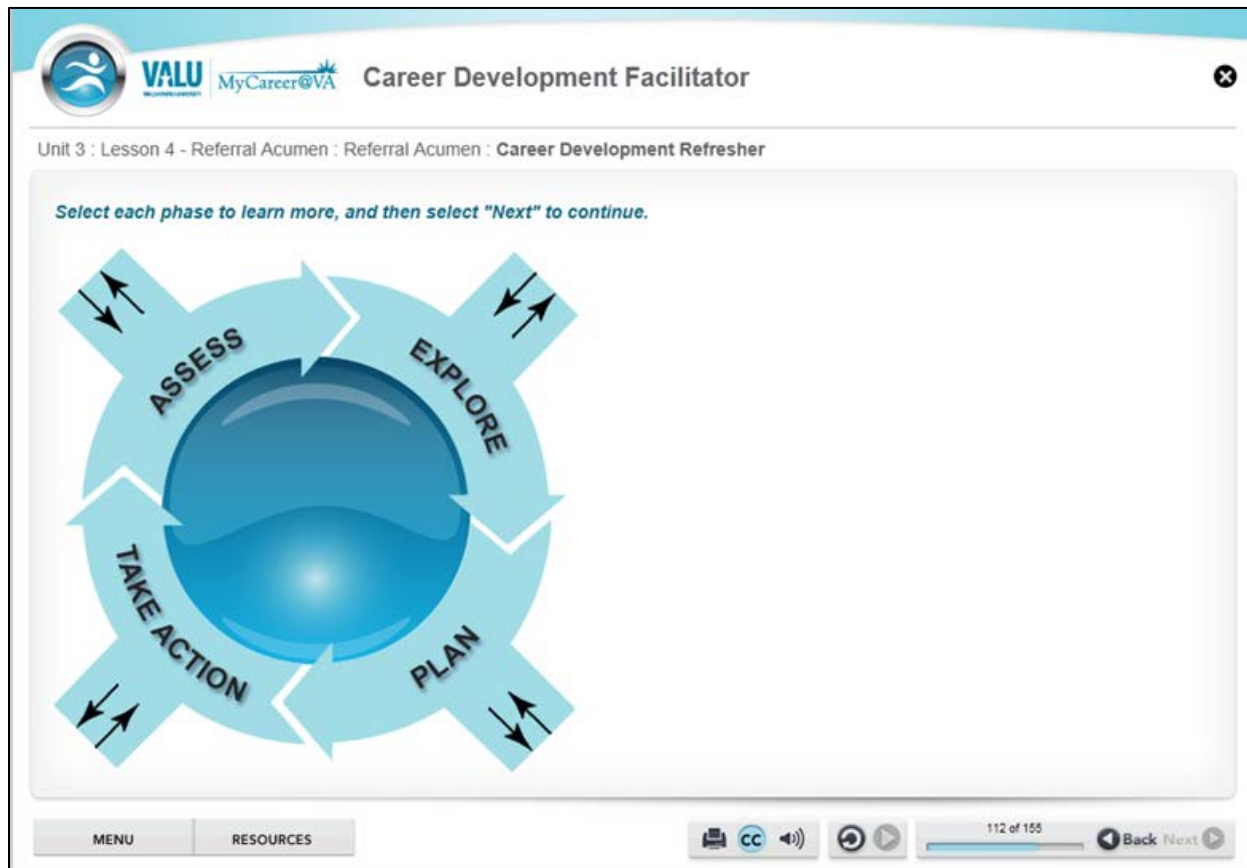
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Screen Description	Narration
now, one week from now, one month from now?"	



Screen 7 – Career Development Refresher



Screen Description	Narration
<p>On the left side, the screen displays “Select each phase to learn more, and then select ‘Next’ to continue” and a graphic depicting the four phases of the Career Development Cycle: Assess, Explore, Plan, and Take Action.</p> <ul style="list-style-type: none">After selecting the “Assess” phase, the following text is displayed: “During the Assess phase, it is most important for employees to learn more about themselves, their interests, values, strengths, limitations, and (most importantly) their personal career goals.”After selecting the “Explore” phase, the following text is displayed:	<p>Select each phase to read more about each Phase.</p> <p>When you are finished reading, select the "Next" button to continue.</p>



Screen Description	Narration
<p>“During the Explore phase, employees are figuring out their options for achieving their personal career goals. It is during this phase that they are researching new opportunities at VA and identifying the challenges that may prevent them from getting where they want to go.”</p> <ul style="list-style-type: none">• After selecting the “Plan” phase, the following text is displayed: “During the Plan phase, employees have an understanding of themselves and the landscape in front of them. They have narrowed down their options and are identifying concrete, actionable steps to achieve their goals. Once complete, their plan will help them close the gaps between where they currently are and where they want to go.”• After selecting the “Take Action” phase, the following text is displayed: “In the Take Action phase, employees are now implementing their development plan. They are either applying for a new job within VA or taking advantage of VA’s many available learning resources to grow their skills.”	



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Screen 8 – Knowledge Check 1 of 9



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Unit 3 : Lesson 4 - Referral Acumen : Referral Acumen : Knowledge Check 1 of 9

Select the option that best completes the sentence, and then select "Submit."

The referral process:

- ☐ helps CDFs connect employees to appropriate career development tools and resources.
- ☐ is the implementation of career development practice and helping skills.
- ☐ serves as a tool to gain employee commitment to the career development process.
- ☐ All of the above

Submit



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Screen Description	Narration
<p>On the left side, the screen displays instructions, a question, and four 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 completes the sentence, and then select 'Submit.'"</p> <p>Question: "The referral process:</p> <ul style="list-style-type: none">helps CDFs connect employees to appropriate career development tools and resources.is the implementation of career development practice and helping skills.serves as a tool to gain employee	<p>Let's review what we have discussed so far.</p> <p>Please read the question, select the best answer, and then select the "Submit" button.</p> <p>When you are finished, select the "Next" button to continue.</p>



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Screen Description	Narration
<p>commitment to the career development process.</p> <ul style="list-style-type: none">• All of the above” <p>Correct Answer: “All of the above”</p> <p>After selecting “All of the above,” the screen displays: “That is correct! Select ‘Next’ to continue.”</p> <p>After selecting any other answer the screen displays: “Incorrect. I’m sorry, that is not correct. Please try again.”</p>	



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Screen 9 – Knowledge Check 2 of 9



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Unit 3 : Lesson 4 - Referral Acumen : Referral Acumen : Knowledge Check 2 of 9

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

You meet with Alex for the first time. Alex holds an entry-level position as medical administrator. He says he loves working for VA, but medical administration is not something he is passionate about. He doesn't know what he wants to do.

In which phase of the career development process is Alex?


☐ Assess

☐ Explore




☐ Plan



☐ Take Action

Submit



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Screen Description	Narration
<p>On the left side, the screen displays instructions, a question, and four possible answers. On the right side, the screen displays the course mentor talking to Alex at her desk.</p> <p>Instructions: "Select the option that best answers the question, and then select 'Submit.'"</p> <p>Question: "You meet with Alex for the first time. Alex holds an entry-level position as medical administrator. He says he loves working for VA, but medical administration is not something he is passionate about. He</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>



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Screen Description	Narration
<p>doesn't know what he wants to do.</p> <p>In which phase of the career development process is Alex?</p> <ul style="list-style-type: none">• Assess• Explore• Plan• Take Action" <p>Correct Answer: "Assess"</p> <p>After selecting the correct answer, the screen displays: "You are correct!"</p> <p>After selecting the incorrect answer, the screen displays: "I'm sorry, that is not correct. Please try again."</p>	



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Screen 10 – Knowledge Check 3 of 9

**Career Development Facilitator**✕


Unit 3 : Lesson 4 - Referral Acumen : Referral Acumen : **Knowledge Check 3 of 9**

You meet with Alex for the first time. Alex holds an entry-level position as medical administrator. He says he loves working for VA, but medical administration is not something he is passionate about. He doesn't know what he wants to do.


Read the list of actions. Then, from the dropdown menu, identify the order in which these actions should be taken, and then select the "Submit" button.

Select...

Encourage Alex to use the MyCareer Fit Tool to identify a job at VA that meets his interests.


Select...

Ask Alex questions to get a better understanding of where he is in his career.

Select...



Work with Alex so he understands that there are jobs at VA that would be a good fit, and encourage him to use the MyCareer Fit Tool to help him pinpoint which jobs best match his work interests.



Submit




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Screen Description	Narration
<p>On the left side, the screen displays the scenario from the previous screen, instructions, and dropdown boxes next to three statements. On the right side, the screen displays the course mentor talking to Alex at her desk.</p> <p>Scenario: "You meet with Alex for the first time. Alex holds an entry-level position as medical administrator. He says he loves working for VA, but medical administration is not something he is passionate about. He doesn't know what he wants to do."</p> <p>Instructions: "Read the list of actions.</p>	<p>You know that Alex is in the "Assess" phase.</p> <p>Which referral actions should you take?</p> <p>Make your selections and then select "Submit."</p> <p>When you are finished, select the "Next" button to continue.</p>




Screen Description	Narration
<p>Then, from the dropdown menu, identify the order in which these actions should be taken, and then select the 'Submit' button."</p> <p>Statements:</p> <ul style="list-style-type: none">• "Encourage Alex to use the MyCareer Fit Tool to identify a job at VA that meets his interests. "<ul style="list-style-type: none">○ Correct Answer: 2• "Ask Alex questions to get a better understanding of where he is in his career."<ul style="list-style-type: none">○ Correct Answer: 1• "Work with Alex so that he understands there are jobs at VA that would be a good fit, and encourage him to use the MyCareer Fit Tool to help him pinpoint which jobs best match his work interests."<ul style="list-style-type: none">○ Correct Answer: 3 <p>After ordering these actions correctly, the screen displays: "You are correct!"</p> <p>After ordering these actions incorrectly, the screen displays: "I'm sorry, that is not correct. Please try again."</p>	



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Screen 11 – Knowledge Check 4 of 9



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Unit 3 : Lesson 4 - Referral Acumen : Referral Acumen : Knowledge Check 4 of 9

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

During your information-gathering session, you show Alex how to use the MyCareer Fit Tool. When you examine his results, you see that his work interests align strongly with budgeting and finance. He knows very little about the field or the requirements needed for this VA job, but ultimately he would like to become an accounting technician.

In which phase of the career development process is Alex?

☐

Assess

☐

Explore


☐

Plan

☐




Take Action



Submit





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Screen Description	Narration
<p>On the left side, the screen displays instructions, a scenario, a question, and four possible answers. On the right side, the screen displays the course mentor talking to Alex at her desk.</p> <p>Instructions: "Select the option that best answers the question, and then select 'Submit.'"</p> <p>Scenario: "During your information-gathering session, you show Alex how to use the MyCareer Fit Tool. When you examine his results, you see that his work interests align strongly with budgeting and finance. He knows very</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>



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Screen Description	Narration
<p>little about the field or the requirements needed for this VA job, but ultimately he would like to become an accounting technician.</p> <p>Question: In which phase of the career development process is Alex?</p> <ul style="list-style-type: none">• Assess• Explore• Plan• Take Action" <p>Correct Answer: "Explore"</p> <p>After selecting the correct answer, the screen displays: "You are correct!"</p> <p>After selecting the incorrect answer, the screen displays, "I'm sorry, that is not correct. Please try again."</p>	



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Screen 12 – Knowledge Check 5 of 9



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Unit 3 : Lesson 4 - Referral Acumen : Referral Acumen : **Knowledge Check 5 of 9**

During your information-gathering session, you show Alex how to use the MyCareer Fit Tool. When you examine his results, you see that his work interests align strongly with budgeting and finance. He knows very little about the field or the requirements needed for this VA job, but ultimately he would like to become an accounting technician.

Read the list of actions. Then, from the dropdown menu, identify the order in which these actions should be taken, and then select the "Submit" button.

Select...

Encourage Alex to explore the VA Career Guides to learn more about budgeting and finance jobs at VA.

Select...

Identify 3–5 jobs that are a good fit for Alex.

Select...

Work with Alex to interpret his MyCareer Fit Tool results.

Submit



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Screen Description	Narration
<p>On the left side, the screen displays the scenario from the previous screen, instructions, and dropdown boxes next to three statements. On the right side, the screen displays the course mentor talking to Alex at her desk.</p> <p>Scenario: “During your information-gathering session, you show Alex how to use the MyCareer Fit Tool. When you examine his results, you see that his work interests align strongly with budgeting and finance. He knows very little about the field or the requirements needed for this VA job, but ultimately he would like to become</p>	<p>You know that Alex is in the “Explore” phase.</p> <p>Which referral actions should you take?</p> <p>Make your selections and then select “Submit.”</p> <p>When you are finished, select the “Next” button to continue.</p>




Screen Description	Narration
<p>an accounting technician.”</p> <p>Instructions: “Read the list of actions. Then, from the dropdown menu, identify the order in which these actions should be taken, and then select the ‘Submit’ button.”</p> <p>Statements:</p> <ul style="list-style-type: none">• “Encourage Alex to explore the VA Career Guides to learn more about budgeting and finance jobs at VA.”<ul style="list-style-type: none">○ Correct Answer 3• “Identify 3–5 jobs that are a good fit for Alex.”<ul style="list-style-type: none">○ Correct Answer: 2• “Work with Alex to interpret his MyCareer Fit Tool results.”<ul style="list-style-type: none">○ Correct Answer: 1 <p>After ordering these actions correctly, the screen displays: “You are correct!”</p> <p>After ordering these actions incorrectly, the screen displays: “I’m sorry, that is not correct. Please try again.”</p>	



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Screen 13 – Knowledge Check 6 of 9



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Unit 3 : Lesson 4 - Referral Acumen : Referral Acumen : Knowledge Check 6 of 9

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

After reviewing Alex's MyCareer Fit Tool results, you both look up four budget and finance jobs using the VA Career Guides. Alex is excited about them all, but isn't sure how to successfully make the leap from his current medical administrator job.

In which phase of the career development process is Alex?

☐

Assess

☐

Explore

☐

Plan




☐



Take Action

Submit

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Screen Description	Narration
<p>On the left side, the screen displays instructions, a question, and four possible answers. On the right side, the screen displays the course mentor talking to Alex at her desk.</p> <p>Instructions: "Select the option that best answers the question, and then select 'Submit.'"</p> <p>Question: "After seeing Alex's MyCareer Fit Tool Results, you both look up four budget and finance jobs using the VA Career Guides. Alex is excited about them all, but isn't sure how to successfully make the leap from</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>his current medical administrator job.</p> <p>In which phase of the career development process is Alex?</p> <ul style="list-style-type: none">• Assess• Explore• Plan• Take Action" <p>Correct Answer: "Plan"</p> <p>After selecting the correct answer, the screen displays: "You are correct!"</p> <p>After selecting the incorrect answer, the screen displays: "I'm sorry, that is not correct. Please try again."</p>	



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Screen 14 – Knowledge Check 7 of 9

**Career Development Facilitator**✕


Unit 3 : Lesson 4 - Referral Acumen : Referral Acumen : **Knowledge Check 7 of 9**

After reviewing Alex's MyCareer Fit Tool Results, you both look up four budget and finance jobs using the VA Career Guides. Alex is excited about them all, but isn't sure how to successfully make the leap from his current medical administrator job.


Read the list of actions. Then, from the dropdown menu, identify the order in which these actions should be taken, and then select the "Submit" button.

Select...

Use the MyCareer Mapping Tool to identify skill gaps between Alex's current job and target job.


Select...

Work with Alex to identify specific activities that will help him meet his goals.

Select...




Work with Alex to set SMART goals (Specific, Measurable, Achievable, Realistic, and Time-Bound) for closing skill gaps.


Submit





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Screen Description	Narration
<p>in which these actions should be taken, and then select the 'Submit' button."</p> <p>Statements:</p> <ul style="list-style-type: none">• "Use the My Career Mapping Tool to identify skill gaps between Alex's current job and target job."<ul style="list-style-type: none">○ Correct Answer: 1• "Work with Alex to identify specific activities that will help him meet his goals."<ul style="list-style-type: none">○ Correct Answer: 3• "Work with Alex to set SMART goals (Specific, Measurable, Achievable, Realistic, and Time-Bound) for closing skill gaps."<ul style="list-style-type: none">○ Correct Answer: 2 <p>After ordering these actions correctly, the screen displays: "You are correct!"</p> <p>After ordering these actions incorrectly, the screen displays: "I'm sorry, that is not correct. Please try again."</p>	




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Screen 15 – Knowledge Check 8 of 9

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Unit 3 : Lesson 4 - Referral Acumen : Referral Acumen : **Knowledge Check 8 of 9**

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

Through the VA Job Finder, Alex found a budget technician position vacancy at his facility. He wants to apply. Use the referral process to empower Alex to use career development to get the job.

In which phase of the career development process is Alex?

☐

Assess

☐

Explore


☐

Plan






☐

Take Action



Submit



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Screen Description	Narration
<p>On the left side, the screen displays instructions, a question, and four possible answers. On the right side, the screen displays the course mentor talking to Alex at her desk.</p> <p>Instructions: "Select the option that best answers the question, and then select 'Submit.'"</p> <p>Question: "Through the VA Job Finder, Alex found a budgeting technician position vacancy at his facility. He wants to apply. Use the referral process to empower Alex to use career</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>development to get the job.</p> <p>In which phase of the career development process is Alex?</p> <ul style="list-style-type: none">• Assess• Explore• Plan• Take Action" <p>Correct Answer: "Take Action"</p> <p>After selecting the correct answer, the screen displays: "You are correct!"</p> <p>After selecting the incorrect answer, the screen displays "I'm sorry, that is not correct. Please try again."</p>	



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Screen 16 – Knowledge Check 9 of 9

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Unit 3 : Lesson 4 - Referral Acumen : Referral Acumen : **Knowledge Check 9 of 9**

Through the VA Job Finder, Alex found a budget technician position vacancy at his facility. He wants to apply. Use the referral process to empower Alex to use career development to get the job.

Read the list of actions. Then, from the dropdown menu, identify the order in which these actions should be taken, and then select the "Submit" button.

Select... Help Alex identify what preparation will be needed to apply for the budget technician job (e.g., updating his resume and cover letter).

Select... Encourage Alex to use career preparation tools and resources on MyCareer@VA, like the Resume Builder and CareerPrep.

Select... Work with Alex to understand the specific aspects of the job and how to communicate his relevant skills in his resume.

Submit

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Screen Description	Narration
<p>On the left side, the screen displays the scenario from the previous screen, instructions, and dropdown boxes next to three statements. On the right side, the screen displays the course mentor talking to Alex at her desk.</p> <p>Scenario: "Through the VA Job Finder, Alex found a budgeting technician position vacancy at his facility. He wants to apply. Use the referral process to empower Alex to use career development to get the job.</p> <p>Instructions: "Read the list of actions. Then, from the dropdown menu, identify the order in which these actions should be taken, and then select</p>	<p>You know that Alex is in the "Take Action" phase.</p> <p>Which referral actions should you take?</p> <p>Make your selections and then select "Submit."</p> <p>When you are finished, select the "Next" button to continue.</p>



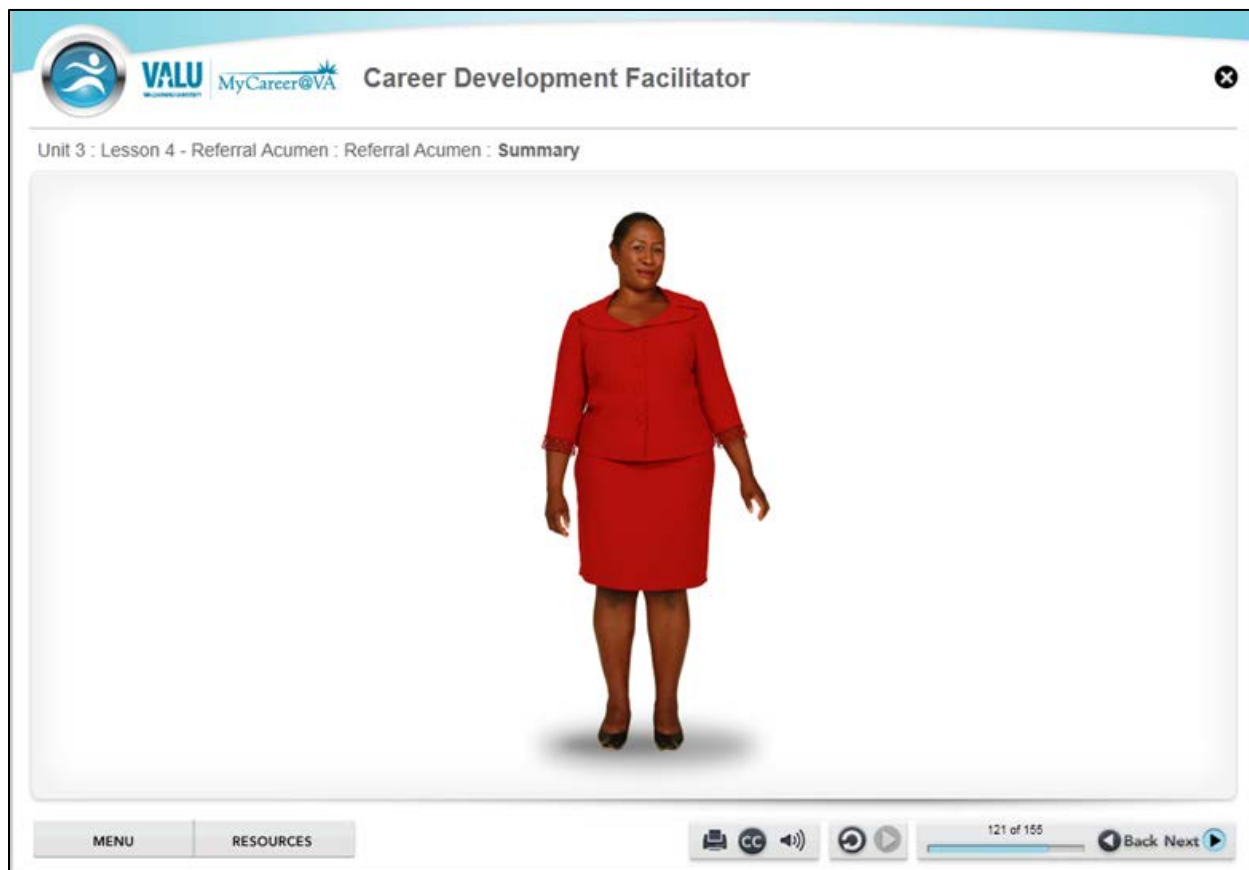
Screen Description	Narration
<p>the 'Submit' button."</p> <p>Statements:</p> <ul style="list-style-type: none">• "Help Alex identify what preparation will be needed to apply for the budgeting technician job (e.g., updating his resume and cover letter)."<ul style="list-style-type: none">○ Correct Answer: 2• "Encourage Alex to use career preparation tools and resources on MyCareer@VA, like the Resume Builder and CareerPrep."<ul style="list-style-type: none">○ Correct Answer: 3• "Work with Alex to understand the specific aspects of the job and how to communicate his relevant skills in his resume"<ul style="list-style-type: none">○ Correct Answer: 1 <p>After ordering these actions correctly, the screen displays: "You are correct!"</p> <p>After ordering these actions incorrectly, the screen displays: "I'm sorry, that is not correct. Please try again."</p>	



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Screen 17 – Summary



Screen Description	Narration
Centered on the screen is the course mentor smiling.	<p>Thanks to your excellent referral work, Alex got his target job as an entry-level budget technician. While he adjusts to his new job, it is important for you to emphasize that his career development is not over; he must set new career goals and begin working now to achieve them.</p> <p>Even if Alex is not currently looking for a new job, he can focus on building skills or making valuable professional connections that will further advance his career.</p> <p>Keep in mind that each employee is different and will have different needs. Some may be just like Alex, while others may have vastly different career goals and needs.</p> <p>It's important that you approach each employee with a clean slate and an open mind. Use your helping skills to gain</p>



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Screen Description	Narration
	<p>understanding and perspective as well as your career development knowledge to connect employees to tools and resources that best meet their needs.</p> <p>Please select the “Next” button to continue.</p>



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Screen 18 – Conclusion

Career Development Facilitator

Unit 3 : Lesson 4 - Referral Acumen : Conclusion : Conclusion

Congratulations!

You have successfully completed the Referral Acumen lesson.

Learning Objectives

You should now be able to:

- ✓ Define the process of referring.
- ✓ Discuss the key components of employee commitment to career development.
- ✓ Practice referring employees at any career development phase.

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

- [Catalog of MyCareer@VA Tools & Resources \(PDF\)](#)

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Screen Description	Narration
<p>On the left side, the screen displays “Congratulations! You have successfully completed the Referral Acumen lesson” and the Learning Objectives.</p> <p>Learning Objectives:</p> <p>“You should now be able to:</p> <ul style="list-style-type: none">• Define the process of referring.• Discuss the key components of employee commitment to career development.• Practice referring employees	<p>Congratulations! You have successfully completed the lesson on Referral Acumen.</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
<p>at any career development phase.”</p> <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 resource:</p> <ul style="list-style-type: none">• Catalog of MyCareer@VA Tools & Resources (PDF)”	