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VA LEARNING UNIVERSITY

| MyCareer@VA

**Career Development Facilitator**  
**Unit 2, Lesson 1: Career Development Theory**  
For VA Employees  
  
Course Transcript



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## **Career Development Facilitator (CDF), Unit 2, Lesson 1: Career Development Theory**

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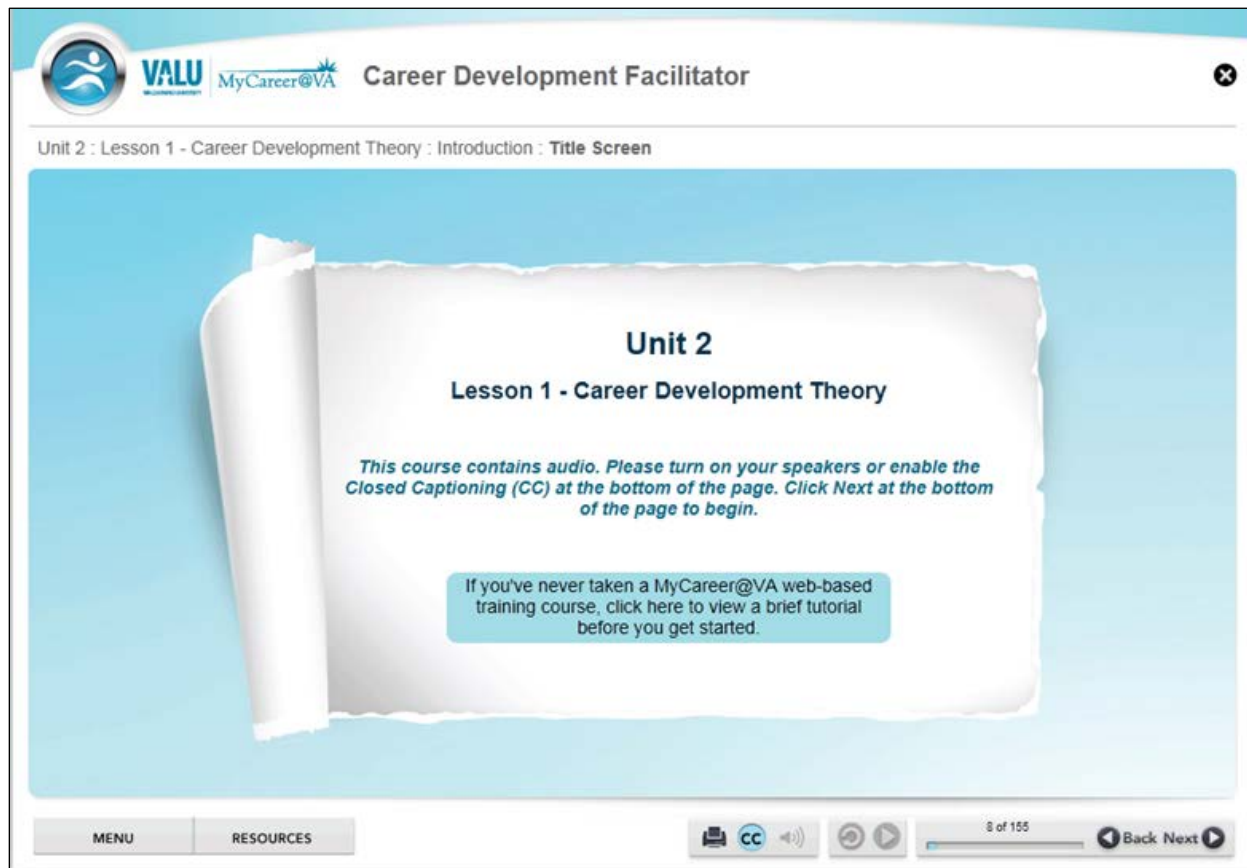
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### Screen 1 – Title Screen



Screen Description	Narration
<p>Centered in the screen is the following text:</p> <p>“Unit 2 Lesson 2 – Career Development Theory</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>

## Screen 2 – Welcome



Screen Description	Narration
The screen displays a collage of various VA employees performing their jobs with the VA logo in the center.	<p>Welcome to the lesson on Career Development Theory for Career Development Facilitators, or CDFs. As a CDF, you are part of an elite community that shares a passion for supporting employee development.</p> <p>This lesson will help you understand foundational career development theories to better help you perform important activities associated with being a CDF.</p> <p>Please select the “Next” button to continue.</p>



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### Screen 3 – Lesson Overview & Learning Objectives

Screen Description	Narration
<p>On the left side, the screen displays “Lesson Overview” and on the right side, the screen displays “Learning Objectives” and five bullets.</p> <p>Lesson Overview:</p> <p>In this lesson, you will learn about the foundational components of career development theory.</p> <p>Learning Objectives:</p> <p>After completing this lesson, you should be able to:</p> <ul style="list-style-type: none"><li>• Define the importance of career</li></ul>	<p>Before we get started, 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 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 continue.</p>



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Screen Description	Narration
<p>development (for both individuals and VA).</p> <ul style="list-style-type: none"><li>• Discuss key career development theories.</li><li>• List elements of career development.</li><li>• Define VA's career development foundation.</li><li>• Know why MyCareer@VA was developed.</li></ul>	



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#### Screen 4 – Career Development Theory

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Unit 2 : Lesson 1 - Career Development Theory : The Importance of Career Development : **Career Trends**

**THEN** **SINGLE CAREER**

**NOW** **JOB** **JOB** **JOB** **JOB** **JOB** **JOB**

**A New Job Every 4.4 Years**

**60% leave in 3 years**

**80% open to new jobs**

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Screen Description	Narration
At the top of the screen the word “Then” and a blue arrow appear. The arrow has the words “Single Career” in it.	In recent years, career trends have changed significantly.
In the middle of the screen, the word “Now” next to a line of small arrows. Each small arrow has the word “Job” in it.  Below the line says “A New Job Every 4.4 Years.”	Previously, employees would spend an entire career at a single organization. Today, the average employee holds several jobs throughout a career, spending about four years in each position.
At the bottom of the screen, two images of groups of people appear at the bottom.  The text next to the group on the left says	At any given time, most employees are open to discussing a new job opportunity even though less than half are actively job hunting.





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Screen Description	Narration
<p>"60% leave in 3 years."</p> <p>The text next to the group on the right says "80% open to new jobs."</p>	



## Screen 5 – Career Trends



Screen Description	Narration
<p>The screen displays a collage of various VA employees performing their jobs with the VA logo in the center.</p>	<p>These changing employment trends significantly impact VA.</p> <p>Tight budgets, increased competition, and changing career trends underscore the importance of recruiting and retaining top talent.</p> <p>The VA is also affected anytime our employees consider external opportunities.</p> <p>Therefore, VA considers employee development one of our most effective retention strategies.</p> <p>Please select the “Next” button to continue.</p>

## Screen 6 – What is Career Development?



Screen Description	Narration
The screen displays a collage of various VA employees performing their jobs.	<p>Most employees directly serve Veterans and their families, and they are passionate about their work.</p> <p>However, whenever employees are not fully engaged or lack developmental opportunities, overall performance decreases, which directly impacts our service to Veterans.</p> <p>This is where career development comes in.</p> <p>It helps employees find greater engagement, challenge, and ultimately meaning at work.</p>
A “Career Development” button appears in the center of the screen.	Select the “Career Development” button to read how VA defines career development.
When user selects “Career	After you have read the definition of career development,



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Screen Description	Narration
Development," a textbox displays:  "Career development is the lifelong planning and implementation of action steps toward an individual's career goals."	please select the "Next" button to continue.



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### Screen 7 – Knowledge Check

Screen Description	Narration
<p>On the left side, the screen displays instructions, a question, and five possible answers. On the right side, the screen displays an image of the course mentor smiling.</p> <p>Instructions: "Select the option or options that best answer the question, and then select 'Submit.'"</p> <p>Question: "It is important for VA to provide career development opportunities because:"</p> <ul style="list-style-type: none"><li>• VA needs to compete against</li></ul>	<p>Let's quickly 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>



Screen Description	Narration
<p>top organizations for recruitment of top talent</p> <ul style="list-style-type: none"><li>• Career development promotes employee engagement</li><li>• Career development serves as a key retention tool for top talent</li><li>• Career development enhances employee performance</li><li>• All of the above</li></ul> <p>Correct answer = "All of the above."</p> <p>After selecting "All of the above," the screen displays: "You are correct! All of these statements reflect the importance of providing career development opportunities."</p> <p>After selecting answers A, B, C, or D the screen displays: "While that is partially correct, 'All of the above' is the BEST answer."</p>	



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## Screen 8 – History of Career Development

The screenshot displays the 'Career Development Facilitator' interface. At the top, there are three tabs: 'Psychology', 'Anthropology', and 'Sociology'. Below these tabs is a timeline titled 'History of Career Development'. The timeline consists of a horizontal blue bar with five circular markers. Above the timeline, a text box titled 'Trait-Based' provides information about Frank Parsons' theory from the early 1900s. Below the timeline, five dates are listed: 'Early 1900s Trait-Based', 'Early 1940s Needs-Based', 'Early 1950s Developmental', 'Early 1960s Psychological', and 'Early 1970s Sociological'. The interface also includes a 'MENU' button, a 'RESOURCES' button, and a progress indicator showing '14 of 155'.

Screen Description	Narration
<p>The top of the screen displays three boxes:</p> <ul style="list-style-type: none"> <li>• Psychology</li> <li>• Anthropology</li> <li>• Sociology</li> </ul> <p>The bottom of the screen displays a timeline. The timeline has five dates: Early 1900s Trait-Based, Early 1940s Needs-Based, Early 1950s Developmental, Early 1960s Psychological, and Early 1970s Sociological</p>	<p>As a CDF, it's useful to have a basic understanding of career development theory and concepts.</p> <p>Theory is drawn from several social science disciplines, including Psychology, Anthropology, and Sociology.</p> <p>Let's begin with the theories associated with career development that have evolved over the past century.</p> <p>They fall into five key schools of thought: Trait-based, Needs-based, Developmental, Psychological, and Sociological.</p> <p>Each school informs how we practice career</p>





Screen Description	Narration
	<p>development.</p> <p>For example, coaching and mentoring programs stem from developmental and sociological theories, while job fit assessments and strengths-based development stem from trait-based and psychological theories.</p> <p>Select each date along the timeline for a brief introduction to each theory.</p> <p>If you want to learn more, please select the “Resources” button and choose “Further Reading.”</p> <p>After you have read about all the theories, please select the “Next” button to continue.</p>
<p>When the user selects each date, the following text appears:</p> <ul style="list-style-type: none"><li>• 1900s:  “Trait-Based:  In the early 1900s, Frank Parson’s noted that individuals have unique characteristics and are most satisfied when there is a good match between those characteristics and the characteristics of their jobs (Parsons, 1909).”</li><li>• 1940s:  “Needs-Based  In the 1940s, Abraham Maslow focused on a needs-based approach to career development, noting that motivation is based on progressing through a hierarchy of needs:<ul style="list-style-type: none"><li>○ Psychological Needs</li><li>○ Safety Needs</li><li>○ Social Needs</li><li>○ Esteem Needs</li></ul></li></ul>	<p>No Narration</p>





Screen Description	Narration
<ul style="list-style-type: none"><li>○ Self-Actualization</li></ul> <p>Once basic needs are met (psychological and safety), individuals can really start to develop at work, eventually reaching self-actualization (Maslow, 1943)."</p> <ul style="list-style-type: none"><li>• 1950s</li></ul> <p>"Developmental:</p> <p>In the 1950s, Donald Super proposed that career development was a function of an individual's level of career maturity or the degree to which an individual to manage tasks focused on professional development (Super, 1957)."</p> <ul style="list-style-type: none"><li>• 1960s:</li></ul> <p>"Psychological:</p> <p>In the 1960s, John Holland produced one of the most widely held career development theories to date. His six personality types are said to influence career choice.</p> <p>Holland's six types:</p> <ul style="list-style-type: none"><li>○ Realistic: systemic work, such as working with tools, machines, or animals</li><li>○ Investigative: acquisition of knowledge, such as data analysis</li><li>○ Artistic: manipulation of physical, verbal, or human materials, such as creative jobs</li><li>○ Social: working with others, such as teaching or training</li><li>○ Enterprising: working to</li></ul>	



Screen Description	Narration
<p>attain economical gain, frequently found in leadership positions</p> <ul style="list-style-type: none"><li>○ Conventional: systematic work, such as record keeping or organizing information (Holland, 1969)</li></ul> <p>Holland has played a significant role in shaping career development theory, research, and practice as we know it today.”</p> <ul style="list-style-type: none"><li>• 1970’s:</li></ul> <p>“Sociological:</p> <p>Albert Bandura provided a sociological perspective to career choice as it relates to one’s own self-efficacy. Bandura says that motivation for career development is derived from the belief in one’s capabilities to organize and execute actions required for development (Bandura, 1986).”</p>	



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## Screen 9 – Knowledge Check

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Unit 2 : Lesson 1 - Career Development Theory : Key Career Development Theories : Knowledge Check

Select the school of thought that matches the description below, and then select the "Submit" button.

Select... Employees are most satisfied when their personal traits match the characteristics of their jobs.

Select... Motivation for career development is based on meeting individual needs.

Select... Career development is a function of an individual's ability to manage career-related tasks, or career maturity.

Select... Career fit and satisfaction are a function of the extent to which an individual's personality matches their career environment.

Select... Motivation for career development is derived from the belief in one's capabilities to accomplish actions required for development.

Submit

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Screen Descriptions	Narration
<p>On the left side, the screen displays instructions, and five dropdown menus next to five descriptions. On the right side, the screen displays an image of the course mentor smiling.</p> <p>Instructions: "Select the school of thought that matches the description below, and then select the 'Submit' button."</p> <p>Dropdown Menus and Descriptions:</p> <ul style="list-style-type: none"><li>• "Employees are most satisfied when their personal traits</li></ul>	<p>Let's review the important theories that helped shape career development. Please read each statement and select the school of thought from the drop-down menu that matches the description. Then select the "Submit" button.</p> <p>When you are finished, please select the "Next" button to continue.</p>



Screen Descriptions	Narration
<p>match the characteristics of their jobs.”</p> <ul style="list-style-type: none"><li>○ Correct Answer: Trait-Based</li></ul> <ul style="list-style-type: none"><li>• “Motivation for career development is based on meeting individual needs.”<ul style="list-style-type: none"><li>○ Correct Answer: Needs-Based</li></ul></li><li>• “Career development is a function of an individual's ability to manage career-related tasks, or career maturity.”<ul style="list-style-type: none"><li>○ Correct Answer: Developmental</li></ul></li><li>• “Career fit and satisfaction are a function of the extent to which an individual's personality matches their career environment.”<ul style="list-style-type: none"><li>○ Correct Answer: Psychological</li></ul></li><li>• “Motivation for career development is derived from the belief in one's capabilities to accomplish actions required for development.”<ul style="list-style-type: none"><li>○ Correct Answer: Sociological</li></ul></li></ul>	



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## Screen 10 – Successful Career Development Programs

Screen Description	Narration
<p>On the right side, the screen displays an image of the course mentor speaking to an employee.</p> <p>On the left side, the screen displays “Successful Career Development Programs” and four bullets:</p> <ul style="list-style-type: none"><li>• Are integrated and strategic</li><li>• Provide career development tools</li><li>• Are intentional and comprehensive</li><li>• Provide a “human touch”</li></ul>	<p>Career development has a rich theoretical history, but how do these theories translate practically into the career development programs in the workplace?</p> <p>According to best practices, we know that successful career development programs: are integrated and strategic, provide employees with career development tools through the adoption of an intentional and comprehensive system, and provide a “human touch.”</p> <p>Select the “Next” button to continue.</p>

## Screen 11 – Career Development at VA



**Career Development Facilitator**

Unit 2 : Lesson 1 - Career Development Theory : Elements of Career Development : **Career Development at VA**

Select each part of the circle to see some examples of the different ways VA promotes career development across the organization, and then select "Next" to continue.

**Career Coaching/Mentoring**

- VA's Coaching and Mentoring Programs

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Screen Description	Narration
<p>On the left side, the screen displays a graphic describing the elements of career development:</p> <ul style="list-style-type: none"> <li>• Career Development Portals</li> <li>• Onboarding Programs</li> <li>• Career Coaching/Mentoring</li> <li>• Formal Training</li> <li>• Leadership Development</li> <li>• Career Resources</li> <li>• Performance Management</li> </ul> <p>On the right side, the screen displays "Select each part of the circle to see some examples of the different ways VA promotes career development across the organization, and then select 'Next' to continue."</p>	<p>As a CDF, you provide that "human touch" in your one-on-one career interactions with VA employees.</p> <p>Because that support is multifaceted, you may need to tailor it based on the employee's immediate need.</p> <p>Select the different types of career development support to see specific ways VA promotes career development.</p> <p>This list does not cover every program at VA, but is meant to get you thinking about different ways VA supports employee growth.</p>



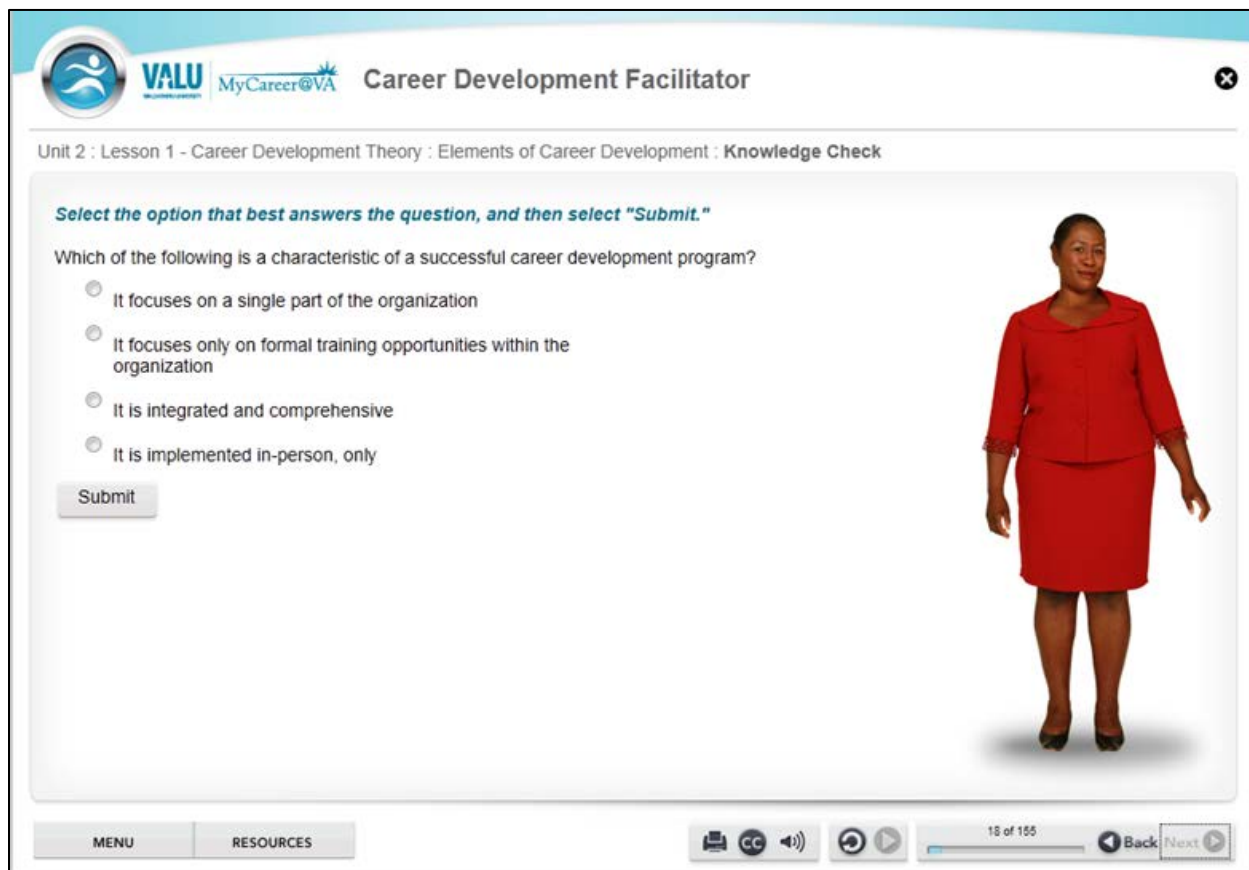
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Screen Description	Narration
	<p>If you want to know more, please select the “Resources” button for further reading.</p> <p>After you have read about each type of support, select the “Next” button to continue.</p>
<p>When clicking each element, the corresponding textbox appears:</p> <ul style="list-style-type: none"> <li>• Career Development Portals <ul style="list-style-type: none"> <li>○ “MyCareer@VA</li> <li>○ VA for Vets”</li> </ul> </li> <li>• Onboarding Programs <ul style="list-style-type: none"> <li>○ “COHRS’ New Employee Orientation”</li> </ul> </li> <li>• Career Coaching/Mentoring <ul style="list-style-type: none"> <li>○ “VA’s Coaching and Mentoring Programs”</li> </ul> </li> <li>• Formal Training <ul style="list-style-type: none"> <li>○ “VALU’s TMS</li> <li>○ VA eHealth University”</li> </ul> </li> <li>• Leadership Development <ul style="list-style-type: none"> <li>○ “VA’s Aspiring Leaders Program</li> <li>○ Leadership VA (LVA)”</li> </ul> </li> <li>• Career Resources <ul style="list-style-type: none"> <li>○ “MyCareer@VA</li> <li>○ VA for Vets”</li> </ul> </li> <li>• Performance Management <ul style="list-style-type: none"> <li>○ “VA’s All-Employee and Leadership Competencies”</li> </ul> </li> </ul>	No Narration



## Screen 12 – Knowledge Check



**Career Development Facilitator**

Unit 2 : Lesson 1 - Career Development Theory : Elements of Career Development : **Knowledge Check**

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

Which of the following is a characteristic of a successful career development program?

- ☐ It focuses on a single part of the organization
- ☐ It focuses only on formal training opportunities within the organization
- ☐ It is integrated and comprehensive
- ☐ It is implemented in-person, only

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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 an image of the course mentor smiling.</p> <p>Instructions: "Select the option that best answers the question, and then select 'Submit.'"</p> <p>Question: "Which of the following is a characteristic of a successful career development program?"</p> <ul style="list-style-type: none"> <li>• It focuses on a single part of</li> </ul>	<p>Let's quickly review some of the concepts we have discussed.</p> <p>From the list, please select the statement that that best answers the question, and then select the "Submit" button.</p> <p>When you are finished, please select the "Next" button to continue.</p>



Screen Description	Narration
<p>the organization</p> <ul style="list-style-type: none"><li>• It focuses only on formal training opportunities within the organization</li><li>• It is integrated and comprehensive</li><li>• It is implemented in person, only</li></ul> <p>After selecting “It is integrated and comprehensive” a textbox displays “That is correct!”</p> <p>After selecting any of the other options “That’s incorrect. ‘It is integrated and comprehensive’ is the correct answer,” displays in a text box.</p>	



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### Screen 13 – Career Development System



Screen Description	Narration
On the left side, the screen displays a graphic showing the five functions of MyCareer@VA.	<p>Because it is VA's premier career development resource, you will likely use the MyCareer@VA resource often.</p> <p>MyCareer@VA is an example of a real-world application of the career development theories you learned earlier.</p>
<p>Selecting each function will display the corresponding textboxes:</p> <ul style="list-style-type: none"><li>• Informing: "Letting people in the organization know what a career system is and what it can do for them."</li><li>• Connecting: "Opening doors to key resources within the organization and its</li></ul>	<p>MyCareer@VA's career development model is an intentional, integrated career development system.</p> <p>The model consists of five levels of assistance that organizations should offer in career development programs, including: informing, connecting, training, mentoring, and coaching.</p> <p>So where do you, as a CDF, fit in this model? Everywhere!</p> <p>CDFs inform employees about career development.</p> <p>You connect employees to resources that can assist them in</p>



Screen Description	Narration
<p>community as well as those external to the organization.”</p> <ul style="list-style-type: none"><li>• Training: “Assisting employees to develop competencies, identify and clarify their goals, values and interests through career training designs and meaningful dialogue facilitation.”</li><li>• Coaching: “Providing the opportunity for employees to engage in meaningful career conversations with professional career counselors, coaches, mentors, supervisors, and managers.”</li><li>• Mentoring: “Providing access to voluntary relationships to integrate individuals into various career situations, and helping them to connect, grow, and access resources.”</li></ul>	<p>developing career competency, provide them with opportunities to engage in career development activities, and you serve as an ongoing mentor to their employees.</p> <p>Select each function to read more about it.</p>



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### Screen 14 – Knowledge Check 1 of 2

Screen Description	Narration
<p>On the left side, the screen displays instructions, and five dropdown menus next to five descriptions. On the right side, the screen displays an image of the course mentor smiling.</p> <p>Instructions: “Select the method that best matches the definition, and then select ‘Submit.’”</p> <p>Definitions:</p> <ul style="list-style-type: none"><li>• “Letting people in the organization know what a career system is and what it</li></ul>	<p>Let’s review the key programs organizations can implement to facilitate employee career development.</p> <p>Please read each statement and select the program that best matches it from the drop-down menu.</p> <p>Then select the “Submit” button.</p> <p>When you are finished, please select the “Next” button to continue.</p>



Screen Description	Narration
<p>can do for them. “</p> <ul style="list-style-type: none"><li>○ Correct Answer: Informing</li><li>• “Opening doors to key resources within the organization and its community as well as those external to the organization.”<ul style="list-style-type: none"><li>○ Correct Answer: Connecting</li></ul></li><li>• “Assisting employees to develop competencies, identify and clarify their goals, values and interests through career training designs and meaningful dialogue facilitation.”<ul style="list-style-type: none"><li>○ Correct Answer: Training</li></ul></li><li>• “Providing the opportunity for employees to engage in meaningful career conversations with professional career counselors, coaches, mentors, supervisors, and managers.”<ul style="list-style-type: none"><li>○ Correct Answer: Coaching</li></ul></li><li>• “Providing access to voluntary relationships to integrate individuals into various career situations, and helping them to connect, grow, and access resources.”<ul style="list-style-type: none"><li>○ Correct Answer: Mentoring</li></ul></li></ul>	



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### Screen 15 – Knowledge Check 2 of 2

Screen Description	Narration
<p>On the left side, the screen displays instructions, a question, and six possible answers. On the right side, the screen displays an image of the course mentor smiling.</p> <p>Instructions: "Select the option that best answers the question, and then select 'Submit.'"</p> <p>Question: "What levels of career development support do CDF's provide VA employees?"</p> <ul style="list-style-type: none"><li>• Informing</li></ul>	<p>From the list, select the option that best answers the question, 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
<ul style="list-style-type: none"><li>• Connecting</li><li>• Training</li><li>• Mentoring</li><li>• Coaching</li><li>• All of the above</li></ul> <p>Correct answer = “All of the above.”</p> <p>After selecting “All of the above,” the screen displays: “You are correct! All of these statements reflect the career development support CDFs provide VA employees.”</p> <p>When User clicks any incorrect options, a text box will pop up that says, “While that is partially correct, ‘All of the above’ is the BEST answer.”</p>	



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### Screen 16 – Overview of MyCareer@VA

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

Unit 2 : Lesson 1 - Career Development Theory : MyCareer@VA Meets VA's Strategic Goals : Overview of MyCareer@VA

**MyCareer@VA:**

- Supports career development
- Develops skills, abilities, and competencies
- Creates career possibilities
- Connects effort to long-term goals



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Screen Description	Narration
Centered on the screen are three business professionals smiling.	VA and VALU wanted to give employees access to VA's extensive interactive and cutting-edge career development tools and resources in a single location.
The screen displays an image of the MyCareer@VA homepage.	The result was the MyCareer@VA website. The MyCareer@VA website became the first-of-its-kind Federal government collection of career management resources, programs, and training. It is changing the way VA employees manage their long-term VA careers.
On the left side, the screen displays a list: <ul style="list-style-type: none"><li>• "Supports career development</li><li>• Develops skills, abilities, and</li></ul>	It promotes engagement by connecting employees and managers to MyCareer@VA to support career development, fully develop their personal array of skills, abilities, and competencies, broaden their horizon of career possibilities,



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Screen Description	Narration
<p>competencies</p> <ul style="list-style-type: none"><li>• Creates career possibilities</li><li>• Connects effort to long-term goals”</li></ul>	<p>and connect everyday efforts to long-term goals.</p> <p>Through MyCareer@VA, employees can achieve greater job satisfaction by envisioning and planning a future at VA.</p> <p>Throughout the other lessons in this course, you will learn more about MyCareer@VA and how you can use it as a CDF to support employee development.</p> <p>Select the “Next” button to continue.</p>



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## Screen 17 – Conclusion

**Career Development Facilitator**

Unit 2 : Lesson 1 - Career Development Theory : MyCareer@VA Meets VA's Strategic Goals : **Conclusion**

**Congratulations!**

You have successfully completed the lesson on Career Development Theory.

**Learning Objectives**

You should now be able to:

- ✓ Define the importance of career development (for both individuals and VA).
- ✓ List key career development theories.
- ✓ List elements of career development.
- ✓ Define VA's career development foundation.
- ✓ Describe why MyCareer@VA was developed.

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

- [Key Career Development Talking Points Job Aid \(PDF\)](#)

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Screen Description	Narration
<p>On the left side, the screen displays “Congratulations! You have successfully completed the lesson on Career Development Theory.” and the Learning Objectives.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"><li>• “Define the importance of career development (for both individuals and VA).</li><li>• List key career development theories.</li><li>• List elements of career development.</li></ul>	<p>Congratulations! You have successfully completed the Career Development Theory lesson.</p> <p>In other lessons, you will learn how to put these theories into practice and expand your skills in facilitating employee development.</p> <p>Please review the Learning Objectives again 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>



**VALU**  
VA LEARNING UNIVERSITY

**MyCareer@VA**

Screen Description	Narration
<ul style="list-style-type: none"><li>• Define VA's career development foundation.</li><li>• Describe why MyCareer@VA was developed."</li></ul> <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"><li>• <a href="#">Key Career Development Talking Points Job Aid (PDF)</a>"</li></ul>	