Positive, Narrative Method Increases Hope, Optimism, Resilience, Curiosity & Exploration, Leading To Career Clarity: Outcome-Study

Mark Franklin, M.Ed., P.Eng. CMF
Practice leader, CareerCycles producer & host, Career Buzz

Basak Yanar, Ph.D.
Evaluation Consultant
CareerCycles: Trusted career management social enterprise with key clients & strategic relationships
• Overview of the narrative method of practice
• Share Outcome Study results (scales, quantitative and qualitative results, correlations)
• Share stories
• Engage in discussions around the findings
• Leave today inspired with new ideas for you, your clients & team to enrich practice and research
BECOMING EMPOWERED & PROACTIVE IN CAREER & LIFE CHOICES

Li, postsecondary student / grad

Tara, career changer

Ramzi, helping professional

Erika, career centre director
Client questions emerging from THEIR situations.…

• *Am I in the right career? What would make me happy?*

• *What can I do to re-invent myself with a career that is fun and does not "feel" like work?*

• *How do I create my future taking into account my whole life?*

• *I am all over the map and interested in a variety of things; how do I figure out what to do as my first career following graduation?*
Clients want answers but unsure about what to expect when it comes to accessing help

“How do you give in the counselling service… something that will answer [my] question… and help [me] go forward? You can’t get [that] when you fill out a survey… You can’t get from that, a person’s passion.”

Outcome study subject
Reality is…

V = Volatility
U = Uncertainty
C = Complexity
A = Ambiguity

We evolved a narrative method to answer their questions...

- 3500+ clients
- Hundreds of testimonials
- 230+ Career Professionals trained
- But how do we show that it works? What’s the evidence?

We corral elements from client’s stories to get what matters from what happened, using leading edge processes & life changing tools.
Career & Life Story of Marco

April 6, 2000 — June 30, 2005

**Early Years**

Life was good except for my brother.
Career & Life Story of Marco

High School

June 30, 2005 — June 30, 2009

Lots of ups and downs during high school. Ended well though.

High school had rough spots
Career & Life Story of Marco

June 30, 2008 — September 1, 2010
Work at Summer Camp
I was tripper. Fun!
Career & Life Story of Marco

June 30, 2009 — June 30, 2011

ABC Post-secondary Institute

Thought I’d like it a lot more than I did.

ABC Post-secondary Institute

Early Years

High School

Travell South America

Workat Summer Camp

XYZ Post-secondary Institute
Career & Life Story of Marco

Travel! South America!
Visited 15 countries in a year

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Career & Life Story of Marco

JUNE 30, 2011
Travel South America

Early Years

High School

Work at Summer Camp

ABC Post-secondary Institute

XYZ Post-secondary Institute

June 30, 2012 — June 30, 2013
XYZ Post-secondary Institute
BECOMING EMPOWERED & PROACTIVE IN YOUR CAREER & LIFE CHOICES

YOUR STORY
What you liked and learned in each chapter of your career and life

EARLY YEARS  EDUCATION  WORK, VOLUNTEER, TRAVEL, FRIENDS, FAMILY, LIFE  RECENT PAST

Begin

YOUR QUESTIONS
What next? How do I get there?

YOUR CAREER?
BECOMING EMPOWERED & PROACTIVE IN YOUR CAREER & LIFE CHOICES

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What you liked and learned in each chapter of your career and life

EARLY YEARS
EDUCATION
WORK, VOLUNTEER, TRAVEL, FRIENDS, FAMILY, LIFE
RECENT PAST

CAREER & LIFE CLARIFICATION

YOU!
Desires, Strengths, Natural Interests, Personal Qualities, Assets

OTHER PEOPLE
How friends, family & other people influence your situation

POSSIBILITIES
Internal, Jobs, Self-Employment, Volunteer, Travel, Personal

Generate Possibilities

TOOLS
CAREER SKETCH
CAREER STATEMENT

Begin
YOUR QUESTIONS
What next? How do I get there?

YOUR CAREER...
BECOMING EMPOWERED & PROACTIVE IN YOUR CAREER & LIFE CHOICES

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INTENTIONAL EXPLORATION

TOOLS
CAREER SKETCH
CAREER STATEMENT
EXPLORATION PLAN
ONLINE STORYTELLER
WHO YOU ARE MATTERS

Generate Possibilities
Prioritize Possibilities

WELCOME OPPORTUNITIES!
Recognize meaningful moments; Pivot, embrace and fully explore them

WATCH FOR CLUES
Be profoundly receptive to clues to live your Career Statement

TAKE INSPIRED ACTION
Follow the clues to guide your exploration or job search

YOUR THOUGHTS & FEELINGS: BECOMING AWARE
YOUR THOUGHTS & FEELINGS: BECOMING INTENTIONAL
BECOMING EMPOWERED & PROACTIVE IN YOUR CAREER & LIFE CHOICES

YOUR STORY
What you liked and learned in each chapter of your career and life

EARLY YEARS > EDUCATION > WORK, VOLUNTEER, TRAVEL, FRIENDS, FAMILY, LIFE > RECENT PAST

BEGIN

YOUR QUESTIONS
What next? How do I get there?

YOUR CHOICES
I'm confident & hopeful!

YOUR CAREERCYCLES EXPERIENCE

YOUR FUTURE
Life and career cycles of stability and change

STABILITY

INTENTIONAL EXPLORATION

WELCOME OPPORTUNITIES!
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OTHER PEOPLE
How friends, family & other people influence your situation

YOUR THOUGHTS & FEELINGS: BECOMING AWARE

THE CAREERCYCLES PROCESS

careercycles.com
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YOUR CAREER & LIFE STORIES are like maple trees in a forest
Tap each story to gather and organize…

eight elements
Career Sketch

Desires
- What you want and what's important to you
  - Short Commute
  - Make a Difference

Strengths
- Skills & knowledge you want to use
  - Writing - Love it!

Personal Qualities
- Personality & how others describe you

Natural Interests
- Emerging passion, evolving identity
  - "I am a..."

Possibilities
- You're curious about...
  - INTERNAL to your organization
  - JOB with another employer
  - SELF-EMPLOYMENT
  - VOLUNTEER / SERVICE
  - LIFELONG LEARNING / EDUCATION
  - TRAVEL / LIVE ELSEWHERE
  - LEISURE, PERSONAL

Other People's
- Influence & your life roles

Assets
- Education, credentials, experiences, additional skills & knowledge

Your Thoughts & Feelings, Gems & Insights:
Try it! ‘Your Story’ questions

Name **one** experience you feel good about

1. What did you like about this story? What else?
2. What’s **one** thing you didn’t like? What do you want now, based on what you didn’t like?
3. What skills or knowledge did you use?
4. Who played a role in this story? How?
5. What possibilities for your future crossed your mind then, or now?
# Career Sketch

<table>
<thead>
<tr>
<th>DESIRES</th>
<th>STRENGTHS</th>
<th>NATURAL INTERESTS</th>
<th>POSSIBILITIES YOU’RE CURIOUS ABOUT</th>
</tr>
</thead>
<tbody>
<tr>
<td>What you want &amp; what’s important to you (DD)=deeper desires</td>
<td>Skills &amp; knowledge you want to use (D)=want to develop</td>
<td>emerging passion, evolving identity (“I am a…”)</td>
<td>INTERNAL to your organization 1.</td>
</tr>
<tr>
<td>PERSONAL QUALITIES</td>
<td>ASSETS</td>
<td>OTHER PEOPLE’S influence &amp; your life roles</td>
<td>EXTERNAL with another employer 2.</td>
</tr>
<tr>
<td>Personality &amp; how others describe you</td>
<td>Education, Credentials, Experiences, Additional skills &amp; knowledge</td>
<td>~Assets of less importance to you~~</td>
<td>SELF-EMPLOYMENT 3.</td>
</tr>
<tr>
<td></td>
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<td></td>
<td>VOLUNTEER / SERVICE 4.</td>
</tr>
<tr>
<td></td>
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<td></td>
<td>LIFELONG LEARNING / EDUCATION 5.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>TRAVEL / LIVE SOMEWHERE ELSE 6.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>LEISURE, FAMILY, FRIENDS, PERSONAL 7.</td>
</tr>
</tbody>
</table>

YOUR THOUGHTS & FEELINGS & INSIGHTS:
### Career Sketch

#### DESIRES  What you want & what’s important to you
- Reasonable workload
- Time for family, more time than now
- Doing good giving back... and I’ll be excellent then.
- I want to nurture, support other people (the way Mrs Kennedy supported me in kindergarten)

#### STRENGTHS  Skills & knowledge you want to use
- teach, coach mentor
- organizing, coordinating

#### NATURAL INTERESTS  emerging passion, evolving identity (“I am a…”)
- art and culture; theatre

#### PERSONAL QUALITIES  Personality & how others describe you
- People person
- Experiential learner

#### ASSETS  Education, Credentials, Experiences, Additional skills & knowledge
- Theatre experience
- Director of student advocacy at college

#### OTHER PEOPLE’S influence & your life roles
- Daughter: only young once
- Mom was a teacher. Important to give back

#### POSSIBILITIES YOU’RE CURIOUS ABOUT
1. INTERNAL to your organization
2. EXTERNAL with another employer
3. Ad agency with a focus on nonprofit
4. Teacher
5. Student services, in private school, or college
6. Mompreneur website

#### VOLUNTEER / SERVICE
7.

#### LIFELONG LEARNING / EDUCATION
8.

#### TRAVEL / LIVE SOMEWHERE ELSE
9.

#### LEISURE, FAMILY, FRIENDS, PERSONAL
10.

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**YOUR THOUGHTS & FEELINGS & INSIGHTS:** burnt out, hopeful; more hopeful at what’s coming up so far
Charlotte’s Career Statement

Here’s what I want… (Desires)
I am working with people and loving it; I’m having a reasonable workload, and job advancement…

Here’s what I want to do or use… (Strengths)
I want to teach, coach, mentor and manage. I want to use interpersonal and verbal communication. I want to develop relationships, conflict resolution…

Here’s the kind of person I am… (Personal Qualities):
I am a person with a tremendous sense of responsibility. I’m reliable though a bleeding heart. I’m a reader, introspective and either really on or off.

Here’s what I bring with me (Assets):
 6+ years experience in advertising
 wedding planning experience
 Carleton university courses
 Director, student advocacy at college
 Cosmetician – loved it
 Diploma in Advertising

Here are other people’s influences
I’m mindful of how my role as a parent of a young child continues to influence my career and life choices.

These are the possibilities I’m most curious about exploring now:
 mom website – self employment
 post secondary student services
 fundraising, event coordinator
 ad agency with a focus on non profit
Traditional Resume

Focus is on past. Can limit change.

Career Statement

Focus is on present and future. Opens you to change.

- Read aloud in session
- “Finally, my truth!”
- Acts as compass for *Intentional Exploration*
<table>
<thead>
<tr>
<th>Framework Elements</th>
<th>For Students/ Clients</th>
<th>For Helping Professionals</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Model</td>
<td>Acts as roadmap</td>
<td>Guides practice and</td>
</tr>
<tr>
<td></td>
<td></td>
<td>communication</td>
</tr>
<tr>
<td>2. Tools &amp; handouts, CC Online, game</td>
<td>Between-session tasks, e.g. Your Story, Getting Feedback</td>
<td>20+ handouts, consistency</td>
</tr>
<tr>
<td>3. Method of practice</td>
<td>Trust there’s a ‘method in your madness’</td>
<td>40+ written interventions</td>
</tr>
<tr>
<td>4. Learning program</td>
<td>Feel reassured</td>
<td>Initial learning. Ongoing ‘playbook’</td>
</tr>
<tr>
<td>5. Career definition</td>
<td>Enlarge scope, from job to life. Use when needed</td>
<td>Common understanding</td>
</tr>
</tbody>
</table>
Four Entry Points

1. Individual sessions
2. Who You Are MATTERS! game
3. F2F or Online Workshops
4. On their own.

Click here for human help!
The paradigm for life design interventions constructs career through small stories,
reconstructs the stories into a life portrait,
and co-constructs intentions that advance the career story into a new episode.

Savickas, 2012
Positive, holistic method draws on:

- Narrative approach (M White, L Cochran, M Savickas, P Brott…)
- Positive Psychology (B Fredrickson, S Lyubomirsky…)
- Cognitive methods (A Beck…)
- Happenstance approach (Mitchell, Levin, Krumboltz…)
- Constructivist perspective (V Peavey…)
- Chaos theory & careers (D Bloch, J Bright…)
- Law of Attraction processes (E Hicks, L Grabhorn…)
- Adlerian Psychology (A Adler…)
- Client Centered Therapy (C Rogers…)
- Canadian Standards & Guidelines
Reference: Evaluation Framework, CRWG-GDRC.ca
What leads to broader career management outcomes?

• Move away from employment outcomes - no established link between employment status and employment quality (Kinicki, Prussia, & McKee-Ryan, 2000; Wanberg, Kanfer, Rotundo, 1999; Werbel, 2000)

• Person-centred perspective, positive outlook (Super & Knasel, 1981; Savickas, 2005) - envision a goal that’s worth pursuing

• Broaden and Build Theory (Fredrickson, 1998)
What existing validated scales can we use to answer our question?

• Selected these after exploring others…

• **Psychological Capital** *(Luthans, Avolio, et al., 2007)*
  Hope, Optimism, Self-efficacy, Resilience

• **Curiosity and Exploration** *(Kashdan, Gallagher, et al., 2009)*

• **Personal Growth Initiative** *(Robitschek, 1998)*
What leads to broader career management outcomes?

Reference: Evaluation Framework, CRWG-GDRC.ca
Evaluation Questions

1. Does the CareerCycles method of practice increases clients’ Psychological Capital, Personal Growth Initiative, and Curiosity & Exploration?

2. Are these measures related with better career outcomes?

3. If so, how do clients’ stories explain these relationships?

4. How do these variables ‘show up’ in clients’ stories?
Methodology

Phase 1: Survey Study (Feb - Jun 2012)

- Sent out Outcome Study Survey and consent forms to past clients via email
- 68 participants filled out the survey
- PsyCap, PGIS, C&E, Employment outcomes, Open ended questions
- At the end of the survey, participants were invited to an interview study

Phase 2: Interview Study (Jun - Nov 2012)

- Interviewed 7 participants to gain in-depth understanding of their experiences
- Interviews ranged from 40-45 minutes
- Interviews were transcribed verbatim and coded (thematic analysis)
Participants

- 81% undergraduate degree
- 64.5% were employed at the start of program
- 71% completed program within 2 years of our study
- Average 5 sessions
- 9 CareerCycles Associates
Mix of ages
CC trainees largely using method with PSE students
# Measures

<table>
<thead>
<tr>
<th>Career Management Variables</th>
<th>Career &amp; Employment Outcomes</th>
</tr>
</thead>
</table>
| • Psychological Capital (self-efficacy, hope, optimism, resiliency) | • Career and Life Clarity  
  “How close are you in achieving the clarity about the career and life question/issue you brought to your first session?” |
| • Personal Growth Initiative | • Overall Career and Life Satisfaction  
  “Overall, I am satisfied with my career and life.” |
| • Curiosity and Exploration | • Person-job fit  
  “My job enables me to do the kind of work I want to do.” |
| | • Employment Status |
14. In the following pages, you will be asked to compare your career and life experiences before and after the CareerCycles program.

Please reflect on how you think, feel, and behave now that you have completed the CareerCycles program as well as how you thought, felt, and behaved before you started the CareerCycles program.

Using the scale below, please indicate the extent to which you agree with each statement:

I know how to change specific things that I want to change in my life.

I have a good sense of where I am headed in my life.
WHAT DID WE FIND?

SURVEY STUDY OUTCOMES
Statistically significant increases in all measures

<table>
<thead>
<tr>
<th>Measure</th>
<th>Before CC</th>
<th>After CC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-Efficacy</td>
<td>3.16</td>
<td>3.83</td>
</tr>
<tr>
<td>Hope</td>
<td>3.02</td>
<td>3.52</td>
</tr>
<tr>
<td>Optimism</td>
<td>3.09</td>
<td>3.4</td>
</tr>
<tr>
<td>Resilience</td>
<td>3.4</td>
<td>3.67</td>
</tr>
<tr>
<td>Psychological Capital</td>
<td>3.1</td>
<td>3.42</td>
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<tr>
<td>Personal Growth Initiative</td>
<td>3.17</td>
<td>3.58</td>
</tr>
<tr>
<td>Curiosity &amp; Exploration</td>
<td>2.98</td>
<td>3.26</td>
</tr>
<tr>
<td>Career and Employment Outcomes and Relationships</td>
<td></td>
<td></td>
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<tr>
<td>-----------------------------------------------</td>
<td>-----------------------------------------------</td>
<td></td>
</tr>
<tr>
<td><strong>Career &amp; Life Satisfaction</strong></td>
<td>Self-Efficacy ($r = .37$), Hope ($r = .74$), Resilience ($r = .41$), Optimism ($r = .46$)</td>
<td></td>
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<tr>
<td><strong>Personal Growth Initiative</strong> ($r = .51$)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Person-Job Fit</strong></td>
<td>Self-Efficacy ($r = .47$), Hope ($r = .60$), Resilience ($r = .54$)</td>
<td></td>
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<td><strong>Career &amp; Life Clarity</strong></td>
<td>Self-Efficacy ($r = .37$), Hope ($r = .40$)</td>
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<td></td>
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<tr>
<td><strong>Employment Status</strong></td>
<td>Resilience ($r = .36$)</td>
<td></td>
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</table>
CASE STUDY
Participant #2’s question

I went in there “I want a career tomorrow” (laughs), I walked away saying that yeah my career is not that bad but it’s not generating any new and exciting passion for me. I feel like for the next 10 years I want to find something that turns me on.
Participant #2’s story

I’d like to be closer to horticulture… or closer to nature perhaps, so that was quite interesting for me. I never formulated that with anyone else I don’t think in my life up to that point.

It was kind of refreshing to hear myself say that.

Career & Life Clarity via Your Story
Participant #2’s story

When I am in a shop, if that shop is connected to horticulture, I kind of get goose bumps on my arms. I’d never admitted to myself and I still feel a bit crazy saying that to you (laughs).

Career & Life Clarity via Your Story
Participant #2’s story

Interesting quest. I have traveled a lot. Lots of meeting and investigating…. I just came back from Findhorn in Northern Scotland. And actually I made a decision when I was there that I could perhaps get re-educated.

Curiosity & Exploration via Intentional Exploration
<table>
<thead>
<tr>
<th>Career and Life Outcomes and Relationships</th>
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<tbody>
<tr>
<td><strong>Career &amp; Life Satisfaction</strong></td>
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<td><strong>Employment Status</strong></td>
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<tr>
<td>Resilience ($r = .36$)</td>
</tr>
</tbody>
</table>
Correlations: What might they mean?

1. When you are curious and explore your possibilities, you have higher clarity around your main questions.

2. When you can see a way to achieve what you want, and feel you can take the right actions (hope), you are more likely to say your job fits your skills and desires.

3. When you have high self-efficacy, hope, optimism, and resilience, you are more satisfied with your career and life.

4. When you are more resilient, you are more likely to be employed.
Study Limitations

• Cross-sectional & Self-Report
• Retrospective Study (memory effects over time)
• Generalizability
• Small sample size
Areas for further research

• Pre-post design
• Blended delivery model to scale up
• Integrate evidence gathering directly into the delivery of service
• How can a single “reframing” session affect clients’ personal attributes?
Sparked by what you heard today?

1. Tune in to Career Buzz, Wed. 11am-noon ET ciut.fm (89.5 FM)
2. Watch for Clues, lessons learned, upcoming guests, 2x month
3. Training in CareerCycles narrative method of practice
4. Who You Are Matters! game certification
5. Pilot sites for narrative online tools
6. Feedback please!

THANK YOU!
mark@CareerCycles.com
@careercycles
Extra stuff
Career management more important than ever

Intellectual capital – what you know
Social capital – who you know

What about psychological capital?
With the chaos of the contemporary careers…

…featuring short-term contracts, insecurity, lay-offs because of changing business conditions…. 

• How can we help people to navigate through the chaos, be resilient, and avoid costly mental health issues (e.g., depression), reducing disability claims?
Participant #1’s question

So I was having really hard time sort of just moving to the next job, what I really needed was a sense of job security and job/career growth. What steps can I take to achieve security and career advancement?
Participant #1’s Story

I asked everyone (laughs) what they did, how much they made, whether they liked their job, whether they were stressed out. I was lucky enough to have a random gift-wrapping job, where the supervisor was a graphic designer. I swear in half an hour I bombarded her with questions.

By the time we’ve finished I was like, Oh, I could be a graphic designer because I already have a niche, I have all these other skills. I could do this. And I got really excited about it.

Curiosity & Exploration, Self-Efficacy via Intentional Exploration
Participant #1’s Story

Setting up your history, like what you’ve done in the past, who’s influenced you…What’s important to me, what my values, my skills are, and bringing all together into one career statement was a fantastic project.

It really gave that feeling of yeah, this is who I am, this is what I want.

Put me into a place where I was more capable of asking for what I want…It really helped me to focus in on what’s important when I’m doing this.

Personal growth, self-efficacy, career & life clarity via Your Story and Career Statement
Participant #1’s Story

The main thing it really pushed me to do is to stay on track, stay motivated and positive – which is hard to do when you are going through a career transition.

Resilience, Optimism via Field Research, Possibility & Exploration Plan
Participant # 4’s story

Thinking backwards helped me to recognize that. And trying to be more clear thinking about what jobs would use these skills I was interested in using. I think career statement is interesting too. I think, not necessarily because I’ve achieved that at the moment but I’m quite aware of the fact that this job that I have just taken is probably not the job that I’d like to be in 5 years time but I think that I was able to sort of reconcile and figure out that definitely there’s enough in the job that interests me that I could use the skills
Participant # 4’s story

I think that maybe doing a little bit of background work, thinking of where I was coming from. It did become clear to me that I haven’t really had any sort of specific career in mind.

*Exploration – self-awareness.*
<table>
<thead>
<tr>
<th>Trait</th>
<th>Mean (SD) Before CareerCycles</th>
<th>Mean (SD) After CareerCycles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-Efficacy</td>
<td>3.16 (.72)</td>
<td>3.83 (.69)</td>
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<tr>
<td>Hope</td>
<td>3.02 (.85)</td>
<td>3.52 (.87)</td>
</tr>
<tr>
<td>Optimism</td>
<td>3.09 (.64)</td>
<td>3.40 (.76)</td>
</tr>
<tr>
<td>Resilience</td>
<td>3.40 (.67)</td>
<td>3.67 (.61)</td>
</tr>
<tr>
<td>Psychological Capital</td>
<td>3.10 (.43)</td>
<td>3.42 (.47)</td>
</tr>
<tr>
<td>Personal Growth &amp; Initiative</td>
<td>3.17 (.85)</td>
<td>3.58 (.72)</td>
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</table>
I’ll add these #s to the pr

<table>
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* p < 0.05
** p < 0.01
80% were employed (full-time, part-time, self-employed)
Employment Quality

Is your current job in line with your career aspirations?
- Yes: 50%
- No: 50%

Has there been an increase in your salary?
- Yes: 61.10%
- No: 38.90%

Do you have increased responsibilities in your current role?
- Yes: 61.10%
- No: 38.90%

Is your current job with the same employer?
- Yes: 73.70%
- No: 26.30%

Were you employed Before CC?
- Yes: 64.50%
- No: 35.50%
## Career and Life Outcomes and Relationships

<table>
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Discussion of Results

• What’s the story when clients don’t make a career change and yet leave our sessions clearly more hopeful, optimistic, confident and resilient?

• - PERSPECTIVE SHIFT
[how to show cases...]  

- Question…  
- Quotes linked to variable(s)  
- Quotes linked to correlation(s)  
- What did we do that helped them get there?
Their method of just asking questions and keeping positive, keeping a look out for what opportunities there are out there really got me to that point where I could find something that excited me
Participants

70% Male
30% Female

64.50% Employed
35.50% Unemployed

81% undergraduate degree
Average 5 sessions
9 CareerCycles Associates
71% completed program within 2 years of our study
How does CareerCycles Method of Practice empower clients and develop career management skills, so clients can navigate an uncertain future?
Thematic Analysis Illustrates Psychological Capital

It might be a certain sense of calmness and self-confidence and a certain amount of positive introspection to better articulate what you’re good at and what you really want to achieve, so it’s related to the whole career statement process.

To really make you feel positive about what you have to offer and not just constantly feel afraid and constantly reactive because job market is bad and you feel kind of defensive and scared about this.

Interview Study Participant #4