REMOTE
S E R V I C E S

Career Development Practice in Unprecedented Times

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MIXTMODE

CERIC
Advancing Career Development in Canada | Promouvoir le développement de carrière au Canada

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BRITISH COLUMBIA

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Current Reality of Practice and Demand during COVID-19

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Remote

/rəˈmōt/ • *adjective*

1. something that is far away in time or place
2. separated by an interval or space greater than usual
3. far apart, situated at some distance away
4. distant in relationship or connection

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Our Calling & Responsibility

create social connection

foster community

encourage hope

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Session Goals

Explore the shift and implications of remote operations.

Engage with a pedagogical design model for effective remote services and tools for delivery.

Consider strategies for creating rapport and building a strong working alliance in remote practice.
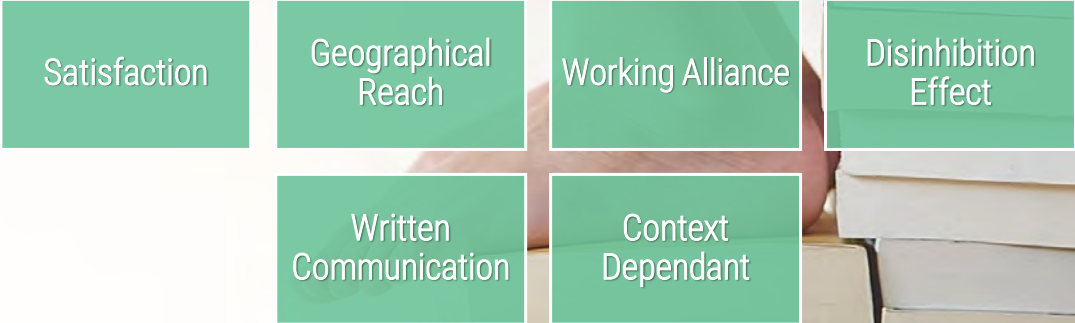
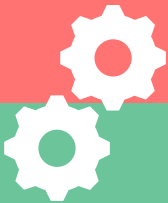Explore ethical considerations related to remote and online practice.

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what RESEARCH tells us…

- Satisfaction
- Geographical Reach
- Working Alliance
- Disinhibition Effect
- Written Communication
- Context Dependant

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Remote Operations

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Communication structures and mechanisms are different.

How a Client interfaces with you and accesses information has completely changed.

Webinar Poll

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Communicating what you are OFFERING

Pathways for Clients seeking service
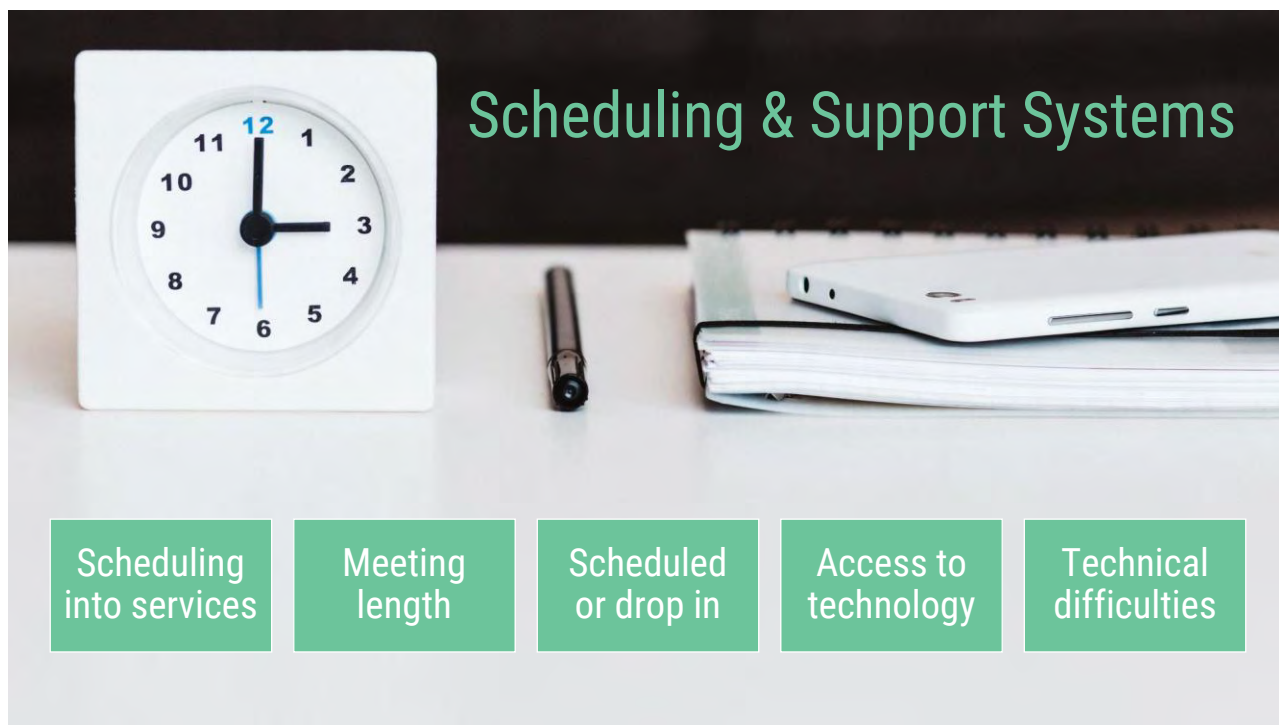
Adjusting to new communication mechanisms

ATTENTION:
Due to COVID- 19, our store is closed to the public.
HOWEVER
Phone orders with curbside pickups available
(709) 726-9663

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Scheduling & Support Systems

| Scheduling into services | Meeting length | Scheduled or drop in | Access to technology | Technical difficulties |

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3 Guiding Operational Questions

1 What are you trying to **accomplish short term**? Should services be introduced in **phases**? Both in terms of **number** of services and in terms of **depth** of each service?

2 What is **feasible** with the following in mind – client access to technology, staff compliment, funds for technology, availability of staff. How can you **keep it simple** with what you have **and then add** as operational systems get worked out?

3 What decisions do you want to make for **long-term continuity and growth** in this area? As you assess tech choices and supporting staff decisions, think about how that might **impact your operations beyond this immediate crisis**.

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Designing Remote Services

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DESIGN

Creating an environment for interaction
and learning to occur.

Littleton & Hakkinen, 1999

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MULTIMODAL CAREER LEARNING PEDAGOGY

Interaction
Communicate with e-Practitioner and/or other Clients, verbally and in writing, to increase reflection, meaning making and action-taking.
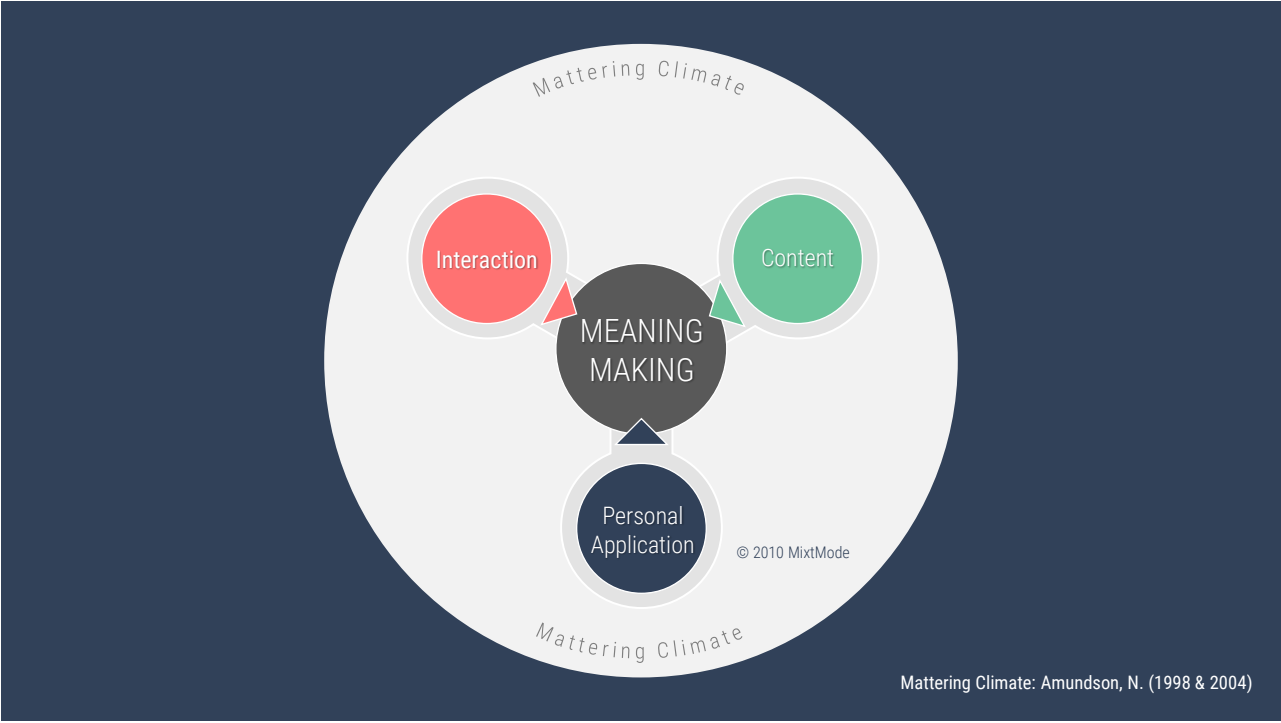
Content
Explore relevant career learning concepts, through creative presentation
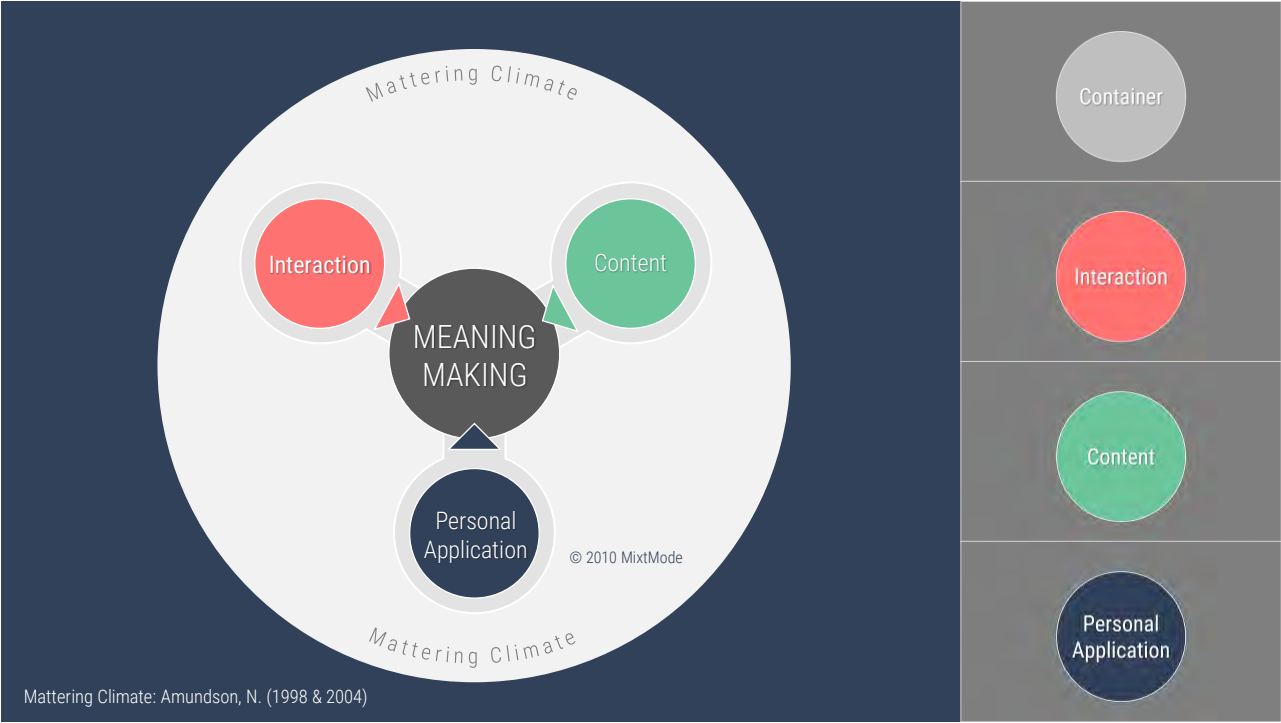
Personal Application
Engage in activities to apply concepts to self
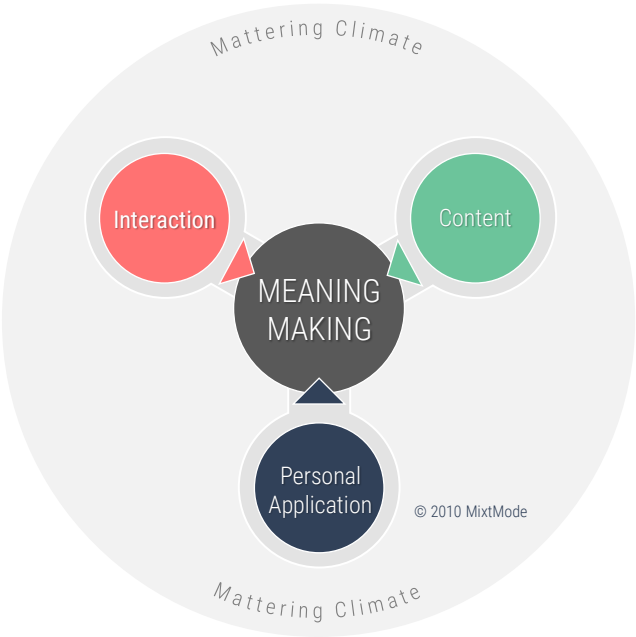
Mattering Climate: Amundson, N. (1998 & 2004)

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Experimenting with PURPOSE

Client Needs & Service Goals

Understanding your information privacy requirements

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Container

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Create a Container

Organized, easy access to online tools and resources.

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Canvas – LMS

Robust learning platform that offers video and other collaborative features for structured online learning and Practitioner feedback.

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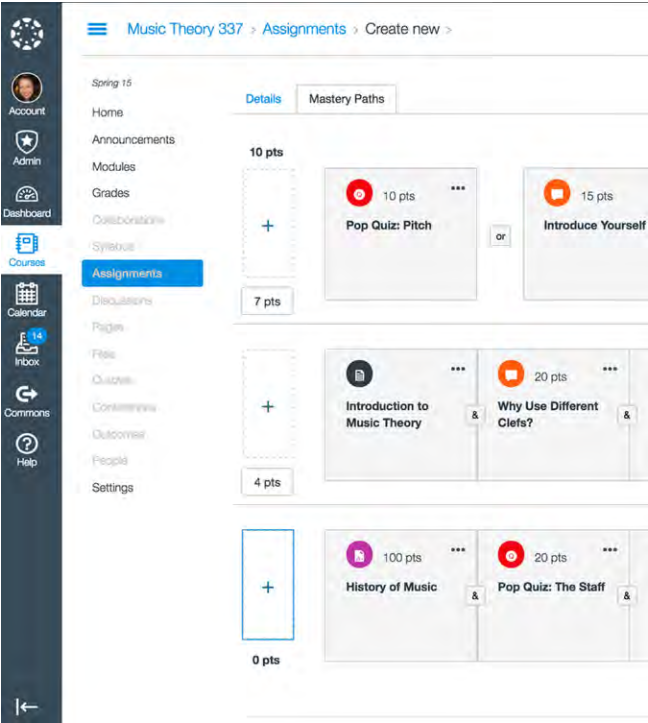
Google Suite

Suite of communication tools to streamline storage, classrooms, docs, slides, forms, video meetings.

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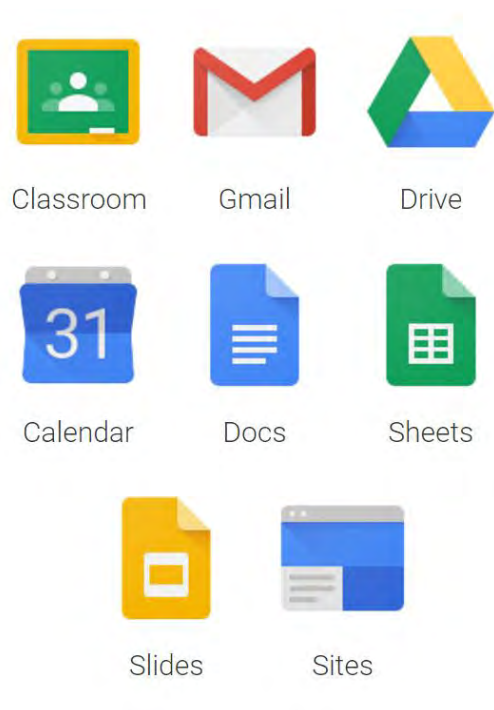
Hyperdocs

A digital document that can be created with links, processes, and space for a client to add information. The document can serve as a hub for a single topic or learning objective. Create your own or search the web for templates.

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Thinglink

Tool that turns images into online interactive graphics. Videos, activities, sites and other tools can be linked to an image which can be used to create a hub.
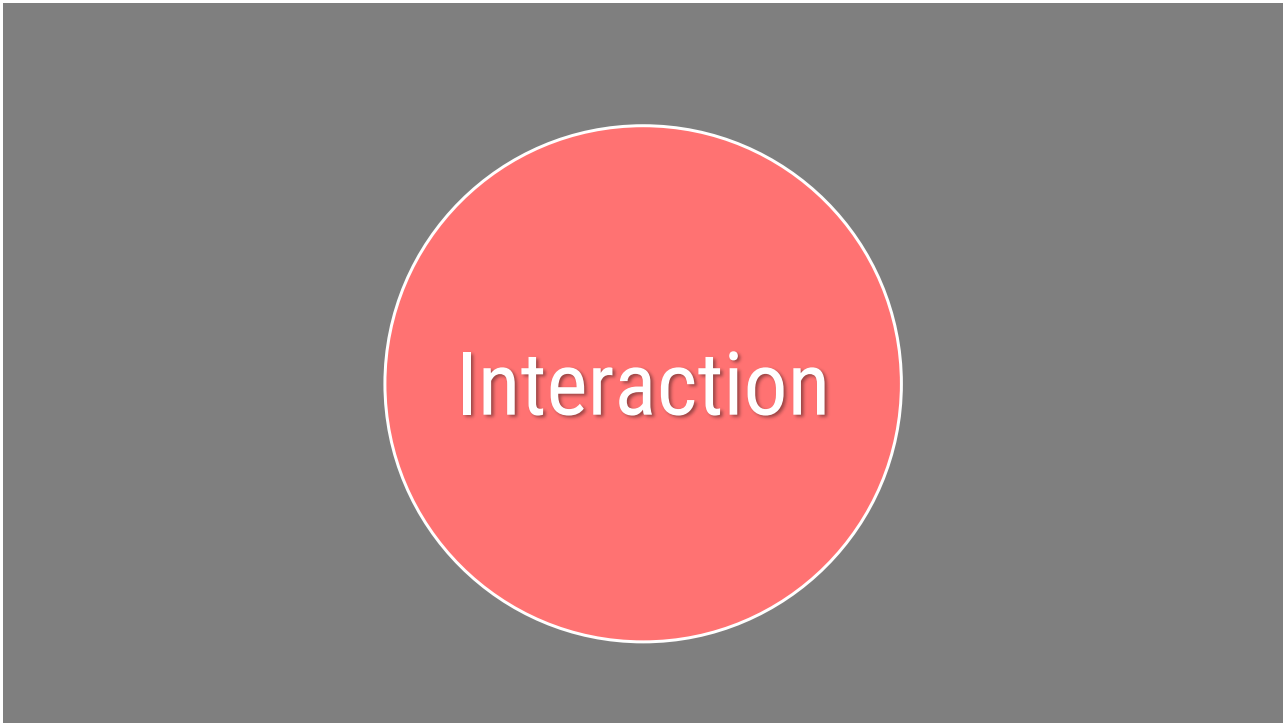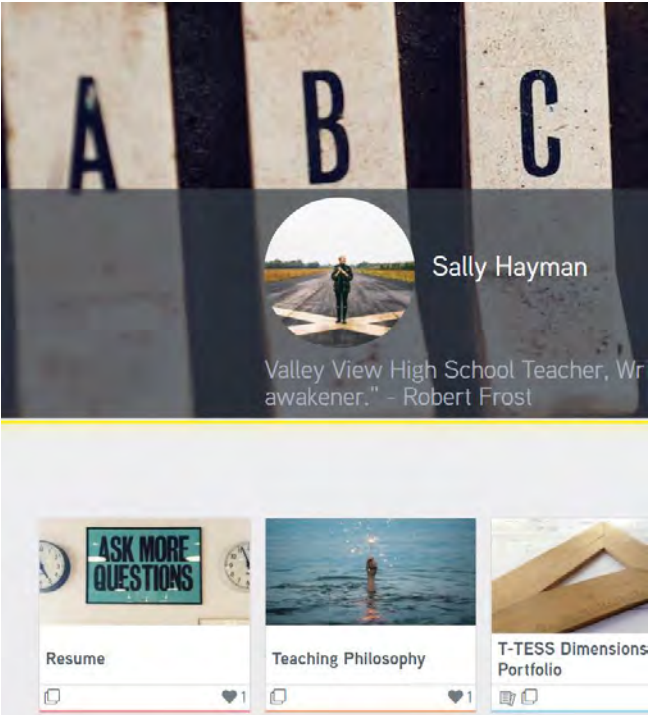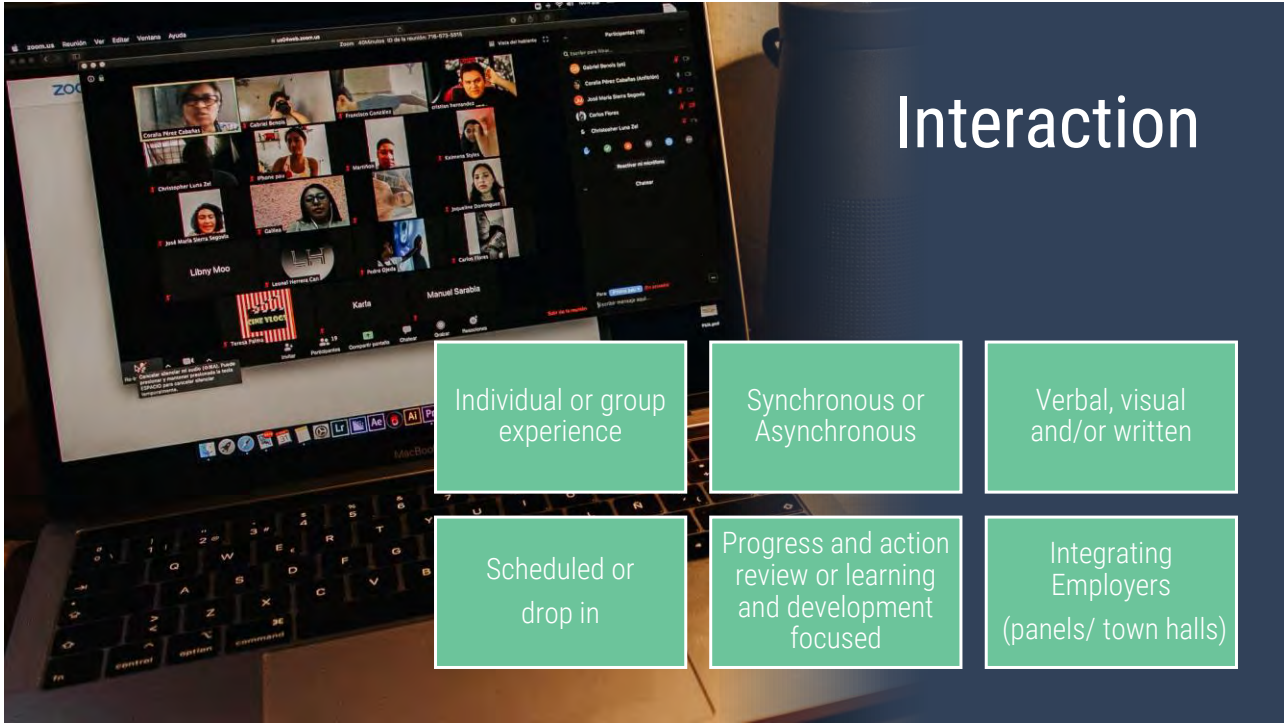
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Bulb

Used to create digital portfolios. Portfolios can serve as a central hub. Organize and showcase resources, activities and link to other tools.

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Interaction

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Interaction

| Individual or group experience | Synchronous or Asynchronous | Verbal, visual and/or written |
| Scheduled or drop in | Progress and action review or learning and development focused | Integrating Employers (panels/ town halls) |

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Live Video Conference

Google Hangouts
Zoom
GoTo Meeting
Skype
Microsoft Teams
Big Blue Button
Blue Jeans

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Slack

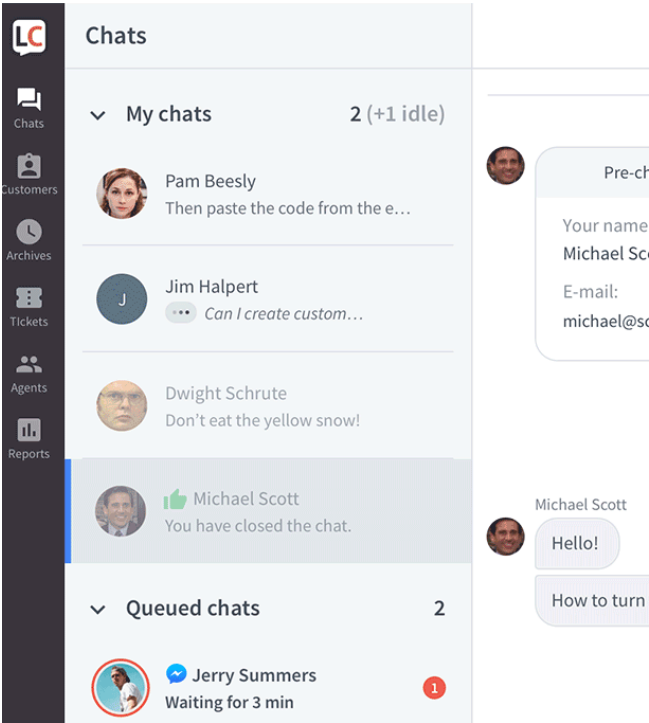Chat tool to support remote team collaboration.

29
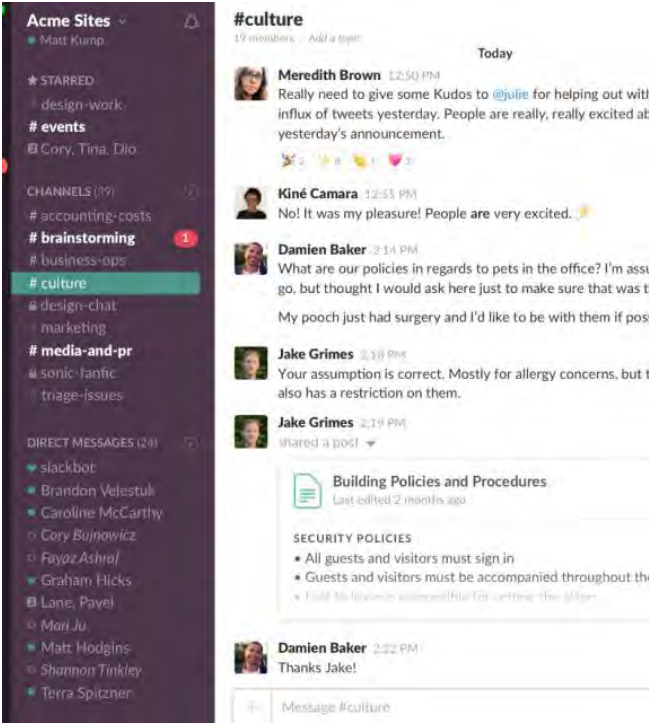
LiveChat

Chat tool for incoming client inquiries. Can set to contact forms when chat is not being monitored.

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Flipgrid

Video based discussion boards. Practitioners and Clients can post short videos around single topics, as progress reports, or to showcase new developments. Flipgrids can be created for a group or an individual Client.

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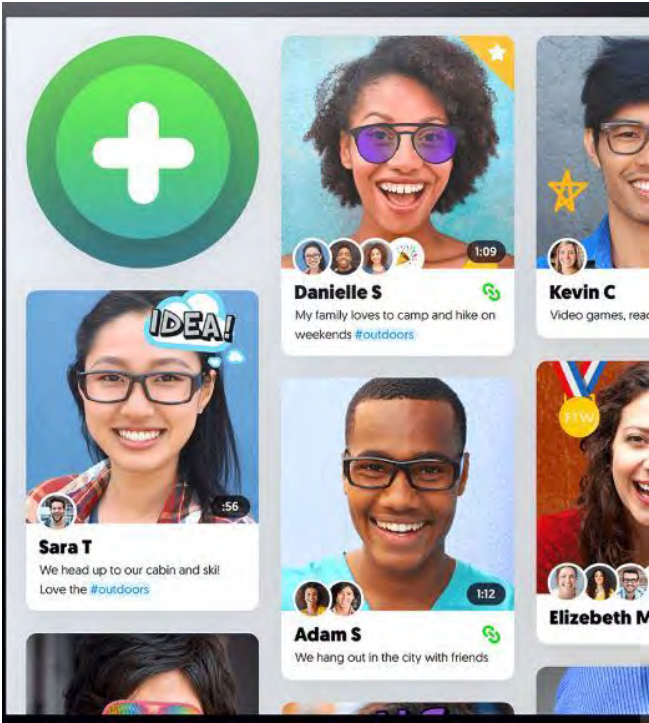
Mindmeister

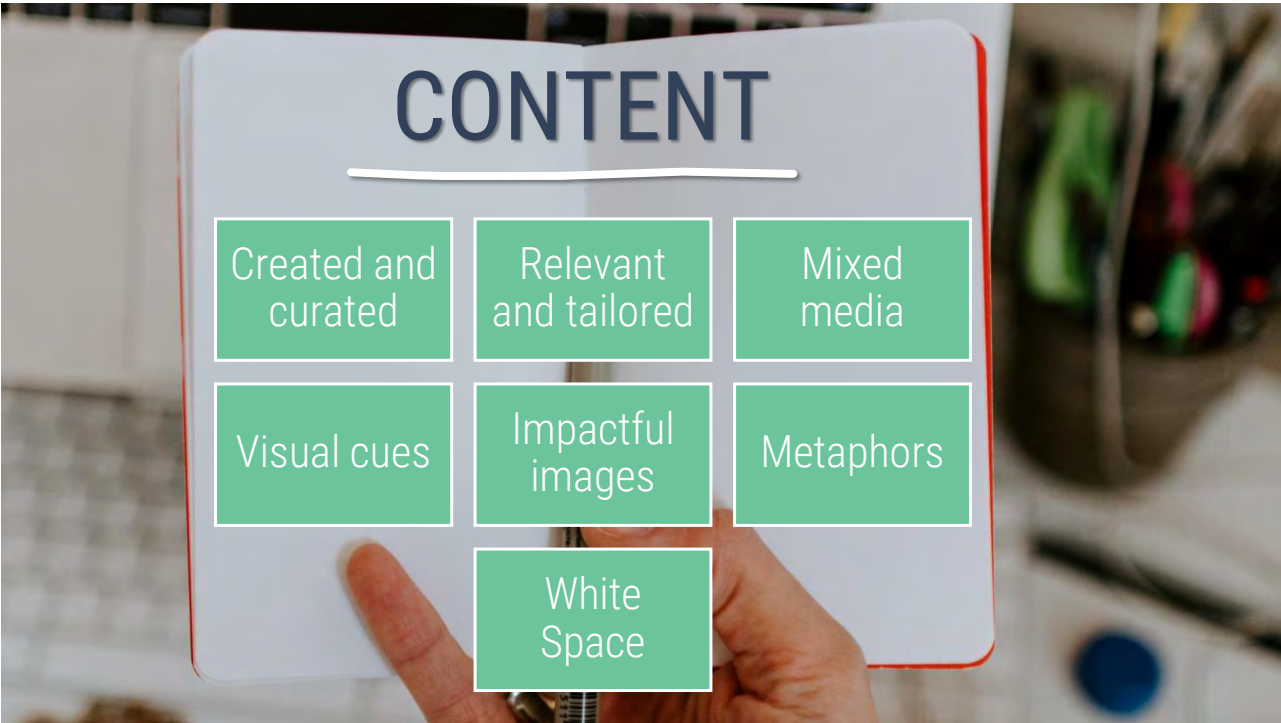An online mind mapping tool that can be used to generate new ideas with Clients.

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COVID-19 Content

Relief and mental wellness resources

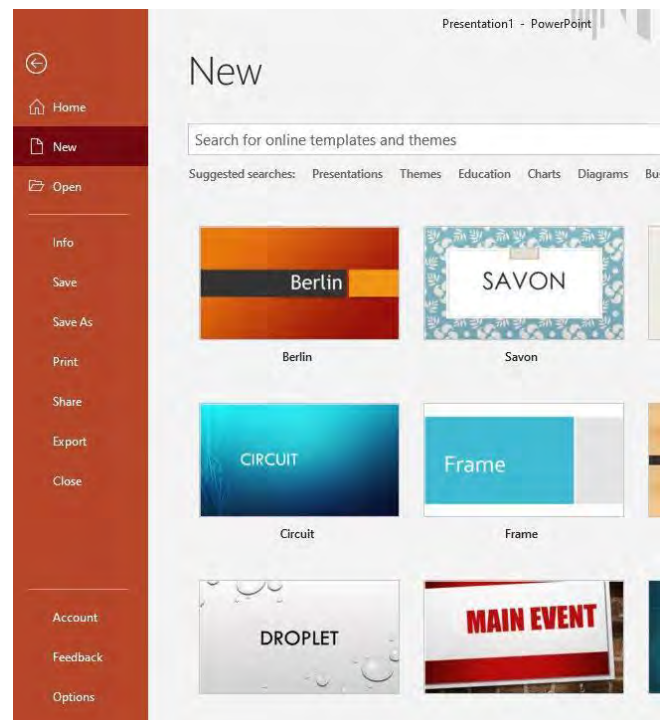Immediate, in demand, labour market options & job openings

Career Reshaping

Skill building for the future

Navigating change and building resilience and hope

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PowerPoint

Software to create electronic presentations. When coupled with Microsoft Forms, PowerPoint can also include interactive activities for personal application.
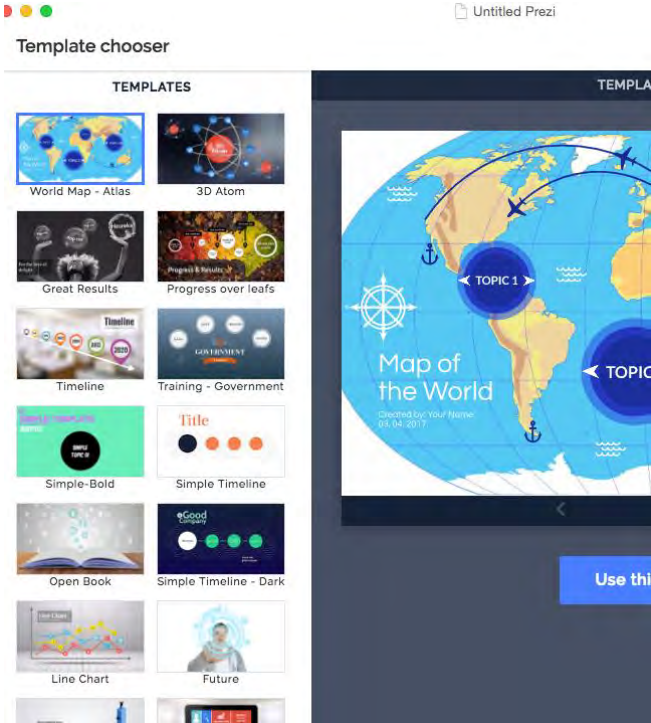
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Prezi

Prezi Present is used to create presentations in a more dynamic way than slides. Prezi Video also integrates you and your presentation for live presentations or allows you to record and share it.
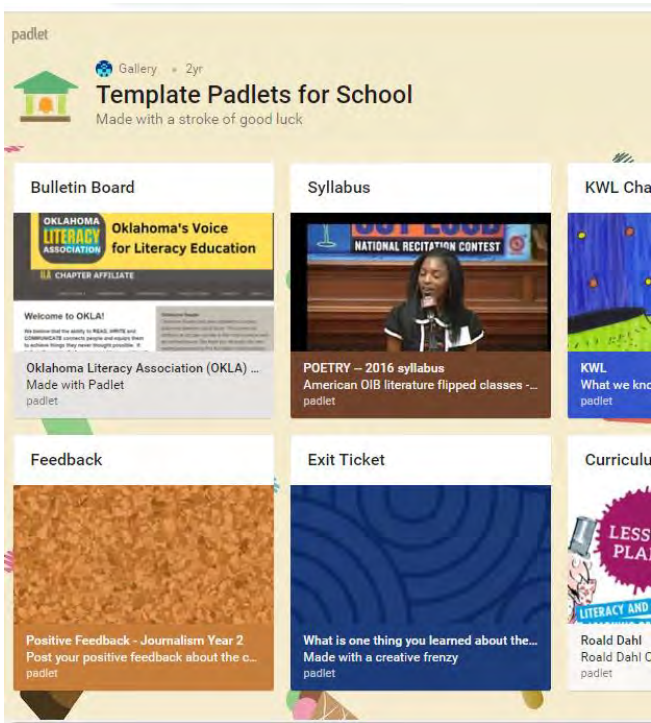
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Padlet

An online bulletin board with several different styles. Images, links, videos, or comments can be posted and arranged on a board. Practitioners can collaborate with clients or create interactive activities.
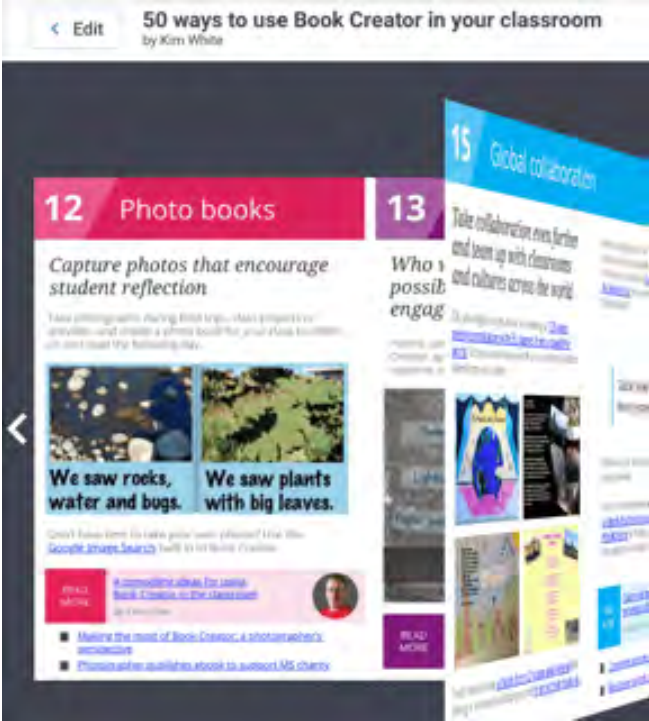
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Book Creator

A tool for creating digital books. Practitioners can use it to communicate career content or have clients use as a part of a personal activity for brainstorming, research or planning.
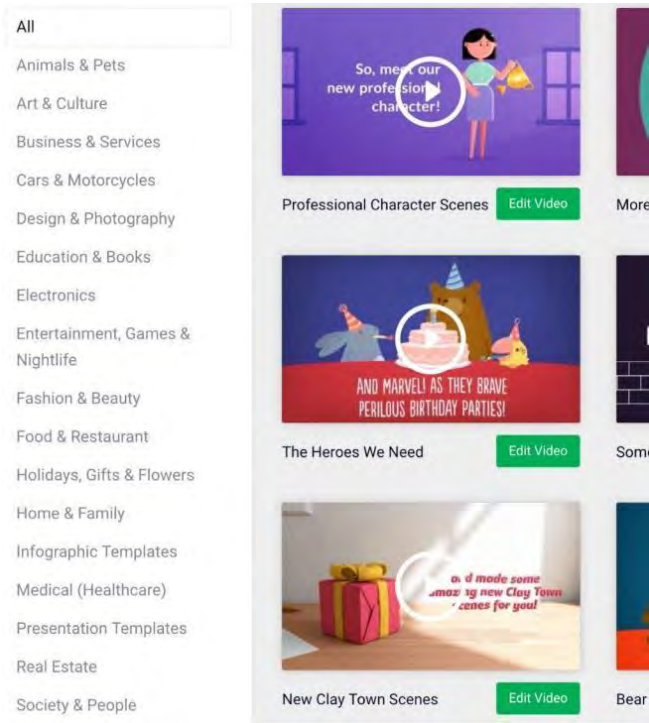
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Biteable

Use video templates to make content videos, explainer videos or marketing videos to prompt services.
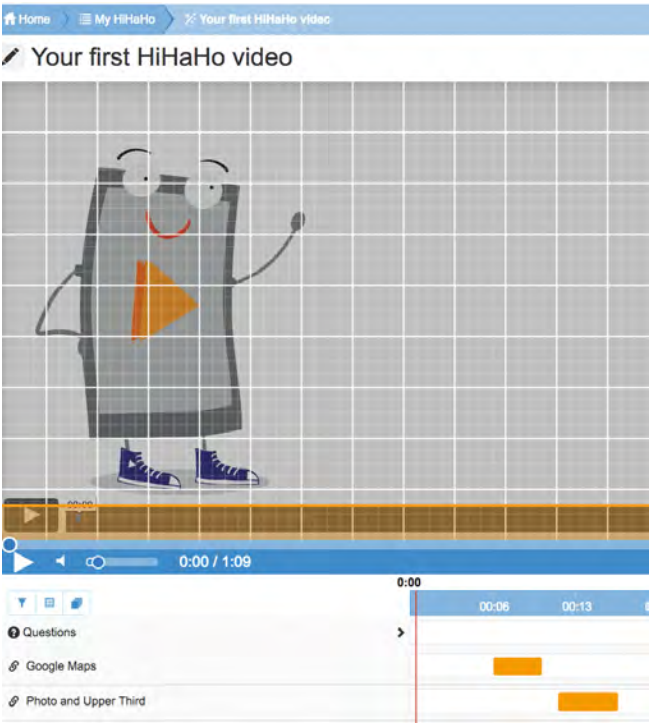
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HiHaHo

Create videos or use existing videos and overlay them with interactive features such as reflective questions.
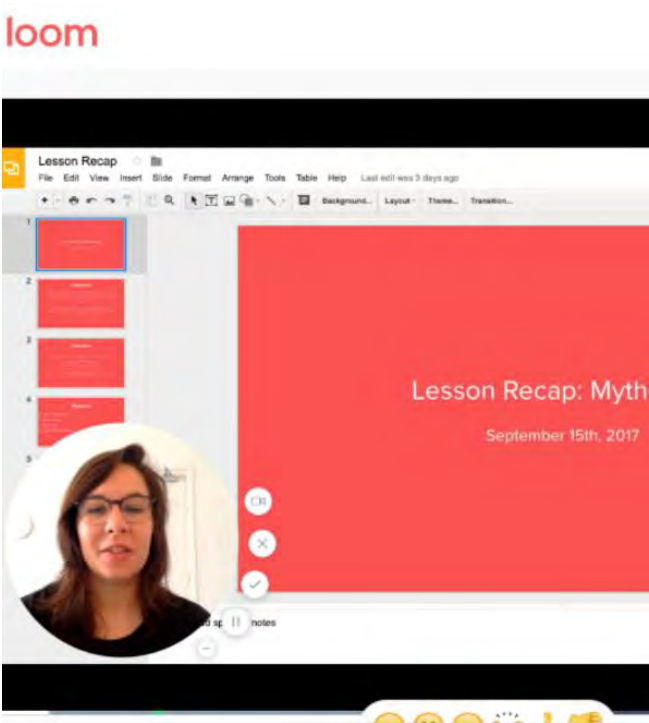
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Loom

Record your screen, voice and face to send short videos to clients or teams.

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Genially

Create presentations and infographics to explain processes to clients.
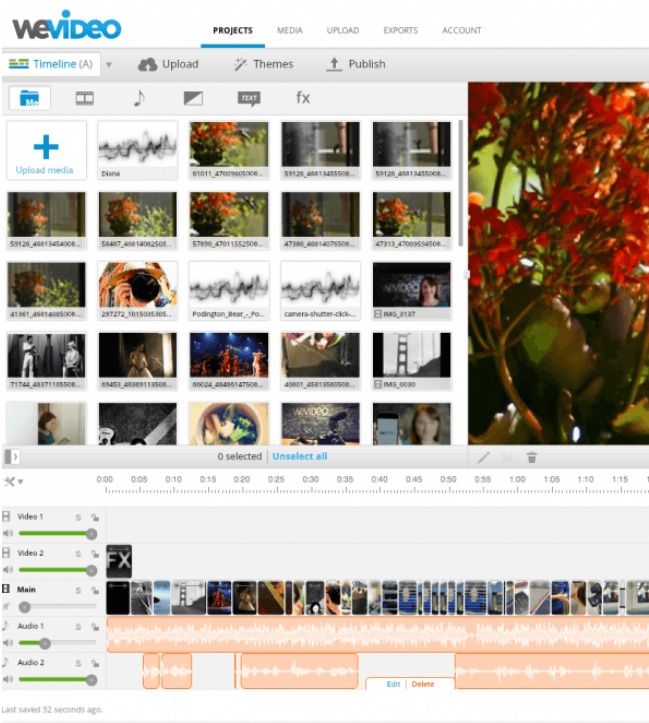

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Wevideo

Simplified online video editor with some good resources for remote educators. Free version to learn on and scaled pricing options.

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Personal Application

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PERSONAL APPLICATION
Activities to help Clients learn and make meaning

- Reflecting and Writing
- Worksheets and Activities
- Job Search Tool Development
- Video/Audio Visualizations
- Role Plays
- Creating portfolios and stories

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Microsoft or Google Forms

Online app to create surveys, polls and quizzes. This functionality can be used to create personal application activities.

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Desmos card sort

An online activity builder. While focused on math education, the card sort activity generator can be repurposed for career learning activities.

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Bookwidgets

Create custom and tailored exercises using several different activity structures. Share a link with a client or embed into other content.

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Formative

Upload your existing document and add places for clients to reply to questions and practitioner feedback. Embed other media or content. Access a library of other documents that can be used.

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Questions to ask yourself to modify design along the way

- What is working well for you?
- What is working well for your Clients?
- What isn't working well?
- What is rising to the top as most important to address next?

Consider:

| Format and scope of content | Length and frequency of communication | Ability to check for understanding and progress |

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Remote Practice

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Working from home

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Setting up your WORKING SPACE

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From Client Reluctance to ENGAGEMENT

- Articulate what is being offered
- Clear engagement process
- Provide multiple communication channels
- Guided process to learn about Client's technology access
- Relate services directly to Client's needs & goals

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Roles you may assume...

- Career Practitioner
- Facilitator
- Technical Support
- Instructor
- Designer
- Coach
- Administrator
- Resource Provider

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creating a
MATTERING
climate &
BUILDING
RAPPORT

Preparing Clients

Agendas

Technology Support

Preferred Channels

Weave and Connect

Summarize and revisit

Personalize

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Remembering
PRACTICE ROLES
o n l i n e

Assessing needs	Administrating assessments	Sharing resources	Presenting concepts	Generating ideas	Providing feedback
Developing career activities	Modeling techniques	Practicing techniques	Fostering perspective	Identifying goals, actions and next steps	Maintaining momentum

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Text-Based Asynchronous PRACTICE

The rapport between Practitioner and Client in cyberspace is developed not by reacting to another person's physical presence and spoken word, but by entering the client's mental constructs via the written word.

(Anthony, K. 2000, p.626)

Reflection Space

Client drives time engagement

Power of the written word

Co-constructing career stories

Permanent Record

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LIVE web meetings

Prepare Ahead

Technical Support Plan

Interaction

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LIVE CHAT
Practice

Customer Service & Practice

Phone app or computer-based chatbot

Career Services

Option for Drop In Services

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Ethical Considerations

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Remote Ethical Considerations

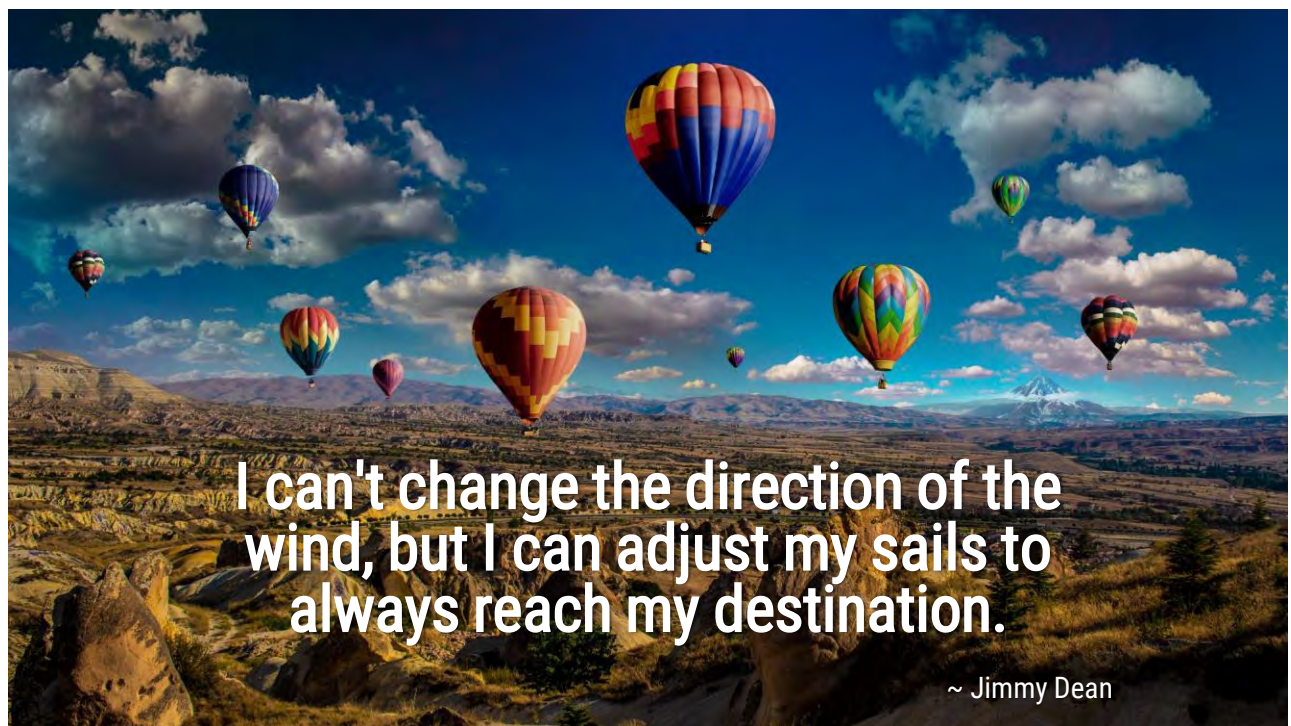Sector and association ethics prevail

Data storage and security

Privacy and confidentiality

Contact methods, timelines commitments & working hours

Engaging from personal spaces on different devices

Practitioner skill development, support & supervision

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I can't change the direction of the wind, but I can adjust my sails to always reach my destination.

~ Jimmy Dean

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THANK
YOU!

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