



# MODULE # HOW TO BUILD TRUST IN A CAREER GUIDANCE SITUATION



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# INTRODUCTION

In order to build trust the guidance practitioners shall try out a first guidance situation in a role play and gather feedback on their actions.



## OBJECTIVES

- Build trustful relationships with clients and maintain a high level of interest in the process

## TYPE



## ROLE PLAY

## DURATION

60 minutes

# MATERIALS NEEDED FOR THE IMPLEMENTATION

- Handout feedback rules



# METHODOLOGY

## STEP 1

Based on the previous exercise the group members shall try out a career counselling situation within a role play. The group members form subgroups of three people. One is the guidance practitioner, the other one is the advice seeker. In order to reduce para-verbal and nonverbal channels the role players may sit in a face-to-face guidance situation on chairs back to back. In an online training situation the trainer forms subgroups of three participants and lets them try out a guidance situation in break out rooms. The counsellor's task is to build a trustful relationship in a first contact to an advice seeker. The communication between counsellor and advice seekers lasts for 5 minutes. Afterwards the counsellor and the advice seekers give feedback to each other:

- ✓ What did they observe? What evoked trust?
- ✓ How did the advice seeker behave? Did he sure insecure behaviour in the situation?
- ✓ How did the career counsellor behave? What did he/she do or not do that evoked trust/mistrust?



# METHODOLOGY

## STEP 2

The observer gives feedback to both, the advice seeker and the career guidance practitioner. The advice seeker gives feedback to the guidance practitioner.

If there is enough time the roles may change for another round within the subgroup.

After a given time the trainer asks the groups to come back to the whole group. In order to summarize the gained findings the trainer may collect the acquired knowledge on a flipchart. The headline of the flipchart is: „How to evoke trust in an online career guidance situation...“ In an online training the trainer can collect in a brainstorming via mentimeter or a whiteboard the different suggestions from the participants.

