



MODULE # WHICH QUESTION TO ASK IN WHICH PHASE



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INTRODUCTION

The career practitioners shall do three short role plays (online or face-to-face) trying out to ask questions in different guidance phases. They practice asking questions in the orientation, clarification and the change phase and receive feedback.



OBJECTIVES

- Communicate effectively when using different formats of online guidance

TYPE



ROLE PLAY

DURATION

90 minutes

MATERIALS NEEDED FOR THE IMPLEMENTATION

- Handout



METHODOLOGY

STEP 1

Within the group form subgroups / breakout sessions (online) of 2-3 guidance practitioners. One is the client, one is the counsellor and the third one observes and will give feedback afterwards.

Both role players get the information below. The trainer may read it to them or give an handout with the information.

1st role play:

Example „Orientation phase“: „I am quite desperate. I am 45 years old and have been working as an executive agent for 20 years. I have lost my job and have been looking for a job for several months now. I don't know what to do anymore. I have always known in my life what to do but right now I don't know anymore. Can you tell me please what to do?



METHODOLOGY

STEP 1

Assignment to the career practitioner role player:

As a career counsellor you don't start right away with telling the client what to and you don't offer possible solutions, actions....To loose a job after 20 years is quite a dissapointment for a person and this needs to be taken care of too! So, take your time and ask her also how it was to loose the job, what kind of emotions she had, what she like about the job, try to paraphrase, not in the same words but to summarize what you hear, try also to show empathy. After you have done that try to find out if she wants to find a similar job or if she thinks about doing something different. Keep in mind: This is just your first counselling communication!

After ten minutes you stop the role play and do a feedback on the role play. First the career counselor says what he/she observed, how the situation was for him/her. After that the advice seeker says how the situation was for him/her, what she like about.



METHODOLOGY

STEP 2

2nd role play: example clarification phase: Use the example above!

Assignment: Try to find out using the four important questions below what you as a career counsellor shall do for the client and if you can fulfill the contract. Try also to write down the contract in the words of the client and keep it so that you can find out in your final session of the contract was fulfilled!

- ✓ **Reason:** Why have you turned to online counselling?
- ✓ **Concern:** What should happen here in online counselling?
- ✓ **Assignment:** What do you want from me as an online counsellor?
- ✓ **Contract:** What can I do for you in the context of online counselling and what can I not do?

After the role play do again a feedback phase similar to the previous one!

You may also change roles, i.e. the counsellor may be the observer and the observer may be the counsellor.

METHODOLOGY

STEP 3

3rd role play:

Example "change phase": „Ok, I am not sure if I still want to work as an executive agent. Maybe I want to do something more creative. But I have no idea what this could be.“

Assignment: Try to find out, what „more creative“ specifically means for the client and try to find out possible jobs/professions.

Interests/competencies/strengths that match these jobs could be part of the next guidance session. Again you may change roles!

Afterwards do again a feedback.

The role players may go back to the whole group and reflect their experiences together with the trainer:

- What was easy, what was not so easy?
- What did they learn? What can they apply in future guidance sessions?

REFERENCES

- Engelhardt, Emily: Handbuch Onlineberatung. Vandenhoeck & Ruprecht; 2021

