

# Practical Tips for Effective Career Discussions at Work



The National Institute for Careers Education and Counselling (NICEC) is a network organisation initiated and supported by CRAC. It conducts applied research and development work related to guidance in educational institutions and in work and community settings. Its aim is to develop theory, inform policy and enhance practice through staff development, organisation development, curriculum development, consultancy and research.

## CRAC

The Careers Research and Advisory Centre is a registered educational charity and independent development agency founded in 1964. Its education and training programmes, publications and sponsored projects provide links between the worlds of education and employment. CRAC has sponsored NICEC since 1975.

### The Effective Career Discussion Consortium

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Most organisations now expect employees to take charge of their own careers. However, people need access to information and advice from others to be able to manage their careers effectively. Drawing on the accounts of over one hundred managers and professionals, recent NICEC research has explored the key features of effective career discussions at work in major employing organisations. When we talk here of an ‘effective career discussion’, we mean a discussion which is of positive value to the individual in managing their career.

The research showed that employees receive career support from a wide range of people within and outside their employing organisation. These include line managers, other managers, mentors and coaches, HR, external specialists, work colleagues and friends. Many career discussions take place outside any formal HR process.

People who are confident in managing their own career development have generally learned how to get a range of advice, information and support from other people. Too few employees go out to find such help and too few managers in organisations offer it freely enough. The giving and receiving of career support does not have to be seen as a mysterious and specialised activity. The biggest risk at present is that too few career discussions take place and many questions therefore go unanswered.

This Guide draws on the findings of the research, and is intended both for employees and for the wide range of people who find themselves in a position to offer advice and support on career development. It presents practical tips for these ‘receivers’ and ‘givers’ of career support and some ideas on how effective career discussions can be encouraged.

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## EFFECTIVE CAREER DISCUSSIONS

The practical hints and tips given on the previous pages assume people are already aware of the need for discussions about their career and have access to a suitable person to talk to. The notes below place career discussions in their context.

### **INDIVIDUALS VARY IN HOW OFTEN THEY NEED TO DISCUSS THEIR CAREERS WITH OTHERS**

Some events trigger the need for discussion: *eg* applying for jobs and not being selected; feeling bored or 'stuck'; or organisational re-structuring. When making a major job move or change of career direction, an individual may need a number of discussions, possibly with more than one person. At other times, individuals need much less intensive support.

### **DIFFERENT KINDS OF PEOPLE CAN OFFER CAREER SUPPORT**

Employees can talk to their boss (formally or informally), or to other managers (*eg* boss's boss, ex-boss, project managers, directors). Some of these managers may act as informal or formal mentors. Some organisations run career-related or training events which may provide the opportunity for discussion of career issues and some give access to career specialists (*eg* psychologists, career professionals). The HR or personnel function can be a useful port of call for career advice as can other colleagues at work, or friends and family outside work. If one person is not helpful, individuals should not be put off, but should try talking to someone else.

### **CAREER DISCUSSIONS CAN CONVEY DIFFERENT KINDS OF INFORMATION**

This includes: feedback on performance, strengths and weaknesses; feedback on how an individual's potential is seen by the organisation; information about particular jobs or areas of work; a broad overview of career options inside or outside the organisation and how these might look in future; information on how to go about making a job move; and how to manage the organisational politics.

### **CAREER DISCUSSIONS CAN RAISE DEEP PERSONAL ISSUES**

Some career discussions go beyond offering information, or negotiating a job move or development opportunity. They explore the motivation of the individual, their work-life balance and their career aspirations. Such discussions can lead to a wider view of career options in terms of what would best suit that individual and their circumstances. These more exploratory discussions require high levels of openness and trust.

### **CAREER DISCUSSIONS NEED TO BE MANAGED**

As with any exchange, both parties need to make sure the conversation covers the right issues and that they attend to the needs and feelings of the other person as well as themselves.

### **AFTER A CAREER DISCUSSION A RANGE OF ACTIONS MAY BE TAKEN**

These include: development activities within the current job or through courses, projects, secondments; meetings with other people to explore further or gather information; and applying for specific job moves.

### **FURTHER INFORMATION**

The full report, *Straight Talking: Effective Career Discussions at Work*, is available price £25 (inc. p&p) from NICEC, Sheraton House, Castle Park, Cambridge CB3 0AX

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The research findings are summarised in a NICEC Briefing also called *Straight Talking*. Copies of both this Guide and the Briefing are available from NICEC on receipt of an A4 stamped (20p for 1 or 2 copies, 31p for up to 4, 38p for up to 6) and addressed envelope.

## TIPS FOR GIVERS AND RECEIVERS OF CAREER SUPPORT

### SETTING UP THE DISCUSSION

*Individual responsibility for career • Awareness of HR systems • Preparation*

TIPS FOR GIVERS	TIPS FOR RECEIVERS
See the individual as in the driving seat of their career, and yourself as someone who can help them manage this better. Don't be afraid to offer career support to employees who don't report to you.	Put yourself in the driving seat. Think about who can help you address career issues. Make sure you get the help you need by asking for it.
Talk to those you manage about their future as well as their job performance. In helping other people, consider whether you need to involve their boss.	Try to develop a relationship with your boss such that they will actively support your career. If this is impossible, try to keep your boss informed.
Explain where career development fits with appraisal. Suggest a follow-up meeting if career issues come up in appraisal but need more time. Try to put careers on the agenda in regular one-to-one progress meetings.	If you want to raise a career issue in appraisal, tell your appraiser beforehand. Ask for a follow-up to the appraisal meeting if there are career issues you could not discuss fully. Take advantage of other types of career support offered by your organisation.
Don't spring job moves on staff without warning. Find space for a proper discussion.	If you are planning a job move, start raising the issue well in advance.
Career discussions which occur naturally in day-to-day work can be helpful. If you are giving important feedback do take the time to explain properly.	If you want to talk to someone, ask for an appointment and explain what you want to discuss. Ask for at least half an hour.
Take time to prepare. If you don't know the individual see if they are happy to send you a CV. Tell them in advance if there are issues you want to raise.	Prepare by thinking about your situation and skills and their fit with the business. Think about what you want to discuss and what you want from the discussion.



### ESTABLISHING TRUST

*Agreeing a contract • Listening and empathy • Questioning and probing*

TIPS FOR GIVERS	TIPS FOR RECEIVERS
Share your agenda with the individual. Consider agreeing a 'contract' for the discussion.	Share your agenda with the giver.
Establish an open feel to the conversation. Put the other person at their ease. Show your interest, listen carefully, check you understand what they are saying. Make clear you understand they may wish the discussion to be confidential. Be open about your own career if appropriate.	Go into the discussion in an open frame of mind. Listen carefully to the information and advice offered and try not to be defensive. The more you can disclose your own concerns and feelings, the more you are likely to get out of the discussion.
Don't let short-term business priorities constrain or bias your advice. Show you are interested in the person first and foremost. Think about the business overall, not just your part of it.	Show you realise how your career plans relate to the business. Try to link your skill development to the organisation's needs.





## SHARING INFORMATION

*Information about self and situation • Exploring pros and cons of options • Questioning and probing • Setting direction*

TIPS FOR GIVERS	TIPS FOR RECEIVERS
It may help to have a framework in mind (eg Where are you now? Where do you want to be? How will you get there?).	Listen for the frameworks the giver uses. They may be helpful in the future as well as in this discussion.
Use your own and others' careers to illustrate career paths. But don't expect the individual to want a career like yours.	The giver's career experiences may provide useful insights, but you don't have to behave just like them.
Challenge the individual's ideas where appropriate in a constructive way.	Be ready to have your ideas challenged. Ask why the giver disagrees with you.
Try to meet the individual's needs for information, including opportunities outside the business. Where appropriate, suggest other people to talk to.	Try to broaden your understanding of the kinds of work open to you and how the changing business is affecting these.
Help the individual identify a wide enough range of career options. Which do they feel would suit them best? Are their preferred options realistic?	If you have some career options in mind, seek the giver's views of their relative pros and cons.
Help the individual discuss what they really want out of work. If you sense the individual needs to explore more personal concerns, give them the opportunity to do so, but respect their right to keep these matters private.	Think about what you want in your work and how it fits into your life. Be prepared to discuss broader personal issues if you wish. But if the discussion gets too personal for your comfort, say so.



## AGREEING ACTION

*Concluding the discussion • Agreeing actions and any further contact*

TIPS FOR GIVERS	TIPS FOR RECEIVERS
Leave enough time to bring the discussion to a close and agree what happens next. Ensure the individual knows they can come back to you.	Make sure you come away with a clear view of what to do next. Ask if you can come back if you need to.
Agree which parts of the discussion are confidential, what will be shared with other named individuals, and any links with formal HR processes.	Agree what information should remain confidential. If information needs to be shared with others, clarify who will do this, how and when.
Does the individual need you to take any actions (eg help them make initial contact with others)? If you agree to do something, do it – and quickly.	Try to leave with concrete things to do. Think about who else to inform. Thank the giver. Consider keeping them informed of your progress.

### WHAT SHOULDN'T YOU DO?

#### AS A GIVER OF ADVICE YOU SHOULD NOT:

- Appear uninterested in the person asking for advice or fail to show empathy with their situation.
- Misunderstand the issue by failing to listen or to check with the individual.
- Jump in with a career suggestion or even a job offer without preparing the ground first.
- 'Toe the organisation/party line' rather than being frank and open.
- Promise to do something during a discussion and then fail to follow it up.

#### AS A RECEIVER OF ADVICE YOU SHOULD NOT:

- Wait for help to come to you rather than going out to find it.
- Fail to prepare the giver for the discussion.
- Reject advice or feedback out of hand, fail to listen attentively, or get aggressive or defensive.
- Appear interested only in yourself and not in the organisation or other people.
- Fail to tell the giver your real career issues.