



BINDER, ELSTER, MENDELSON & WHEELER, INC.

Old Georgetown Building, Suite 202
4948 St. Elmo Avenue
Bethesda, Maryland 20014
(301)657-1896, (301)652-4983

MEMO TO: Lillian Van Santen, MDTs

FROM: BEMW, INC.

DATE: June 30, 1982

SUBJECT: QUARTERLY REPORT: ONGOING CONSULTATION AND LIAISON WITH NRC REGIONAL
CAREER COUNSELING PROGRAMS

CONTRACT #ADM-82-358 BEGINNING APRIL 1, 1982

FOIA-85-182

A/7

8507190102 850503
PDR FOIA
SATERN85-182 PDR

QUARTERLY REPORT
ONGOING CONSULTATION AND LIAISON
WITH NRC REGIONAL CAREER COUNSELING PROGRAMS
NRC CONTRACT #ADM-82-358
JUNE 30, 1982

BEMW, INC.
CAREER/LIFE PLANNING OPTIONS
4948 St. Elmo Avenue
Bethesda, MD 20814

QUARTERLY REPORT
NRC REGIONAL CAREER COUNSELING PROGRAM

TRAINING

Training of the five career counselors selected for the NRC regional program was conducted March 24 and 25, 1982 at BEMW, Inc. offices in Bethesda. Key speakers from NRC contributed to the orientation of the counselors to the Agency the first morning. The following day and a half was devoted to familiarizing the counselors with BEMW, Inc. materials, interpretation of the Strong Campbell Interest Inventory and sharing of career counseling experience and insight as it related specifically to career development needs of the Agency's employees. The high professional quality of the career counselors selected was confirmed as the HQ staff had the additional opportunity to work closely with them during the training period.

PROGRESS TO DATE

As of this date, June 30, 1982, the regional career counseling program has been initiated in each of the five regions. For a variety of circumstances, the actual counseling of employees began at different times in the separate regions. BEMW, Inc. has been in touch by telephone and letter with both the career counselors and the regional NRC liaison people in all of the areas. Written reports were requested from both the career counselors and the NRC liaison people from each region. As of this date we have received reports from all of the counselors and three of the liaison officers.

REGION I KING OF PRUSSIA, PA. Career Counselor: Damona Sain
NRC Liaison: David Martin

Due to difficulties in securing office space for the counseling, Region I has experienced a delay. The first scheduled appointments will begin the second week of July. According to the counselor, Ms. Sain, 25 employees had expressed definite interest in the program and once the memo was circulated, an additional 22 individuals were placed on a waiting list.

REGION II ATLANTA, GA. Career Counselor: Richard Nawyn
NRC Liaison: Lucy Millines

Apparently because of some additional reviews of the program, the informational flyer was delayed in being distributed. At the time of the counselor's report two counseling sessions had been held in May and several others were scheduled for June. Mr. Nawyn reports that the technical support has been excellent and that the overall attitude and response of NRC employees towards the program has been good. Although there has been some difficulty in locating a fixed room on a regular basis, to date a suitable room has always been available.

REGION III GLEN ELLEN, IL. Career Counselor: Dolores Linhart
NRC Liaison: Marcia Smith

The Region III Career Counseling Program began May 4, 1982. The counselor works with three employees each Friday and presently ten employees are

actively participating in the program. Employee feedback has been positive and so far no one has elected to discontinue the program. Sixty five employees have indicated a positive interest in the program. Scheduling has been done on a first come, first serve basis.

REGION IV

DALLAS, TEXAS

Career Counselor: Mildred Jurgens
NRC Liaison: Anna May Haycraft

Region IV's Program began promptly and as of June 15th, 19 clients had been seen with a total counseling hours of 55.

Ms. Jurgens has perceptively outlined the areas of concern expressed by the employees in her attached report. Broadly speaking they are related to changes brought about by the reorganization within the region, some uncertainty about duties and lines of responsibility, anxieties related to lack of specific information regarding their future at NRC, some concerns re communication with supervisors and anxiety about performance appraisals. She makes specific recommendations addressed to each of these concerns and believes that all of the reactions to changes within Region IV are within the normal range. Management's responses can help make the adjustment to these changes continue in a positive direction if open communication modes are utilized. The counselor further states that through counseling, employees were able to more clearly articulate the specific advantages they appreciated at NRC and their reason for wishing to remain there.

On June 9, 1982, BEMW, Inc. received a telephone call from the NRC Liaison representative, Anna May Haycraft, and Barbara Kay, the Personnel Officer, expressing some concern re negative feedback they had received verbally from two or three of the employees involved in the career counseling program. The BEMW, Inc. staff spoke at length with the counselor relative to some of the concerns and suggested specific changes to eliminate some of the perceived problems. We then sent out an additional, individual, confidential evaluation to each of the NRC employees who has finished the program and requested that these be mailed directly back to us. Eleven evaluations were sent out as of this date, and only four responded. Of those received, 3 are strongly supportive of the quality of the career counseling received, and 1 is negative. As of this time, based on a thorough review of the counselor's initial evaluations and report, the confidential evaluations received directly from employees and our discussions with the counselor, we consider the quality of the program commensurate with our standards. We shall, however, continue to stay in close touch with the program through the liaison representative, the counselor and the employees.

REGION V

WALNUT CREEK, CA.

Career Counselor: Patricia Russ
NRC Liaison: Nancy Huston

As of June 1, 1982, 12 individuals had been counseled for a total of 20 counseling hours.

A cross section of technical, clerical and management staff from all five branches indicated their interest in participating and the allotted 25 slots were spoken for very quickly. The waiting list as of June 8th had grown to 10.

Ms. Russ' report has been prepared in sufficient depth that it should be read in its entirety. In general, the counselor senses a strong feeling from the staff that "the NRC has been good to me" in terms of working conditions, promotional opportunities, salary and provision of a supportive administrative environment. As most employees desire a long-term career with NRC, the most frequently stated career goals people have chosen to work on are:

1. Defining career objectives and potential
2. Determining career and training opportunities through NRC or another Federal sponsor
3. Identifying ways to learn new skills or continue education to enhance career potential
4. Personal growth (e.g. building self-confidence)
5. Achieving a satisfactory balance between work and personal life
6. Satisfaction of reward values (e.g. recognition for on-the-job accomplishments, higher salary)

Ms. Russ, in her very thorough report, refers to two categories of staff who are experiencing problems peculiar to their categories; the support staff and the residents at reactor sites. She offers some specific recommendations re possible approaches to resolving some of these concerns.

Enclosed are the individual quarterly reports from the five regional career counselors, the reports from the NRC liaisons and the set of confidential evaluations from Region IV.