

MEMO TO: Lillian Van Santen, MDTs

FROM: BEMW, Inc.

DATE: October 19, 1983

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

CONTRACT #ADM-82-358 BEGINNING APRIL 1, 1983

QUARTERLY REPORT

ONGOING CONSULTATION AND LIAISON

WITH NRC REGIONAL CAREER COUNSELING PROGRAMS

NRC CONTRACT #ADM-82-358

OCTOBER 19, 1983

QUARTERLY REPORT  
NRC REGIONAL CAREER COUNSELING PROGRAM

PROGRESS TO DATE

As of September 15, 1983, the regional career counseling program has completed the second quarter of its contract in all five regions. BEMW, Inc. has been in touch by telephone and letter with both the counselors and regional NRC liaison people in all regions. Written reports have been received from all regions. A total of 76 clients have been seen for a total of 179 counseling hours during this quarter.

REGION I                      KING OF PRUSSIA, PA.                      Counselor: Damona Sain

The counselor has seen 23 clients for 35 counseling hours including 10 resident inspectors as well as support staff. Most clients welcome this as their first opportunity to do systematic career planning in a confidential environment. Several sought confirmation for career plans. Others needed a "sounding board" or felt the need to examine their career options or air frustrations. The counseling frequently focused on helping clients become aware of their contribution to present situation and to take responsibility for making changes in themselves when changing the system was not possible. Often clients were assisted in clarifying career choices and setting goals. Decision making and problem solving skills were taught.

The SF 171 Development Workshop will be given by the counselor in late October using material developed by Richard Nawyn, counselor NRC Region II as suggested by BEMW, Inc. Implementation of the Stress Management Workshop has been delayed because of changes in the Personnel Office. BEMW, Inc. will be checking on the progress of this with MDTs at headquarters at the request of the counselor. These workshops were recommended to help employees learn to cope better with special pressures of working in Region I, due to the changes caused by the expansion of the region.

Course was  
run as  
scheduled  
10/13-14/83  
CB

Cooperation with Region I staff remains smooth in terms of scheduling and logistics.

REGION II                      ATLANTA, GA.                      Counselor: Richard Nawyn

Following the second announcement of the program, the quota for nominations has almost been reached. Several "carry-over" clients from last year were given priority many of those who signed up are new to the agency. One client was transferred from headquarters in Bethesda, Maryland. This continuity in career counseling service offered is a positive aspect of having the program in the regions and assisted this employee make a smoother and quicker adjustment to the move.

Counseling continues to center around self assessment, SF 171 and resume development with an added emphasis on goal setting and decision making. New clients show good motivation, and self-initiative is encouraged as part of the formal counseling sessions. 8 clients have been seen for a total of 27 counseling hours during this quarter.

Creative and flexible approaches to scheduling resident inspectors around their extensive travel schedules have been initiated similar to those already tried in Region I. This has begun to increase the numbers of technical and managerial staff who have signed up for the program this year.

The counselor has shared his SF 171 Workshop materials at BEMW, Inc.'s suggestion with the counselor in Region I to be used in her upcoming NRC workshop for employees. BEMW, Inc. has suggested that the counselor meet more regularly with the liaison and key management personnel to hear about management's problems and how the counseling program is benefiting the agency.

REGION III

GLEN ELLEN, IL.

Counselor: Dolores Linhart

The counselor has seen 22 clients for a total of 64 counseling hours, including 2 clients from the previous year. Counseling has provided greater self awareness, identification of options and an appreciation of the opportunities offered to NRC employees, especially in training. Despite a strong sense of pride in their work, many expressed frustration over the frequent relocation and space problems for increasing numbers of employees and growing work demands without sufficient personnel to meet them.

Cooperation from Dorothy Carroll as Liaison has been excellent. The counselor met with Mr. Dennis Daugherty and found him very supportive of the program and especially of Federal Women's Program concerns.

REGION IV

DALLAS, TX.

Counselor: Rebecca Clark

Counseling began following Rebecca Clark's training at BEMW, Inc. headquarters in Bethesda, Maryland in early July. She has seen 12 clients for 23 hours of counseling in this quarter. Counselees are enthusiastic about the program, the materials and have focused primarily on learning how to formulate long and short term career plans.

Liaison with NRC Region IV through Barbara Kay has been excellent, both in terms of orientation and implementation. The counselor has met with over 6 key management people to become familiar with NRC and to explain the program to them. Plans continue for more meetings of this type.

The counselor recommends funding of a small career reference library in each region for use by participants in the program. BEMW, Inc. has authorized the counselor to purchase \$25.00 worth of books and recommended that they be used under the counselor's supervision to reduce the chance of loss and to keep them available to all clients. Barbara Kay, Liaison to the program reported agreement with this suggestion. Books will be kept in the NRC regional library to be available on loan to clients.

REGION V

WALNUT CREEK, CA.

Counselor: Patricia Russ

The counselor has seen 11 clients for a total of 30 hours this quarter. The program continues to be well appreciated by employees as evidenced by their positive comments and evaluations, new sign-ups based on referrals from past participants, and requests for additional appointments to follow up from clients seen in the previous year. These clients will be seen in unused hours left at the end of the contract since permission has been given for this arrangement in all the regions by MDTS through BEMW, Inc.

Counseling has focused on clarification of values and career goals, interpersonal communication, resume and SF 171 preparation, and development of confidence in decision making. Beneficial results include constructive resolution of conflicts, improved capacity to meet NRC needs and personal goals, rational thinking and planning for dealing with dissatisfactions about working conditions, colleagues and/or supervisors, improved ability to compete for promotions and initiation of self improvement programs.

Stresses have become evident involving the reorganization and the resulting reassignments. These involve adjusting to new management styles, learning new material while keeping up productivity, working under more crowded conditions, coping with increasing demands as attrition occurs and vacancies go unfilled. Career counseling has offered employees a chance for catharsis and reevaluation as a positive way to cope with these stresses.

The counselor has had useful meetings with the liaison and several other management people, including the MDTS Project Officer. She plans to meet soon with top management to review the final BEMW, Inc. 1983 report.

The counselor points out the need for better intra-agency communication based on her perceptions about the confusion stemming from the change in management style and the apparent effort to "shape up" Region V by the new administration.

The counselor developed an excellent new form which helps clients articulate their goals for counseling at the beginning of the process.



### SUMMARY

The following general comments can be made about the program as it operates in the five regions:

- Enthusiastic participation by employees is based on the excellent word of mouth reputation of the program
- Excellent liaison and NRC cooperation has occurred in all regions.
- Common stresses due to increases in regions' workloads, space problems and reorganizations have been seen in counseling.
- Most counselors have initiated useful contacts with key management personnel to better understand management's problems and how the counseling can help clients respond effectively.
- BEMW, Inc. as liaison has fostered the sharing of ideas and materials between counselors in different regions resulting in solving similar problems in scheduling resident inspectors and improved service through new forms and shared materials.

### RECOMMENDATIONS

1. Flexible and creative arrangements should be continued to adjust to unusual work or travel schedules.
2. More regular meetings should be held with management to foster mutual understanding and help the program assist management in meeting its human resource needs.
3. Stress management and SF 171 preparation workshops should be suggested to management.
4. Sharing of forms, new materials and suggestions should continue through BEMW, Inc. In lieu of a conference of the counseling staff, a conference by telephone should be tried.
5. The possibility of adding some career resource materials and books to Regional NRC library holdings for the use of clients should be explored.

Enclosed are the individual quarterly reports from the five regional career counselors.