

MEMO TO: Lillian Van Santen, MDTs

FROM: BEMW, Inc.

DATE: January 31, 1984

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

January 31, 1984

QUARTERLY REPORT
NRC REGIONAL CAREER COUNSELING PROGRAM

PROGRESS TO DATE

As of December 31, 1983 the regional career counseling program has completed the third quarter of its contract in all five regions. BEMW, Inc has been in touch by telephone and letter with the regional counselors and the regional NRC liaison in all the regions. A teleconference of all the counselors (except Rebecca Clark, Region IV) and BEMW, Inc. staff was held November 23, 1983. Regional counselors found the teleconference very beneficial for sharing concerns, ideas and trends they are witnessing in the regions. A written summary of that conference was sent to all counselors and to NRC COTR Lillian Van Santen.

56 clients were seen by 4 counselors in total of 135 counseling hours. Delores Linhart of Region III has almost completed her entire contract, a total of 99 counseling hours.

~~Damona Sain, the career counselor for Region I will not be renewing her contract with the NRC for the 1984-85 contract year.~~
She will be available for short term workshops or training seminars such as the SF 171 Development, Interviewing and Stress Management. BEMW recommends that NRC begin the search for a replacement counselor as soon as possible in order to facilitate the transition of a new counselor to the program.

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

During this quarter 11 individuals were counseled for a total of 36 hours. Counseling sessions provided an arena for participants to sound out their ideas and get feedback for re-evaluation and reassessment of career decisions.

Continual reorganization of NRC and specifically Region I has created advancement opportunities at higher GS levels and increased anxiety because of change. Individual counseling sessions therefore have focused on skills for upward mobility and to reduce stress and anxiety.

The counselor met with the new Personnel Administrator, Bob Gross, and oriented him to the Career Planning Program.

The counselor has found the SCII a useful tool for discussion with technically oriented engineers.

In addition, the counselor presented a SF 171 Development Training Seminar that was well received. It will be repeated next quarter.

The counselor recommends:

- (a) supervisors increase their use of informal and formal commendations on a more consistent basis to heighten worker motivation.
- (b) ~~the establishment of more "bridge" positions for lower level employees.~~
- (c) more active recruitment of women and minorities for higher GS level positions.
- (d) the establishment of a career library in Region I.
- (e) the continued offering of SF 171 development and stress management workshops. Also offer a Seminar on Interviewing Skills.

REGION II

ATLANTA, GA.

Counselor: Richard Nawyn

Counseled clients including both technical and administrative/clerical employees. The scheduling of resident inspectors was less a problem than anticipated. This quarter, 13 clients were counseled for a total of 33 hours.

Although client needs differ, a major focus continues to be on perceived opportunities for advancement within the current NRC structure. ~~A suggestion to accommodate mobility for lower graded employees is the creation of technical assistant positions to be bridge positions.~~ For main-line technical positions, details or rotational assignments would broaden the individual's ~~experience.~~ promote career development, and prevent stagnation on the job.

Clients report the counseling has been a positive experience. They express appreciation for the opportunity to talk with a professional counselor about goals, and cite benefits of improving SF 171, being better able to set goals, and improved ability to make decisions.

Technical support from Lucy Millines continues to be excellent.

REGION III

GLEN ELLEN, IL.

Counselor: Dolores Linhart

The total contract of 100 hours has been completed with the exception of one appointment pending. Participants have expressed their appreciation for the opportunity to develop and use their skills in problem solving and action planning. Clients have found the program has assisted them in clarifying issues and enabling them to act in a positive manner.

The counselor appreciated the opportunity to share professional concerns during the conference call on November 23, 1983 and felt it was most valuable.

REGION IV

DALLAS, TX.

Counselor: Rebecca Clark

The counselor has seen 17 individuals for a total of 34 counseling hours. Counseling sessions are concerned with educational planning, setting short term and long term career goals, and retirement planning. Most clients were concerned with matters of upward mobility and progressing with their careers at NRC. Clients have related a concern due to the uncertainty of the future of the Vendor Branch. The counselor has recommended that management offer a Stress Management Seminar or Program for employees. Individual appointments have focused on stress management techniques.

Region IV will be developing a career-related section of an in-house library. The counselor will provide the librarian with a bibliography of career material.

The counselor continues to meet with key management people and the liason. NRC staff continues to give outstanding support to the counselor and the program.

REGION V

WALNUT CREEK, CA.

Counselor: Patricia Russ

The counselor has seen 15 clients for a total of 29 hours this quarter. In addition to new clients, several Contract year I clients are returning for additional appointments as a response to newly arisen situational stresses.

Career counseling issues the third quarter include clarification of values and career goals, professional and personal goals, coping with job related stress factors, and decision making. Of special interest is the client's desire to respond to performance objectives and evaluations, increasing workplace efficiency and achieving job satisfaction. The program continues to serve as a successful vehicle for coming to grips with employee concerns.

The counselor receives feedback from Contract Year I clients who report on the positive results of goals met, and skills utilized as a result of their participation in the career counseling program. Many have developed an internal locus of control and find they can cope better with the stress of changes in management.

The counselor continues to meet with management staff. She recommends communications with staff be improved regarding Region V developments, plans and anticipated direction. The Deputy Regional Administrator has indicated a general meeting is being planned to explain to staff what changes are anticipated and how the changes will affect them.

The counselor recommends increased recognition and praise for good performance. Verbal praise positively reinforces productivity.

When it is determined the program will be continued for another contract year, publicity for the program must be released to inform new employees who have joined Region V since May.

SUMMARY

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

- Participating employees are very appreciative of the career counseling program.
- Counselors continue to maintain excellent liaison NRC cooperation is occurring in all regions.
- Increased anxiety and stress from reorganization have been seen in counseling sessions.
- Counselors' meetings with management personnel continue to be mutually beneficial.
- BEMW, Inc. as liaison with all regional counselors continues to foster the sharing of ideas, materials and concerns. A liaison conference call held November 23, 1983 proved to be very valuable for all participating counselors.
- Flexible scheduling for counseling appointments is working well.

RECOMMENDATIONS

1. Supervisors should consistently use informal and formal commendations to increase worker motivation.
2. ~~The establishment of more "bridge" positions to enable lower GS level employees to succeed in upward mobility.~~
3. ~~The establishment of details or rotations of service for mid-level GS employees to broaden their perspective,~~ promote career development, and reduce burnout and job stagnation.
4. Active recruitment of minorities and women for higher GS level positions.
5. ~~The continued offering of SF 111 Development and Stress Management workshops~~
6. The establishment of a career related library in each regional office.

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

As a result of the teleconference, BEMW, Inc. has collected PR materials from all the counselors and is sending a package of examples to each regional counselor.